



18

# PRODUCTION ACTIVITY REPORT



Report Compiled by the Office of Management Planning

Ohio | Industrial Commission



# SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2018 – DECEMBER 31, 2018

## I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 171,943 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2018. The Bureau of Workers' Compensation (BWC) recorded 123,107 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2018. Of these filings, 17,884 (15%) were contested and received by the IC for adjudication.

DHO level issues captured (Allowance and C92) and SHO level issues captured (Appeals, PTD, Recons, VSSR, and Miscellaneous) totaled 118,787 and 53,156, respectively. Commission hearing level appeals totaled 20,316 while Reconsiderations totaled 528.

As of December 31, 2018, the IC ending inventory was 19,769 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 235.

## II. ADJUDICATORY ACTIVITY

The IC made approximately 154,899 decisions on issues arising from workers' compensation claims. These decisions incorporate administrative reviews (issues that do not initially require formal adjudication via hearing). The IC heard a total of 114,555 claims during CY 2018 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 80,098 claims heard. Total SHO claims heard are recorded at 34,259 claims. Deputy venue claims heard totaled 63 in CY 2018 while the Commission venue recorded 135 claims heard.

DHO and SHO hearings were conducted on 245 days during CY 2018 at an average of 466 claims heard per day. DHO hearings averaged 327 claims heard per day while SHO hearings averaged 139 claims heard per day. Commission level hearings were scheduled on 48 days during CY 2018.

During CY 2018, self-insuring (SI) risks accounted for 28 percent of all claims heard while non-SI risks accounted for 72 percent of all claims heard.

## III. MEDICAL ACTIVITY

The IC currently schedules medical exams in seven districts – Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 1,679 specialist exams and medical reviews were performed on behalf of the IC during CY 2018. All of these exams were related to PTD filings.

## IV. PERFORMANCE

District Hearing Officers heard a total of 63,033 Allowance docket claims during CY 2018. The statewide median for the 45-day Filing to Hearing mandate is 37 days, while the statewide median for the seven-day Hearing to Mailing mandate is 3 days.

Of the qualifying CY 2018 Allowance docket claims heard, 6,723, or 15 percent were beyond the 45-day Filing to Hearing mandate on industry performance.

Staff Hearing Officers heard a total of 29,207 Appeal docket claims during CY 2018. The statewide median for the 45-day Filing to Hearing mandate is 35 days, and the statewide median for the seven-day Hearing to Mailing mandate is 4 days.

## SUMMARY AND STATISTICAL HIGHLIGHTS

Ohio Revised Code 4123.511 (E) requires the issuance of a refusal order within 14 days of the expiration of the period in which an appeal may be filed to an SHO order. Collectively, IC refusal orders were issued in an average of six days for the respective 14-day statutory period.

For hearings conducted during CY 2018, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 41 days. This is a two-day improvement from the CY 2017 average of 43 days. The combined venue average for the seven-day Hearing to Mailing mandate is 44 days. This is a one-day regression from the CY 2017 average of 43 days. The combined venue average for the Filing of Appeal to Mailing of Order is 85 days which is unchanged from CY 2017.

A total of 793 PTD claims were heard during CY 2018. PTD applications were adjudicated within an average of 192 days during CY 2018. This reflects a 14 day regression from CY 2017. Statewide, final orders were published within six days of the hearing during CY 2018.

# TABLE OF CONTENTS

## SECTION I - HEARING INVENTORY (1-4)

Motion/Appeal Filings	
BWC New Claims	2
IC New Motions	2
Summary of Inventory	
Hearing Inventory	3
Medical Inventory	4

## SECTION II - ADJUDICATORY ACTIVITY (5-11)

IC Decisions	
Administrative Reviews	6
Claims Heard	6
By Region	6-7
By Hearing Level	6-7
By Docket Type	7
By Risk Type	8
Interpreter & Emergency Hearings	9
PTD Decisions	9
Continuances	
Prior to/at Hearing	10
Mutually/Not Mutually Agreed	10
Hearing Administrator	
Decisions	11
Activity	11

## SECTION III - MEDICAL ACTIVITY (13-14)

Specialist Exams	14
Exam Cancellation Rates	14

## SECTION IV - ADMINISTRATIVE PERFORMANCE (15-20)

Time Frames	
District Hearing Officers	16
Non-Compliant Claims	16
Staff Hearing Officers	17
Refusal Order	18
Commission Level	18
Permanent Total Disability	19

<b>STATISTICAL OVERVIEW</b>	21
-----------------------------	----

<b>DISTRIBUTION LIST</b>	23
--------------------------	----

<b>REGIONAL MAP</b>	25
---------------------	----



# HEARING INVENTORY

## DHO/SHO AVERAGE INVENTORY RATIO



“  
 The DHO/SHO total ending hearing inventory as of December 31, 2018 is 18,362 claims. This is inclusive of claims at all points of the formal adjudicatory process.  
 ”

## NEW ISSUES CAPTURED

171,943 Total New Issues Captured

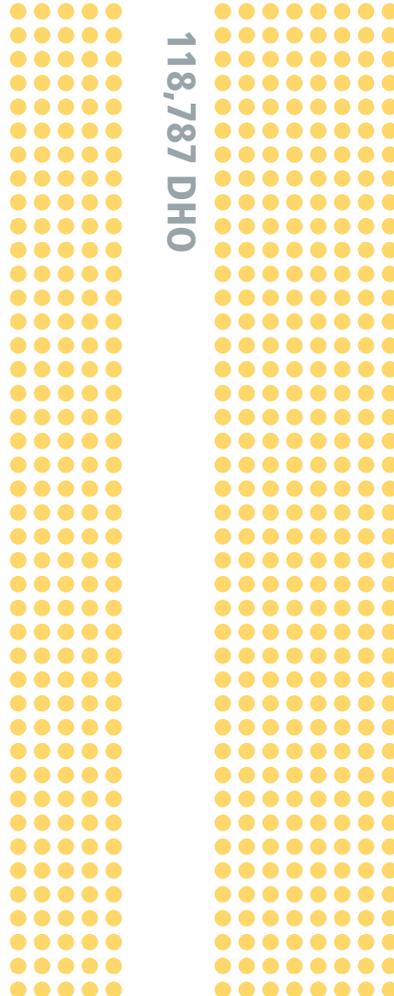
---

Industrial Commission (IC) workloads and performance are initiated by, and heavily dependent upon, the volume of new motion and appeal filings. IC inventory fluctuations can be volatile depending on claim flows from the Bureau of Workers' Compensation (BWC), appeal filings, examiner production, docketing volume, and hearing continuances.

---

53,156 SHO

118,787 DHO



## BWC NEW CLAIMS FILED

The BWC recorded 123,107 new injury, occupational disease, and death claims during calendar year (CY) 2018. Approximately, 25,614 (21 percent) of those filings were for self-insuring employers. The approximate breakdown of claim filings by risk type and claim type is provided below.

### BWC NEW CLAIM FILINGS BY RISK TYPE

RISK TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL
Self-Insured (SI)	102	4,690	20,711	111	25,614
Non-SI	208	15,244	81,572	469	97,493
<b>TOTAL</b>	<b>310</b>	<b>19,934</b>	<b>102,283</b>	<b>580</b>	<b>123,107</b>

Source: BWC Data Warehouse Unrevised

Approximately 15 percent of all new claims filed were contested in whole or part and forwarded to the IC for adjudication. Original allowance and death allowance issues were captured for 17,884 claims during CY 2018. A majority resulted in Allowance docket hearings.

