

09



Ohio | Industrial Commission

PRODUCTION ACTIVITY

Report Compiled by the Office of Management Planning

INDUSTRIAL COMMISSION

PRODUCTION ACTIVITY REPORT

SUMMARY OF STATISTICAL HIGHLIGHTS

JANUARY 1 - DECEMBER 31, 2009

I. MOTIONS/APPEALS/INVENTORY

A total of 220,350 issues were captured at the **District Hearing Officer** (DHO) and **Staff Hearing Officer (SHO)** levels for IC determination during calendar year (CY) 2009. The BWC recorded approximately 144,272 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2009. Of these filings, approximately 19,971 (14%) were contested and received in the IC for determination.

DHO level issues captured (Allowance and C92) total 151,834, while SHO level issues (Appeals, PTD's, Reconsiderations, VSSR's and SHO Miscellaneous) total 68,516. Appeals and reconsiderations filed at the Commission hearing level total 25,913 and 819, respectively. *First Level* ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 66,933 while *Second Level and Above* ICON filings, inclusive of appeals to DHO and SHO orders, totaled 68,448.

Additionally, during the CY 2009 there were approximately 26,063 issues captured that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PT adjustments, etc.). This reflects a 38 percent decrease over the volume of non-hearing issues captured in 2008 (42,169). These "administrative review" issues are not typically reflected in scheduled production reports.

As of December 31, 2009, the IC ending inventory was 22,475 claims at the DHO and SHO levels. This is inclusive of claims being processed in the IC medical sections, which totaled 595.

II. HEARING ACTIVITY

The IC heard a total of 168,648 claims during CY 2009 at all adjudicatory levels. The total DHO volume accounts for 69% of overall hearings at 116,475 claims heard. Total SHO claims heard are recorded at 51,789 claims. Deputy venue claims heard totaled 96 in CY 2009 while the Commission venue recorded 288 claims heard.

DHO and SHO hearings were conducted on 246 days during CY 2009 at an average of 684 claims heard per day. District Hearing Officers averaged 473 claims heard per day while Staff Hearing Officers averaged 211 claims heard per day. Commission level hearings were scheduled on 82 days during CY 2009.

During CY 2009, 27% of all claims heard on DHO Allowance dockets were for self-insuring risks while 73% were for non-SI risks.

III. MEDICAL ACTIVITY

The IC currently schedules medical exams in seven districts - Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 3,232 specialist exams and medical reviews were performed on behalf of the IC during CY 2009. The majority of these exams (99%) were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 83,012 allowance docket claims during CY 2009. The statewide median for the 45-day *Filing to Hearing* mandate is **30 days**. The statewide median for the 38-day *Receipt to Hearing* benchmark is **28 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **2 days**.

Of the qualifying CY 2009 Allowance claims heard, 6,211 claims, or 9 percent, were beyond the 45-day *Filing Date to Hearing Date* mandate reflecting industry performance. This rate improved by two percentage points compared to 2008 performance as the volume of non-compliant claims decreased by 23 percent. Of the qualifying 2009 Allowance claims heard, 4,642 claims, or seven percent, were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance.

Staff Hearing Officers heard a total of 39,594 appeal claims during CY 2009. The statewide median for the 45-day *Filing to Hearing* mandate is **27 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **2 days**.

A total of 2,578 PTD claims were heard during CY 2009. PTD applications were adjudicated within approximately **177 days**. This is improved by 44 days compared to CY 2008 performance. Statewide, final orders were published within **5 days** of the hearing during CY 2009.

Through September 2009, if an appeal to a SHO order was refused, it was to receive a refusal order within 14 days of the appeal filing date. Effective October 1, 2009, 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 10 days for the respective 14-day statutory requirement.

For hearings conducted during CY 2009, the combined venue Commission and Deputy average for the period *Filing of Appeal to Hearing Date* is **100 days**. This is a 27-day regression from the 2008 average of 73 days. The combined venue average for the seven-day *Hearing to Mailing* mandate is **37 days**.

