


Island Health Performance Measures

Long-Term Disability



Year to Date Performance	0.72	Performance Assessment	 Green
Island Health Target	Less than 1.00	Performance is within the acceptable range; continue to monitor.	

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). When an employee remains injured or ill for a number of weeks, they apply for LTD insurance payments by submitting a claim. LTD is not usually caused by work.

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.

This ratio is an indicator of the health and well-being of the workforce. Ratios above 1 indicate that employees are leaving the workforce due to LTD faster than they are returning. Staff capacity is reduced, and costs rise as temporary staff are hired and trained.

What is the target?

Island Health's 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.

Lower ratios are better.

How are we doing?

As of August 2024, Island Health was meeting the target.

What actions are we taking?

Island Health has a comprehensive employee and family assistance program that provides resources to prevent and manage illness and life stresses. Island Health is enhancing mental health support, optimizing return-to-work processes, and working to best manage increasing claim complexity.