## IC NEW MOTIONS AND APPEALS FILED

A total of 115,024 new first level motions and appeals were filed during CY 2018 for 72,953 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 171,943 issues were captured at the first and second adjudicatory levels during CY 2018. During CY 2018, commission level appeals and reconsiderations filed totaled 20,316 and 528, respectively. Issues tracked for DHO and SHO motion and appeal filings by docket type are itemized as follows:

### DHO AND SHO MOTION AND APPEAL FILINGS BY DOCKET TYPE

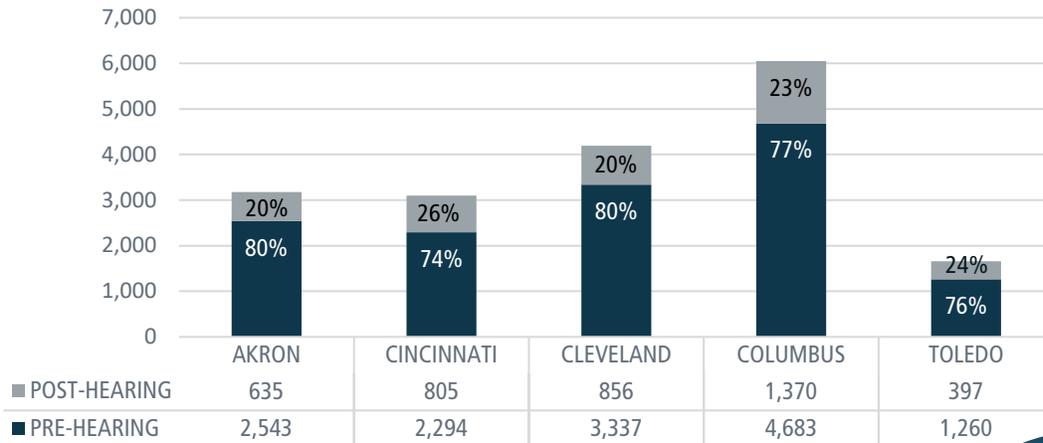
LEVEL	DOCKET TYPE	VOLUME	PERCENT OF TOTAL *
DHO	ALLOWANCE	99,761	58%
	C92	19,026	11%
SHO	APPEAL	45,526	26%
	MISC	1,582	1%
	PTD	1,406	1%
	RECON	3,978	2%
	VSSR	664	<1%
<b>STATEWIDE TOTAL</b>		<b>171,943</b>	

\*Figures are rounded

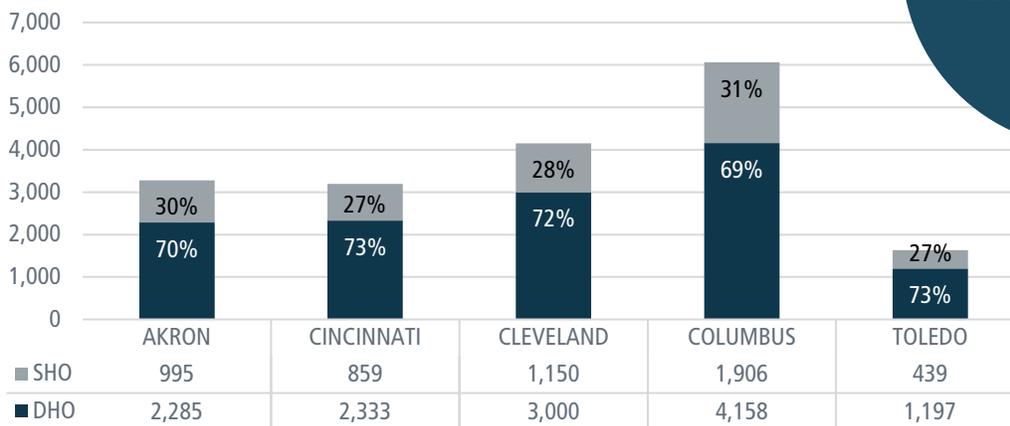
# HEARING INVENTORY

As of December 31, 2018, the IC maintained a pre-hearing inventory level of 14,117 claims at DHO and SHO levels and 1,354 claims in the pre-screening process, accounting for 84% of total ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

## IC INVENTORY DECEMBER 31, 2018



## IC INVENTORY MONTHLY AVERAGE

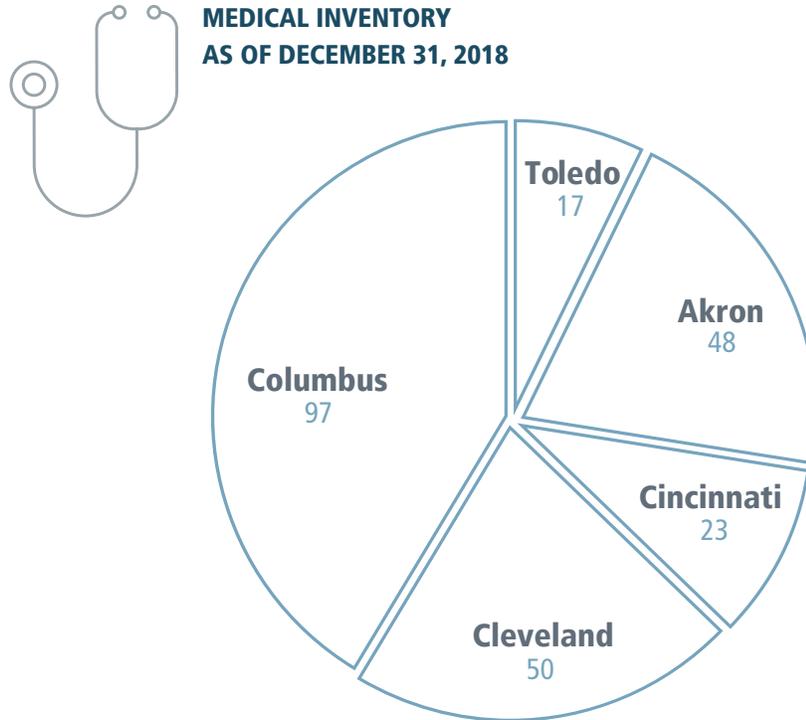


*\*Excludes claims in pre-screening process*

“  
**Statewide average  
 monthly DHO and SHO  
 aggregate inventory  
 was 20,933 claims for  
 CY 2018.**  
 ”

# MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2018 equaled 235 accounting for one percent of total inventory. Most of these claims are in process for PTD related specialist exams. While PTD medical exams are conducted throughout the state, the scheduling and report processing are conducted in the Columbus office.



# TOTAL ENDING INVENTORY

As of December 31, 2018, statewide aggregate hearing and medical inventory totaled 19,769 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (102), Court Unit (6,065), Attorney Fee applications (22) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.

# ADJUDICATORY INVENTORY

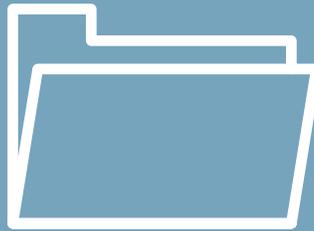
## CLAIMS HEARD

The total DHO hearing volume accounted for 70 percent of the overall hearing activity during CY 2018 at 80,098 claims heard, while the SHO volume is recorded at 34,259 claims heard.

## 114,555 TOTAL FORMAL HEARINGS\*

\* The sum of the percentages may not equal 100% due to rounding.

DHO LEVEL: 80,098 / 70%



SHO LEVEL: 34,259 / 30%

COMMISSION/DEPUTY: 198 / <1%

## BY RISK TYPE\*

State Fund: 53%

Self-Insuring: 28%

Public County Employers: 14%

Public State Employers: 5%

## BY DOCKET TYPE\*

Allowance: 55%

Appeal: 25%

C-92: 15%

Other: 5%

\* The sum of the percentages may not equal 100% due to rounding.