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IC

INVENTORY

New Filings

Industrial Commission (IC) workloads and performance are initiated by and heavily dependent upon the volume of new motion and appeal filings. IC inventory volume is subject to volatile daily swings dependent on appeal filings, claim flows from the BWC, examiner production in relation to the number of issues involved in a claim, docketing loads, and continuances granted.

The BWC recorded nearly 145,000 new injury, occupational disease, and death claims during the 2009 calendar year (CY). Approximately 25,000 (17%) of these filings were for self-insured employers. The estimated breakdown of claims by risk type and claim type is as follows:

BWC New Claims Filed

Source: BWC Datawarehouse

CLAIM TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL CLAIMS FILED
SELF-INSURED (SI)	76	5,660	18,482	258	24,476
NON-SI	264	4,244	114,506	782	119,796
TOTAL	340	9,904	132,988	1,040	144,272

On average, 14% of all new claims filed are contested in whole or in part and received in the IC for determination. Original allowance and Death allowance issues were captured for 19,971 claims during calendar year 2009. The majority of these resulted in an allowance docket hearing.

Approximately 159,362 new first level motions were filed during CY 2009 for 110,945 separate claims. It should be noted that a number of claims have multiple issues attached per motion and not all motions or appeals will result in a hearing. Approximately 220,350 issues were captured at the first and second levels during CY 2009, reflecting a one percent decrease from CY 2008. DHO level issues account for 69% of this total. CY 2009 First level ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 66,933 while Second level and above filings, inclusive of appeals to DHO and SHO orders, totaled 68,448.

ISSUES CAPTURED - 2009	VOLUME PER DOCKET TYPE	PERCENT OF TOTAL
DHO ALLOWANCE	116,754	53%
DHO C-92	35,080	16%
SHO APPEAL	54,290	25%
SHO PTD	2,192	< 1%
SHO RECON	8,955	4%
SHO VSSR	840	< 1%
SHO MISC	2,239	1%

Appeals and reconsiderations filed at the Commission hearing level total 25,913 and 819, respectively for CY 2009.

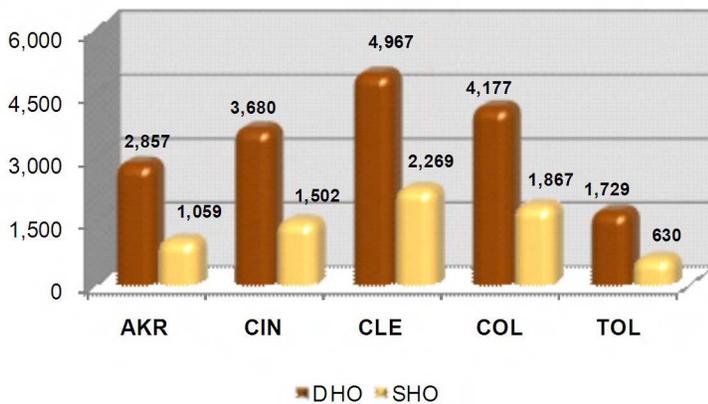
Inventory

Inventory

Allowance docket processes account for 50% of IC total inventory and are comprised of issues other than those for original claim allowance. DHO issues account for 70% of total inventory while SHO issues account for 30%. SHO PTD inventory is not inclusive of claims being processed for medical exams.

INVENTORY DECEMBER 31, 2009	CLAIM VOLUME	PERCENT OF INVENTORY
DHO ALLOWANCE	10,905	50%
DHO C-92	4,503	21%
SHO APPEAL	4,521	21%
SHO PTD	579	3%
SHO RECON	747	3%
SHO VSSR	361	2%
SHO MISC	264	< 1%

