

Island Health Performance Measures

Long-Term Disability



Year to Date Performance	1.2	Performance Assessment	 Yellow
Island Health Target	Less than 1.0	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

Employees who are unable to work for an extended period of time because of an illness or injury are said to have a 'long-term disability' (LTD). LTD is not usually caused by work. When an employee remains injured or ill for a number of weeks, they apply for LTD insurance payments by submitting a claim. The number of 'accepted' or 'reopened' claims indicates the number of people who became injured or ill. The number of 'closed' claims indicates the number of people who stopped receiving long term disability payments.

This measure reports the ratio of accepted or reopened (new) LTD claims to closed LTD claims, and gives an indication of whether employees are leaving the workforce faster than they are returning to it because of LTD.

This ratio is an indicator of the health and well-being of the workforce. The higher the ratio, the more staff who are unable to work. Staff capacity is reduced, and costs rise as temporary staff are hired and trained. Island Health can influence the LTD ratio by facilitating return to work in some capacity.

What is the target?

The internal target is less than 1 which is achieved if the same number (or more) employees come off an LTD claim than go on an LTD claim in a given time period. A ratio equal to or exceeding 1.5 would be flagged as red, being significantly outside the acceptable range and requiring action.

How are we doing?

As of December 2019, the LTD new/closed claims ratio was 1.2 and is not meeting target. An average ratio of 1 indicates that there is the same number of new LTD claims as closed LTD claims in that time frame. In 2018/19, the Island Health ratio was less than the BC average.

What actions are we taking?

Island Health has a comprehensive employee and family assistance program that provides resources to prevent and manage illness, injury, and life stresses. This program is available to all employees.

Island Health encourages staff to return to work and remain productive in the workforce. It seeks proactive and flexible options to assist staff to return to work, and to accommodate prolonged or permanent medical conditions.

There are initiatives in BC to improve services for employees and to meet their needs before they sustain a long-term illness or injury.