# ADMINISTRATIVE REVIEWS

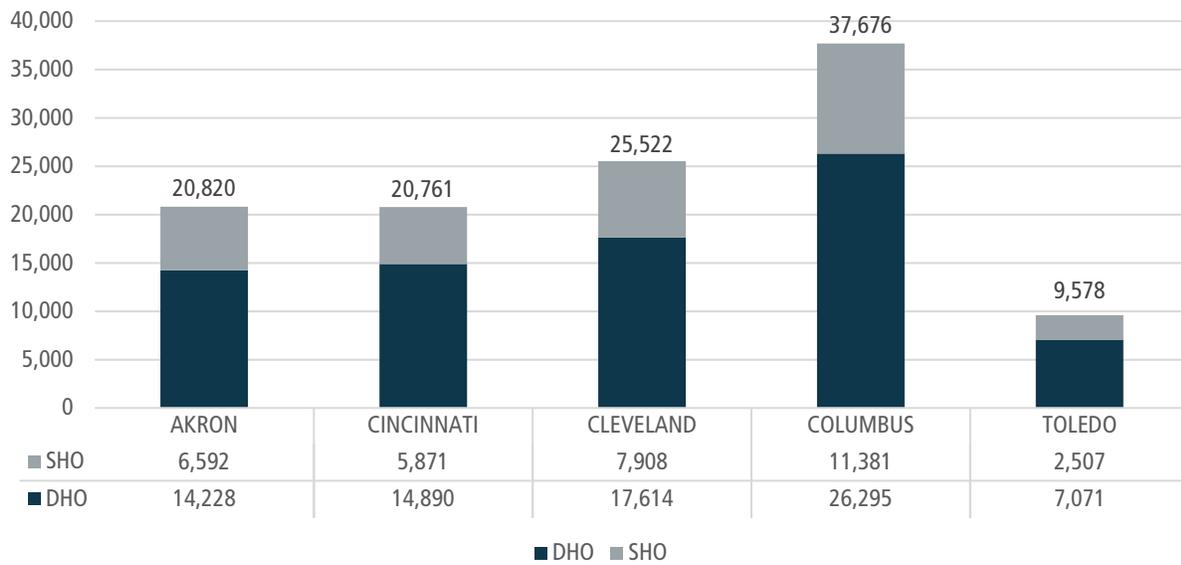
Formal hearings and administrative reviews constitute the majority of Industrial Commission adjudicatory activity. In CY 2018, the IC made approximately 154,899 decisions on issues arising from workers' compensation claims.

During CY 2018, the IC conducted 40,344 administrative reviews and heard a total of 114,555 claims at all adjudicatory levels. Claims heard includes hearings at the DHO, SHO, Deputy, and Commission venues. Administrative reviews incorporate issues that do not initially require formal adjudication via hearing (Hearing Administrator issues, Commission requests, etc.). These issues receive review and processing at the claims examining, word processing, and hearing officer levels, but are not typically reflected in routine production reports under DHO or SHO dockets. These issues may subsequently result in a hearing under normal adjudicatory processes and are reflected accordingly under respective hearing venues.

## CLAIMS HEARD

The total DHO hearing volume accounted for 70 percent of the overall hearing activity during CY 2018 at 80,098 claims heard, while the SHO volume is recorded at 34,259 claims heard. Deputy venue hearings totaled 63 in CY 2018, while the Commission venue recorded 135 claims heard. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing. Formal hearing volumes for CY 2018 reflect a five percent increase from CY 2017 totals.

**IC CLAIMS HEARD 2018 DHO AND SHO**



DHO and SHO hearings were conducted on 245 days during CY 2018. A combined average of 466 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 327 claims heard per day while Staff Hearing Officers averaged 139 claims heard per day. Commission level hearings were scheduled on 48 days during CY 2018.



Commission venue Appeals and Reconsiderations were scheduled at a rate of three claims per hearing day. Deputy venue claims are disseminated from the Commission Level Hearing Section in Columbus and are not docketed in a systematic manner. Thus, the volume of claims heard per day at this level is indeterminate.

## COMMISSION CLAIMS HEARD 2018



## CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 55 percent of the statewide total, while DHO C92 claims account for 15 percent. SHO dockets are accounted for as follows: Appeals - 25 percent; Reconsiderations - 3 percent; and PTD - 1 percent. Miscellaneous, VSSR, Deputy, and Commission venue hearings combined for one percent of the statewide total.

### CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

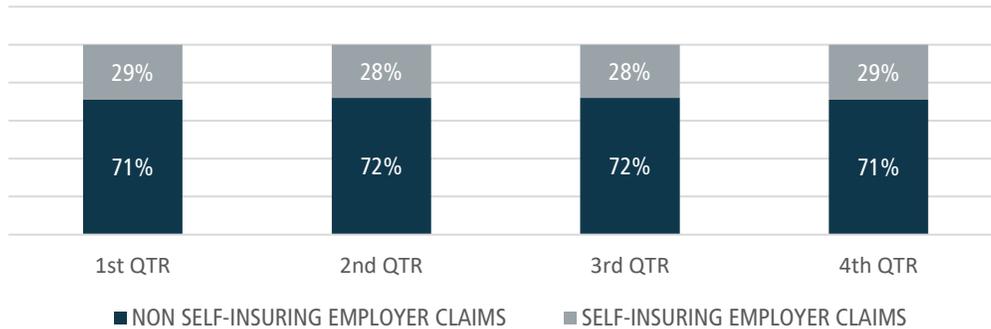
LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	11,270	11,886	12,933	21,086	5,858	63,033
	C-92	2,958	3,004	4,681	5,209	1,213	17,065
	DHO TOTAL	14,228	14,890	17,614	26,295	7,071	80,098
SHO	APPEAL	5,628	5,174	6,536	9,669	2,200	29,207
	PTD	110	87	112	374	110	793
	RECON	723	488	1,108	1,102	130	3,551
	VSSR	16	17	8	21	9	71
	MISC	115	105	144	215	58	637
	SHO TOTAL	6,592	5,871	7,908	11,381	2,507	34,259
COM	COMMISSION	0	0	0	135	0	135
	DEP	6	4	12	37	4	63
	COM TOTAL	6	4	12	172	4	198
<b>REGIONAL TOTAL</b>		<b>20,826</b>	<b>20,765</b>	<b>25,534</b>	<b>37,848</b>	<b>9,582</b>	<b>114,555</b>

# CLAIMS HEARD BY RISK TYPE

During CY 2018, self-insuring (SI) risks accounted for 28 percent of all claims heard while non-SI risks accounted for 72 percent.

Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.

## RISK TYPE CLAIMS HEARD 2018 PERCENTAGE ANALYSIS



## HEARINGS HELD BY EMPLOYER GROUP

LEVEL	DOCKET TYPE	STATE FUND	SELF INSURING	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO	ALLOWANCE	34,679	17,588	8,176	2,584	63,027
	C-92	8,149	4,588	3,380	948	17,065
	DHO TOTAL	42,828	22,176	11,556	3,532	80,092
SHO	APPEAL	15,246	8,579	3,893	1,489	29,207
	RECON	1,466	1,273	623	189	3,551
	MISC	380	155	80	22	637
	VSSR	51	20	1	0	72
	PTD	405	60	84	30	579
	SHO TOTAL	17,548	10,087	4,681	1,730	34,046
COM	COMMISSION	58	51	11	8	128
	DEPUTY	28	26	5	4	63
	COM TOTAL	86	77	16	12	191
<b>EMPLOYER TOTAL</b>		<b>60,462</b>	<b>32,340</b>	<b>16,253</b>	<b>5,274</b>	<b>114,329</b>

Hearings were conducted for approximately 20,962 different risks during CY 2018. Hearings for claims of private state funded employers accounted for 53 percent of all hearings while SI employers accounted for 28 percent; public county employers accounted for 14 percent; and public state employers' claims accounted for five percent.