AVERAGE INVENTORY - 2009

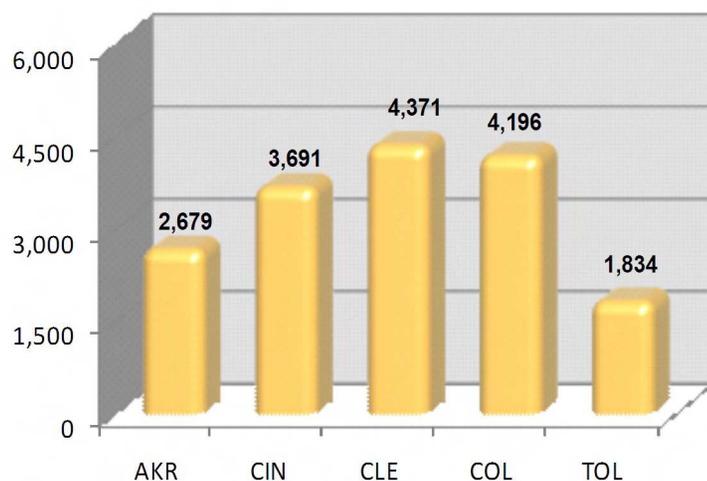


Statewide average monthly DHO/SHO inventory was 24,736 claims for CY 2009. Regional breakdown of average inventories for CY 2009 is as follows: Cleveland-29%; Columbus-24%; Cincinnati-21%; Akron-16%; Toledo-10%.

*Not inclusive of Medical Exams Inventory.

As of December 2009, the IC maintained a pre-hearing inventory of 16,771 claims processes at DHO and SHO levels. This accounts for 77% of total ending inventory. Regional pre-hearing levels as a percentage of respective inventories are as follows: Akron-76%; Cincinnati-79%; Cleveland-74%; Columbus-77%; Toledo-78%. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status. Additional claims under review or in STAGING preparation, outside of normal hearing processes are not included in the ending and average inventory figures. These unposted volumes average approximately 1,763 claims at the end of any given month.

PRE-HEARING INVENTORY - 2009



Inventory

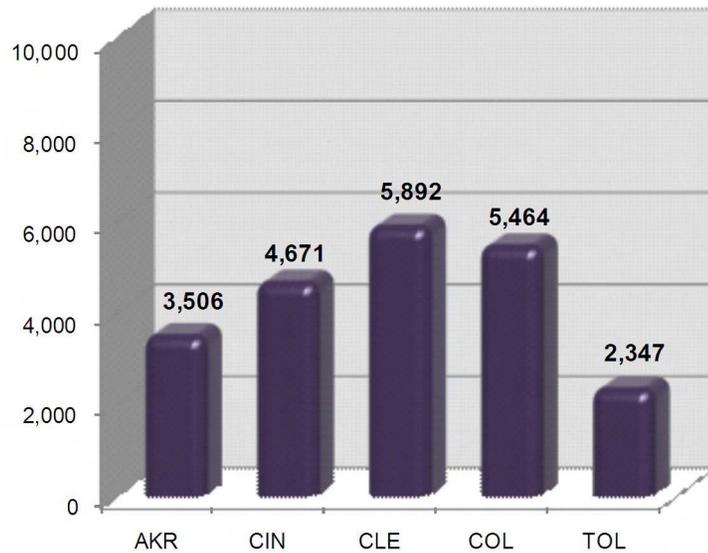
As of December 31, 2009, statewide inventory totaled 22,938 claims at all adjudicatory levels (including medical claims). Regional DHO/SHO inventory levels are presented at the right and are exclusive of claims being processed for medical exams or reviews.

The following volumes of claims being processed in the Court Unit, and for Attorney Fees, are not counted in DHO and SHO inventory figures.

