

2022-2023 MLAC Workplan Topics

~~From Scott, Lynn, Tammy, and Jill:~~

- Workers' access to and understandability of information re: workers' compensation
 - Other formats (meet workers where they are) – language, videos, podcasts, electronic, etc.
 - 801 form – QR code – easier access through smartphones
 - Worker friendly website – where to go next in the process (interactive flow chart)
 - Where are the information bottlenecks? Language barriers? Demographic data to help guide info bottlenecks (21-24%)
 - What are the problems? (Complaint box/Feedback) Length of forms are arduous. Possibly shorten and simplify
 - Round-up level – not piecemeal fashion. Address consistently and in whole
 - Consider the worker perspective
 - Required notice information – WCD looking at already
 - Focus Groups/Listening Tour
 - MCO communications with workers
- Ongoing intimidation of and retaliation against workers
 - Inability to capture that information – workers choosing to not enter the system. How do we get more workers to step forward and report?
 - WC education to suggest when a worker starts a new job (i.e. Workers Bill of Rights in a digestible manner)
 - Ongoing education to address issues throughout a worker's tenure on a job – culture and practice
 - Ombuds Office – Retaliation of Safety and WC – Work has started
 - Training on what and when employers are required to provide to workers
 - Method of communication (point 1)
 - MCO communications with workers
- ~~• Use the experience/discussions of MLAC during Covid to continue to address systemic concerns and prepare for future pandemics.~~
 - ~~○ Flying blind – it would be useful to go back and look at MLAC's role. What worked and didn't work? Lessons learned. Sticking points. Focus MLAC if another pandemic comes. (Handbook, training, etc.) Notes from the old guard. Good accounting of what we went through, and actions taken (MEMO resource). Letter to new members.~~
- ~~• Further review MCO enrollment, with a particular interest in ensuring that enrollment in an MCO does not delay a worker's treatment~~
 - ~~○ Delay in care – jolt in ability to recuperate. Unnecessary complications~~
 - ~~○ Rights discussion – conflict from claims processor vs. mandatory notice~~

- ~~○ Ann Klein – volunteer on educating and providing data on MCO intent and process~~
- ~~○ Method of communication (point 1)~~

From 2022 session:

- More discussion on time loss concepts
 - ~~○ Worker timely and ongoing connection to healthcare~~
 - Aid worker recovery and so that they don't get lost in the system
 - Sub-Committee examination [on hold pending receipt of data from stakeholders and possible best practices document from Medical Advisory Committee]
 - Method of communication (point 1)

2023 session preparation:

- Legislation review starting in fall 2022
 - WCD will have some concepts (SB 213 and SB 214)
 - List of 2023 proposals in separate tracking document
 - ~~○ Usually send out notice in September indicating the committee is ready to start talking about concepts.~~

Other items:

- Case law/litigation updates – the Board has suggested a number of topic areas that MLAC consider discussing as policy
 - Board's managing attorney (or designee) brings to MLAC recent court cases and invites discussion
- Ongoing updates:
 - Annual Workers' Benefit Fund report (due early 2023)
 - Biennial permanent partial disability report (next report due early 2024)
 - Oregon Institute of Occupational Health Sciences annual report – they are partially funded with workers' compensation funds (next report due 2023)
 - NIOSH Report Review (2024)
- Educational sessions on topics as needed
 - DEI
 - Insurer's perspective start to finish
 - Injured worker's perspective start to finish
 - Mental health
 - Overview of Boards, Commissions and Small Entities