# INTERPRETER AND EMERGENCY HEARINGS

A total of 2,226 hearings were flagged as requiring interpreter services during CY 2018, marking a four percent increase from CY 2017.

A total of 237 emergency hearings were scheduled during CY 2018. Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective hearing parties, or other justifiable reasons.

REGION	INTERPRETER	EMERGENCY
AKRON	200	38
CINCINNATI	283	26
CLEVELAND	658	34
COLUMBUS	1,005	120
TOLEDO	80	19
<b>STATEWIDE</b>	<b>2,226</b>	<b>237</b>

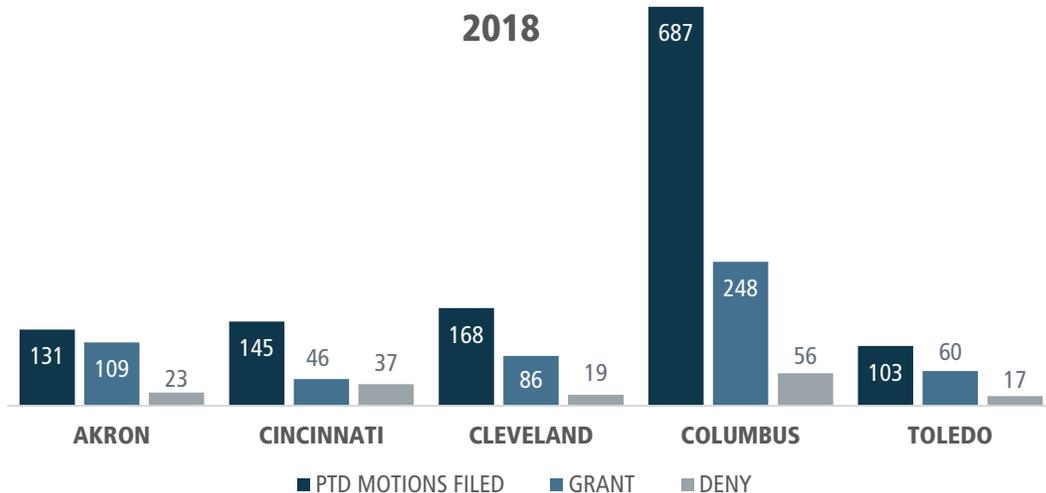
# PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) motions captured for CY 2018 totaled 1,234. Of those PTD applications that were either granted or denied during CY 2018, 78% were rendered PTD grants versus 22% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 83%, 17%; Cincinnati - 55%, 45%; Cleveland - 82%, 18%; Columbus - 82%, 18%; Toledo - 78%, 22%.

Given processing times for PTD applications, there is not always a direct correlation between motion filings and decisions rendered within the same calendar year. Additionally, some PTD applications are withdrawn, dismissed, or otherwise disposed. These totals are not reflected in this report.

## REGIONAL PTD DECISIONS 2018

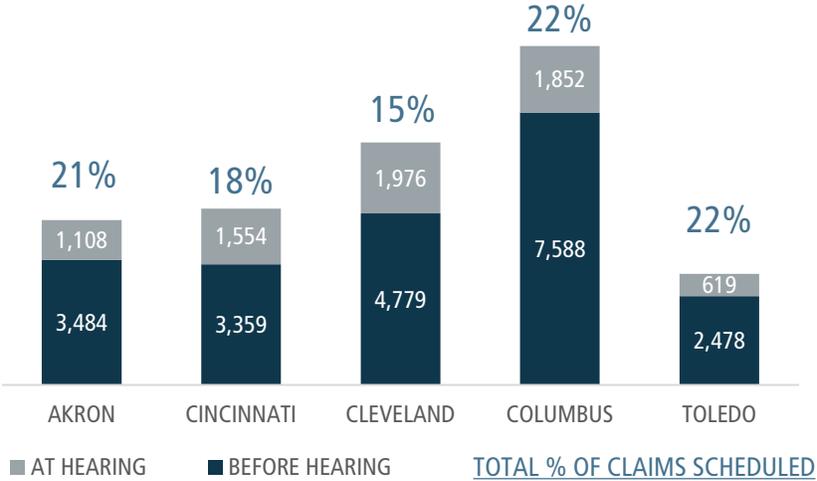


*\*PT motions filed in a year do not directly correlate to grant/deny regional totals*

# CONTINUANCES

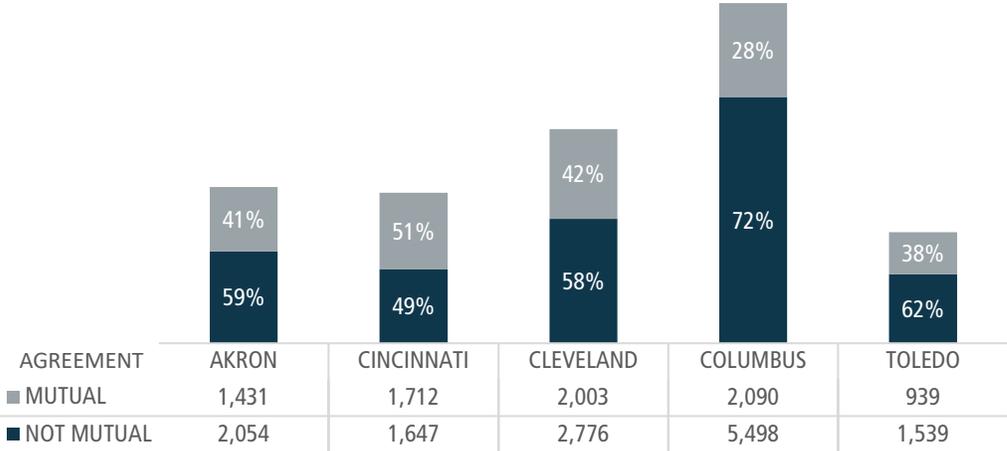
Statewide, the average continuance rates (for all issues) prior to and at hearing are 14 percent and 5 percent of claims scheduled, respectively for CY 2018. Continuances granted prior to hearing for all issues totaled 21,688 while continuances granted at hearing totaled 7,109. The aggregate continuance rate for all issues is 19 percent for CY 2018.

## CONTINUANCES GRANTED ALL ISSUES



Continuances impact inventory backlogs, docketing, and time frames. Mutually agreed continuances prior to hearing are not eligible for time frame consideration. Continuances prior to hearing that are not mutually agreed may remain eligible if the time frames are not waived by the parties at some other point and the issue reaches a subsequent hearing.

## CONTINUANCE AGREEMENT ALL ISSUES PRIOR TO HEARING



# HEARING ADMINISTRATOR DECISIONS

IC Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 24,970 continuance requests during CY 2018, they also processed 15,332 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2018.