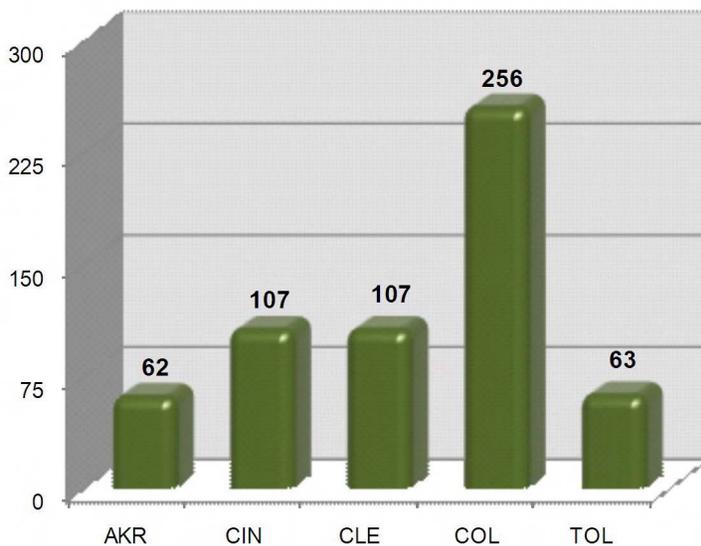
Court Unit – 6,982

Attorney Fees - 26

DHO / SHO INVENTORY - 2009



MEDICAL INVENTORY - 2009



The volume of claims within the IC medical section as of December 31, 2009 was 595, accounting for approximately 3% of total inventory. The majority of these claims (99%) are being processed for PTD related specialist exams. The remaining claims have been referred for an exam or medical review for non-PTD related issues. Scheduling of all initial PTD medical exams is centralized and performed within the Columbus region.



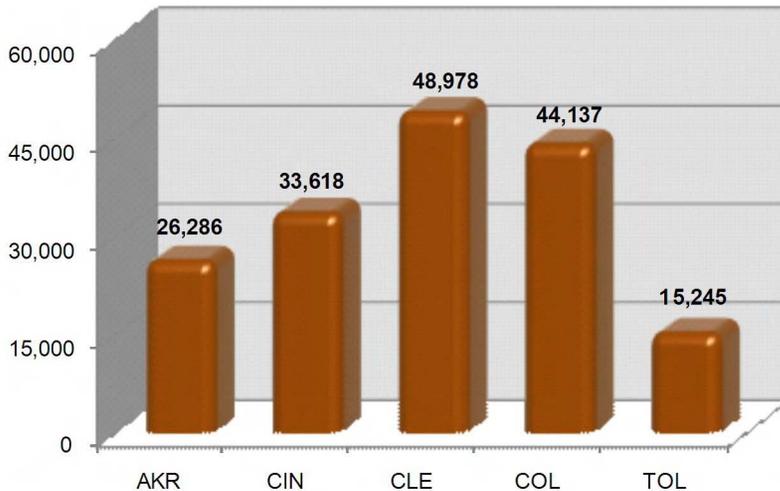
HEARING ACTIVITY

Claims Heard

The Industrial Commission heard a total of **168,648** claims during CY 2009 at all adjudicatory levels. The total DHO volume accounts for 69% of overall hearings at 116,475 claims heard. Total SHO claims heard are recorded at 51,789 claims. Deputy venue claims heard totaled 96 in CY 2009 while the Commission venue recorded 288 claims heard.

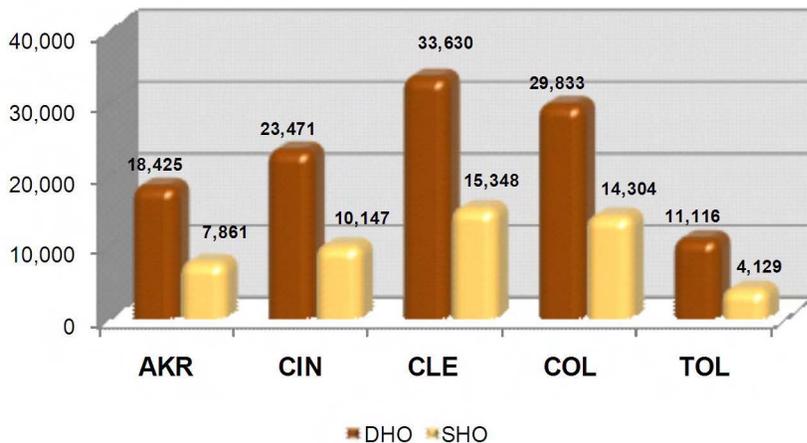
Approximately 26,063 issues were captured that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PT adjustments, etc.). These issues receive review and processing at the clerical, claims examining, word processing, and 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 the normal adjudicatory process and are reflected accordingly under respective hearing venues.

CLAIMS HEARD BY REGION



The 2009 CY formal hearing volumes reflect a five percent decrease from 2008 totals, while the 26,063 total noted above is a 38 percent decrease over the volume of non-hearing issues captured in 2008 (42,169). Collectively, the aggregate volume of IC decisions decreased 11 percent over the past calendar year.