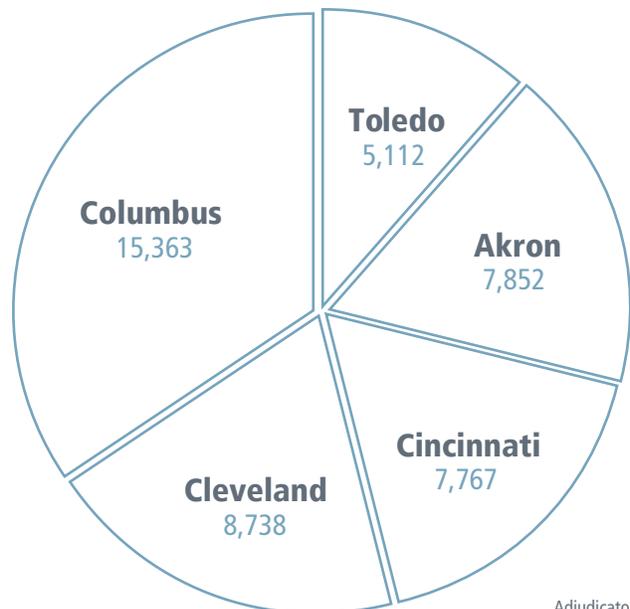
## HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	126	102	106	384	93
	PRE-HEARING	33	41	20	124	23
EMERGENCY HEARINGS	GRANT	27	36	41	138	16
SUBPOENA REQUESTS	GRANT	96	73	154	114	39
	DENY	39	34	38	50	18
INTERROGATORIES & DEPOSITIONS	GRANT	2	4	0	0	1
	HEARING	1	1	0	4	1
SUSPENSION REQUESTS	GRANT	272	275	244	478	276
	DENY	103	161	171	234	73
.522/.52 REQUESTS	GRANT	1	14	51	78	11
	HEARING	93	49	100	84	36
<b>HEARING ADMINISTRATOR TOTALS</b>		<b>766</b>	<b>754</b>	<b>884</b>	<b>1,550</b>	<b>571</b>

Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented above.

Statewide, Hearing Administrators made decisions on or referred to hearing approximately 44,832 issues during CY 2018. Regional proportions of statewide Hearing Administrator activity during CY 2018 are as follows: Columbus at 34 percent; Cleveland at 19 percent; Akron at 18 percent; Cincinnati at 17 percent, and Toledo at 11 percent.

### ACTIVITY BY REGION





# MEDICAL ACTIVITY



1,679 PERFORMED  
MEDICAL EXAMS

92%

OUT OF HOUSE

4%  
IN HOUSE

4%  
OUT OF STATE

## TYPES OF EXAMS

PSYCH: 37%



PMR: 23%



OCCMD: 22%



ORTHO: 11%



OTHER: 6%



Of the 1,991 exams scheduled during CY 2018, 16% were either canceled, rescheduled, or the injured worker did not appear for the exam.

# SPECIALIST EXAMS

A total of 1,991 specialist exams (including file reviews) were scheduled on behalf of the Industrial Commission during CY 2018. The majority of these exams are related to PTD filings. Scheduling of exams for Injured Workers residing out-of-state is performed through the Columbus office. The Columbus, Cleveland, Youngstown, and Dayton offices maintain in-house medical exam rooms.

A total of 1,679 IC exams were performed during CY 2018 with a majority of exams taking place outside IC facilities. The CY 2018 exam volume reflects a 16 percent decrease from CY 2017.

## SPECIALIST EXAMS PERFORMED BY LOCATION

LOCATION	AKR	CIN	CLE	COL	DAY	TOL	YOU	TOTAL %
OUT OF HOUSE	131	94	222	686	100	152	155	92%
IN HOUSE	1	0	14	37	0	0	15	4%
OUT OF STATE	2	0	2	67	0	1	0	4%
<b>TOTAL</b>	<b>134</b>	<b>94</b>	<b>238</b>	<b>790</b>	<b>100</b>	<b>153</b>	<b>170</b>	
<b>% OF OVERALL TOTAL</b>	<b>8%</b>	<b>6%</b>	<b>14%</b>	<b>47%</b>	<b>6%</b>	<b>9%</b>	<b>10%</b>	

## EXAM CANCELLATION RATES

The 1,991 specialist exams scheduled during CY 2018 consisted of 312 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2018 statewide exam cancellation rate (cancel, no show, reschedule) is 16 percent.

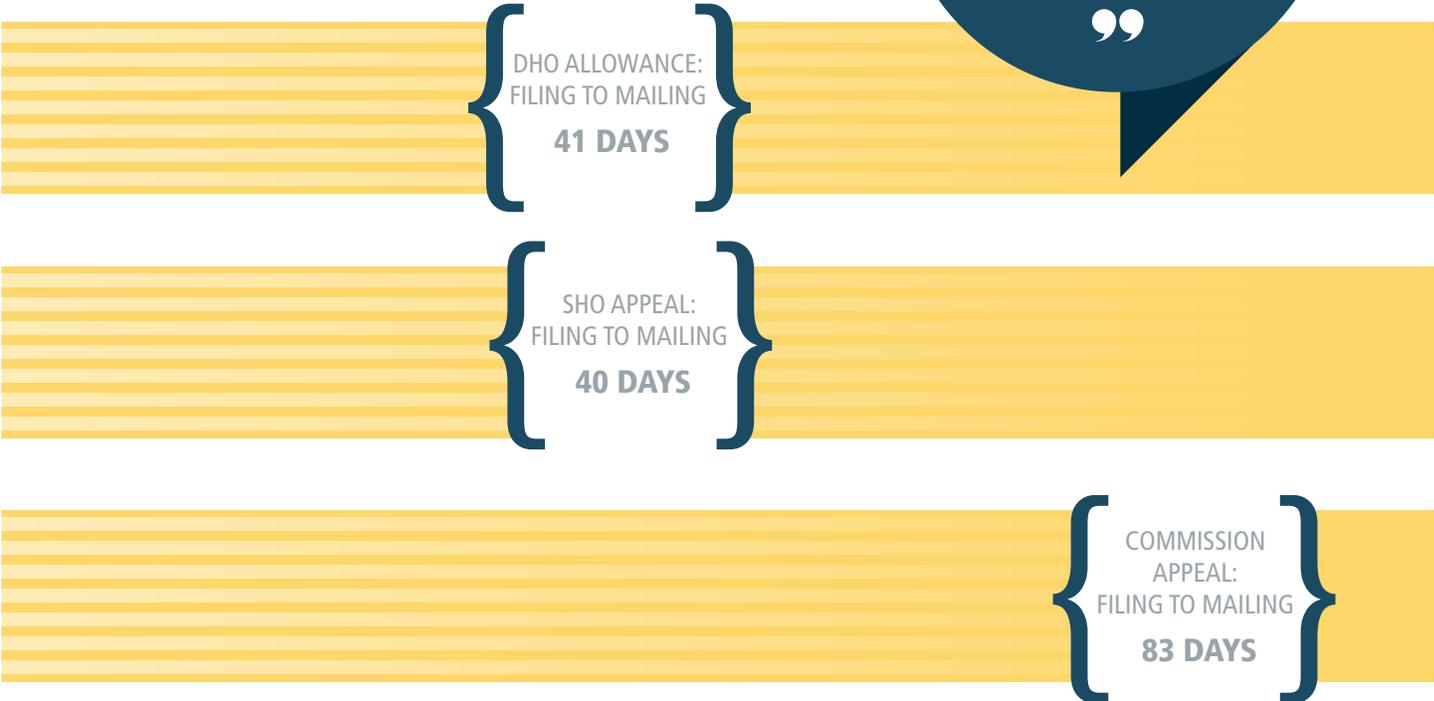
### IC SPECIALIST EXAMS

DISTRICT	PERFORMED	CANCELED	RESCHED- ULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	134	14	12	6	166	19%
CINCINNATI	94	5	15	4	118	20%
CLEVELAND	238	3	15	6	262	9%
COLUMBUS	790	31	84	16	921	14%
DAYTON	100	5	11	4	120	17%
TOLEDO	153	13	28	5	199	23%
YOUNGSTOWN	170	18	9	8	205	17%
<b>STATEWIDE</b>	<b>1,679</b>	<b>89</b>	<b>174</b>	<b>49</b>	<b>1,991</b>	<b>16%</b>

# ADMINISTRATIVE PERFORMANCE

“  
The benchmark for DHO, SHO, and COM Filing to Mailing timeframes is 52 days: inclusive of the statutory 45 days for Filing to Hearing and 7 days for Hearing to Mailing.  
”

## TIME FRAMES



## OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

**REFUSAL ORDER:  
EXPIRATION TO MAILING**

IC averaged 6 out of 14 days allowed.



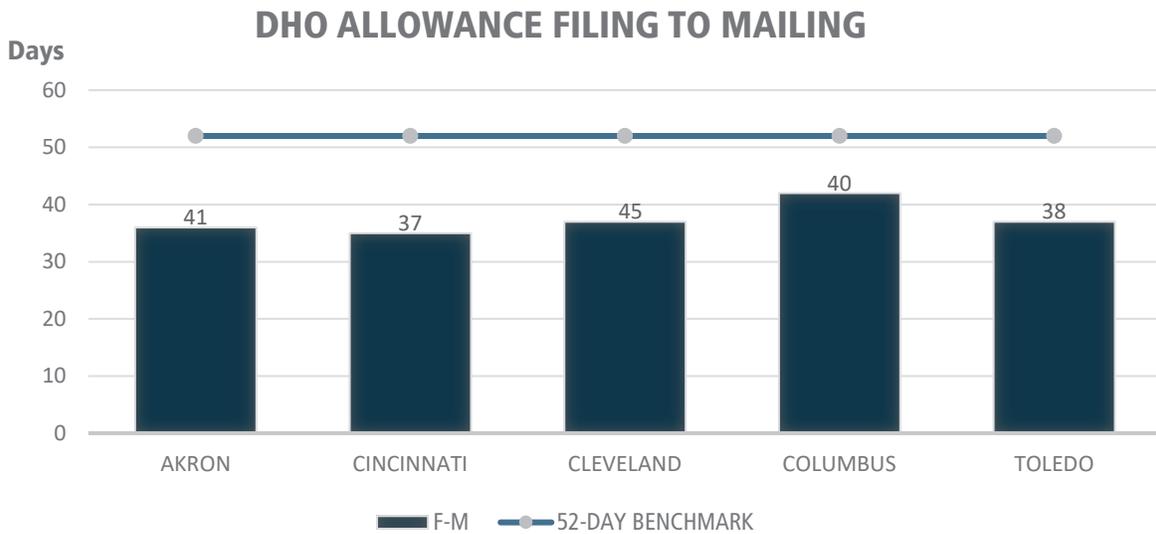
**PTD:  
FILING TO MAILING**

IC averaged 192 days in 2018.



# DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District hearing officers heard a total of 63,033 Allowance docket claims during CY 2018. Of those, 45,243 (72%) qualified for inclusion in time studies. On average, all IC offices performed within the statutory limits set forth in R.C. 4123.511 for the calendar year. The IC benchmark for Filing to Mailing is set at 52 days. This benchmark is based on the entirety of the hearing process and combines the two statutory periods Filing to Hearing (45 days) and Hearing to Mailing (7 days).



## 2018 STATEWIDE DHO ALLOWANCE PERFORMANCE

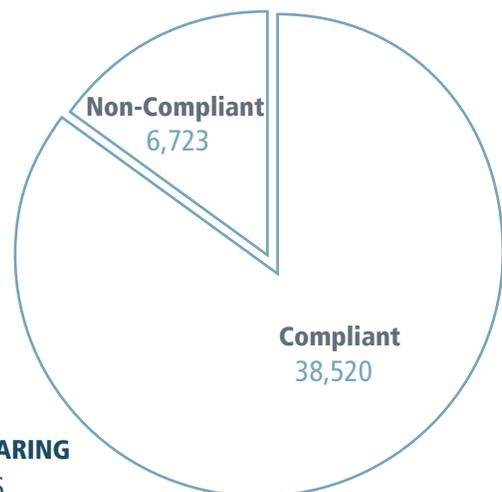
2018 QTR	F-R*	R-H	F-H*	H-M*	R-M	F-M
1 <sup>ST</sup>	0	36	39	3	41	43
2 <sup>ND</sup>	0	34	36	3	38	40
3 <sup>RD</sup>	0	34	36	3	38	41
4 <sup>TH</sup>	1	34	36	4	38	41
<b>AVERAGE</b>	<b>1</b>	<b>35</b>	<b>37</b>	<b>3</b>	<b>39</b>	<b>41</b>

\*F-R statute = 7 days; F-H statute = 45 days; H-M statute = 7 days.

## NON-COMPLIANT CLAIMS

R.C. 4123.511(C) dictates that an appeal or motion to a DHO must be heard within a 45-day period. This is inclusive of the statutory 7-day period the BWC has to forward the claim data to the IC in accordance with R.C. 4123.511(B)(3).

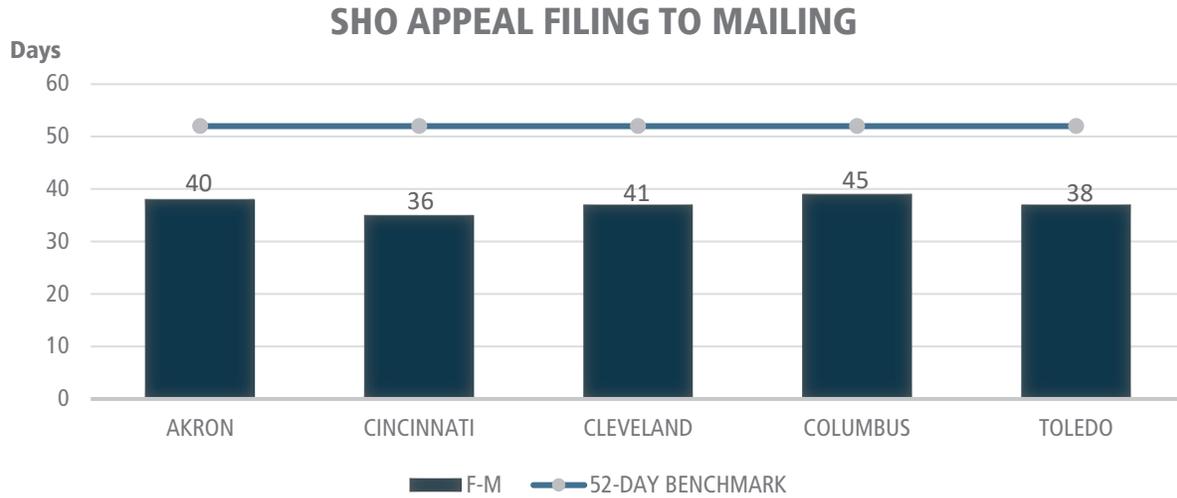
For CY 2018 6,723 (15%) of the Allowance docket claims heard were beyond the statutory 45-day Filing to Hearing time frame. This reflects an increase of nine percent (528 claims) in the volume of non-compliant claims with an increase of one percent in the rate of non-compliance compared to CY 2017 performance.



**DHO ALLOWANCE FILING TO HEARING**  
45,243 QUALIFYING RECORDS

# STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 29,207 Appeal docket claims during CY 2018. Of those, 25,063 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.



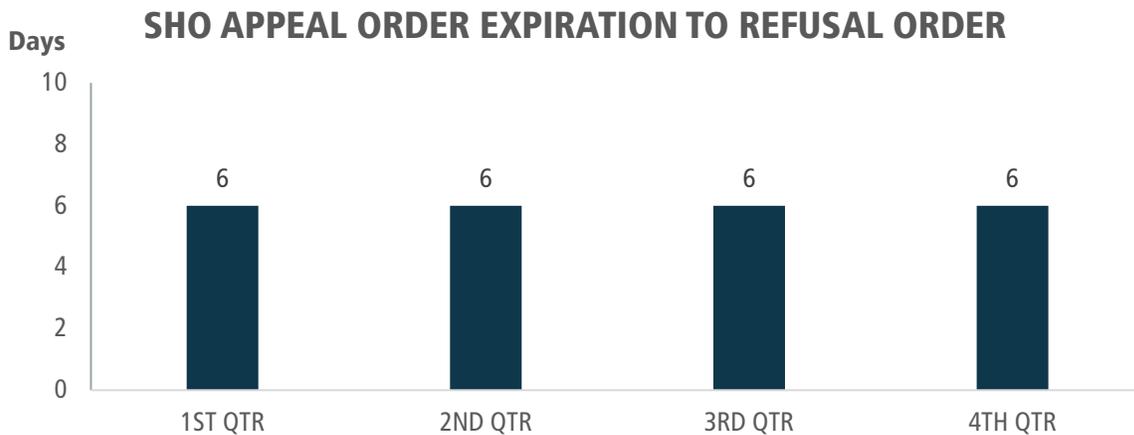
### 2017 STATEWIDE SHO APPEAL PERFORMANCE

2018 QTR	F-H*	H-M*	F-M
1 <sup>ST</sup>	36	4	40
2 <sup>ND</sup>	34	3	38
3 <sup>RD</sup>	36	4	41
4 <sup>TH</sup>	35	4	40
<b>AVERAGE</b>	<b>35</b>	<b>4</b>	<b>40</b>

\*F-H statute = 45 days; H-M statute = 7 days.

# SHO REFUSAL ORDER TIME FRAMES

Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus. Per R.C. 4123.511(E), if an appeal is refused, it is to receive a refusal order within 14 days of the expiration date for which an appeal may be filed to an SHO order.

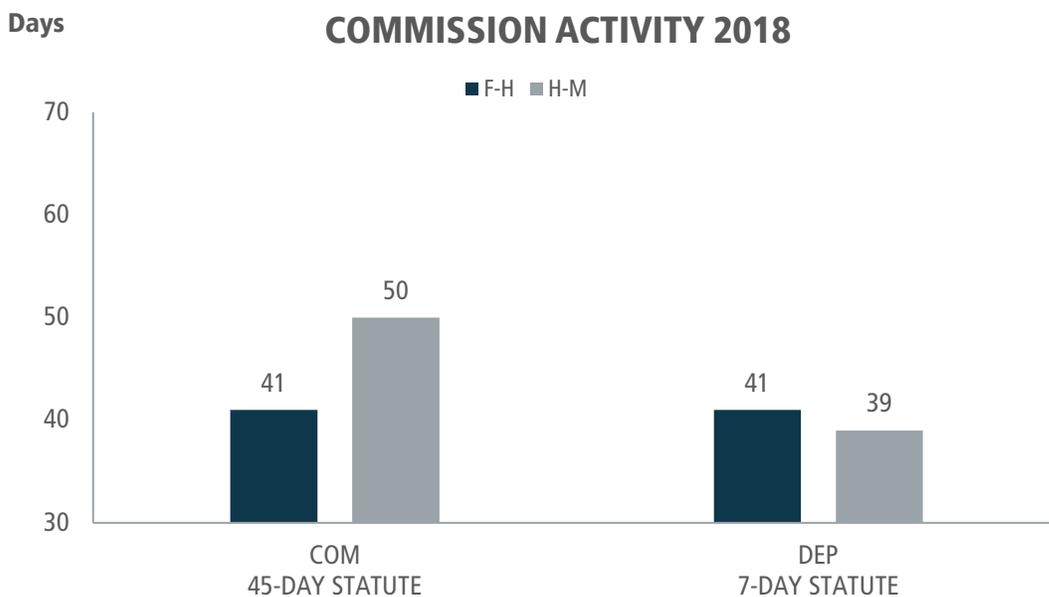


# COMMISSION LEVEL TIME FRAMES

For hearings conducted during CY 2018, the combined venue average for the statutory 45-day period Filing to Hearing (F-H) of an appeal is compliant at 41 days. This is an improvement of two days from the CY 2017 average.

The combined venue average for the statutory 7-day period Hearing to Mailing (H-M) of an appeal is 44 days. This is a one-day regression from the 43-day average during CY 2017.

The combined venue average for the Filing to Mailing (F-M) time frame is 85 days which is unchanged from CY 2017.

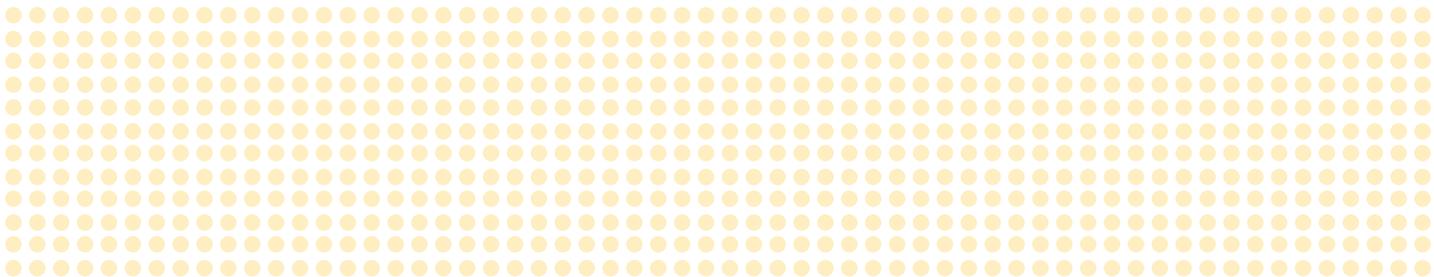
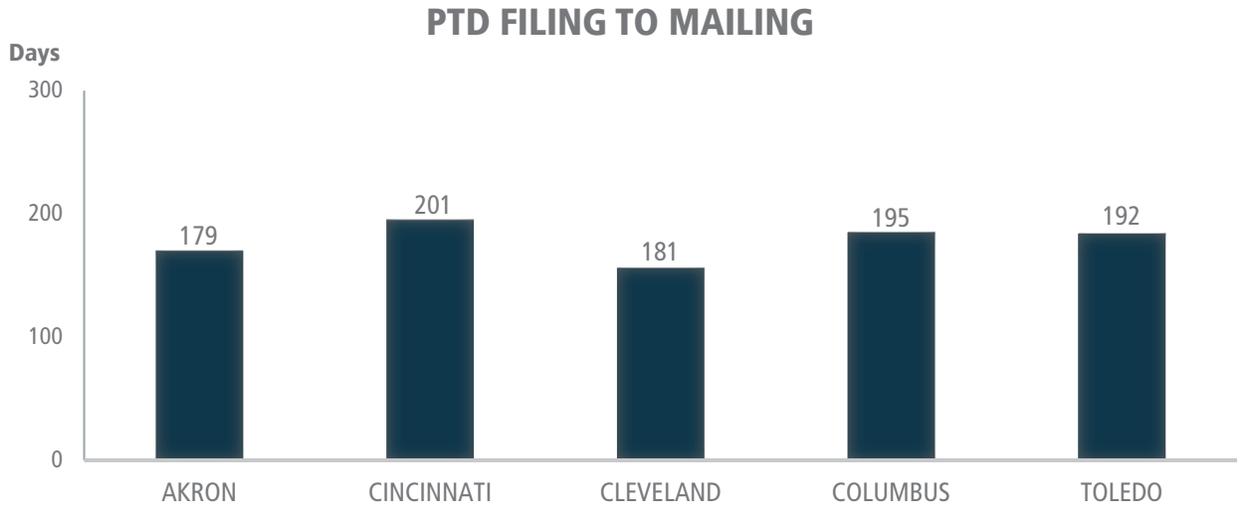


# PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 793 PTD claims were heard during CY 2018. PTD claims qualifying for inclusion in the time studies equaled 525 (67%). Only those claims in which a decision is final in nature are included. Decisions involving a continuance, cancellation, or referral are not used in the calculation of the performance estimate.

During CY 2018, PTD applications were adjudicated within an average of 192 days (approximately six months) from the application filing date, a 14-day regression from CY 2017.

PTD hearings are typically taken under advisement with a final order published at a later date. On average, final orders were published within six days of the hearing during CY 2018.

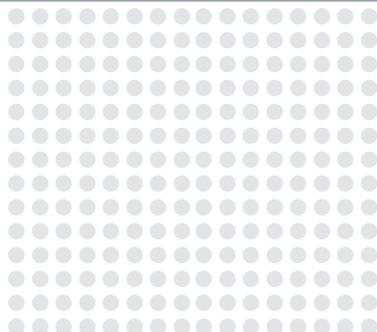




# STATISTICAL OVERVIEW



	2017	2018
<b>INVENTORY</b>		
BWC New Claims Filed	120,902	123,107
IC Motions/Appeals Filed (first level)	114,748	115,024
<b>HEARING ACTIVITY</b>		
Claims Heard	108,902	114,555
DHO Venue	76,435	80,098
SHO Venue	32,208	34,259
COM Venue	178	135
Claims Heard Per Day (DHO/SHO)	442	466
DHO Heard Per Day	311	327
SHO Heard Per Day	131	139
Continuances: Prior to Hearing	20,628	21,688
Continuances: At Hearing	6,242	7,109
<b>MEDICAL ACTIVITY</b>		
Specialist Examinations Performed	1,998	1,679
<b>PERFORMANCE</b>		
DHO Allowance Timeframes (F-M)	38 days	41 days
Non-Compliant DHO Claims	6,195	6,723
SHO Appeal Timeframes (F-M)	38 days	40 days
Commission Appeal Timeframes (F-M)	85 days	85 days
Refusal Orders	6 days	6 days





# DISTRIBUTION LIST

## COMMISSION ADMINISTRATION

Jim Hughes	<i>Chairman, Industrial Commission</i>
Jodie M. Taylor	<i>Member, Industrial Commission</i>
Karen L. Gillmor, Ph.D	<i>Member, Industrial Commission</i>
Tim Adams	<i>Executive Director</i>
Tom Connor	<i>Director, Adjudicatory Services</i>
James Burkart	<i>Chief Legal Counsel</i>
Chris Minter	<i>Director, Security Services</i>
Laura Schank	<i>Hearing Officer Trainer</i>

## NON-ADJUDICATORY OPERATIONS

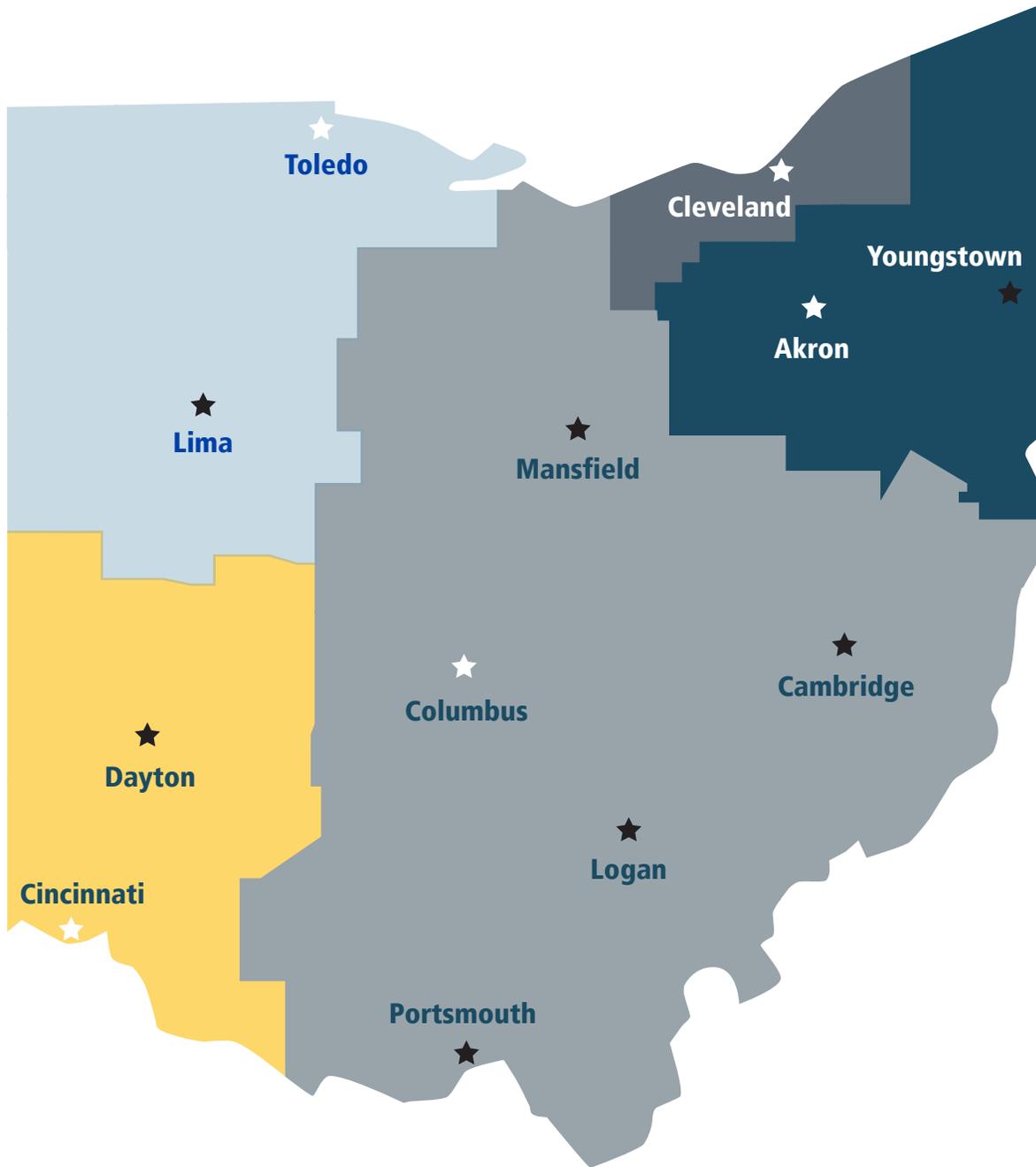
Brian Kelly	<i>Director, Fiscal Management</i>
Scott Greene	<i>Director, Management Planning</i>
Adam Gibbs	<i>Director, Communications/Customer Service</i>
Bob Osbourne	<i>Acting Director, Information Technology</i>
Doreena Colasurd	<i>Acting Director, Human Resources</i>
Sara Castle	<i>Director, Medical Services</i>
Mike Feeney	<i>Director, Operations Support</i>
Miles Grilliot	<i>Legislative Liaison</i>

## REGIONAL OFFICES

Patrick Gannon	<i>Manager, Akron Region</i>
Carma Callender	<i>Manager, Cincinnati Region</i>
Debra Lynch	<i>Manager, Cleveland Region</i>
Felicity Hillmer	<i>Manager, Columbus Region</i>
Mara Lanzinger Spidel	<i>Manager, Toledo Region</i>
Cindy Albrecht	<i>Manager, Commission Level Hearings</i>



# IC OFFICE LOCATIONS



★ District Offices

☆ Regional Offices



**Mike DeWine**, Governor

**Jim Hughes**, Chairman

**Jodie M. Taylor**, Member

**Karen L. Gillmor, Ph.D.**, Member

 **Ohio** | **Industrial Commission**