DHO/SHO CLAIMS HEARD

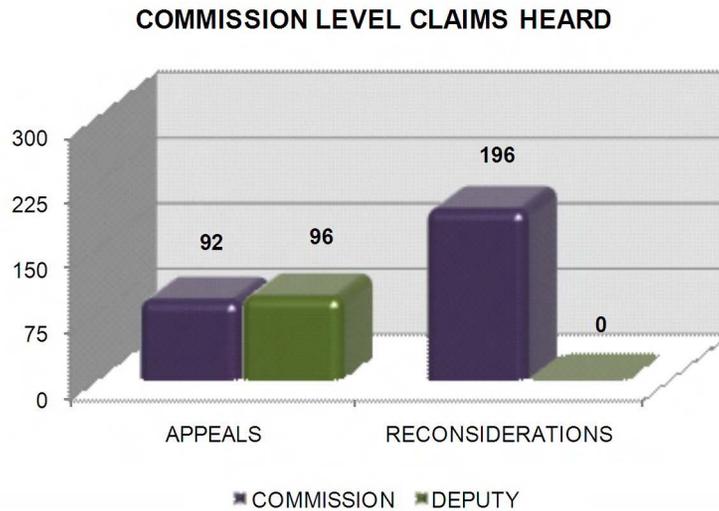


Regionally, the distribution of CY 2009 claims heard at DHO and SHO hearing levels is as follows:
 Cleveland – 29%;
 Columbus - 26%;
 Cincinnati - 20%; Akron - 16%; Toledo-9%. The total claims heard figure is inclusive of continuances, referrals, dismissals, and other final determinations made as result of a hearing.

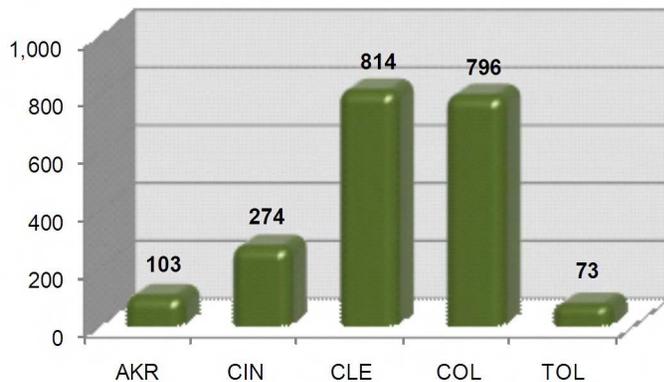
DHO and SHO hearings were conducted on 246 days during CY 2009. An average of 684 claims were heard per day at the DHO/SHO hearing levels. District Hearing Officers averaged 473 claims heard per day while Staff Hearing Officers averaged 211 claims heard per day.

Claims Heard

Commission level hearings were scheduled on 82 days during CY 2009. Commission venue appeals and recons were scheduled at a rate of 5 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 indistinct.



HEARINGS HELD REQUIRING INTERPRETERS - 2009



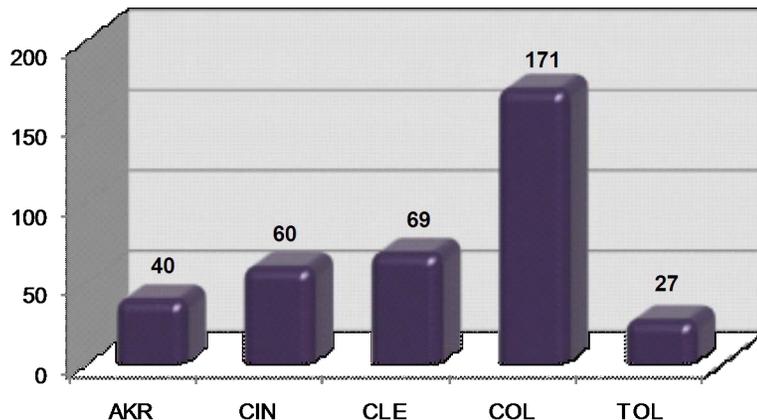
A total of 2,060 hearing records were flagged as requiring interpreter services during CY 2009 marking a five percent decrease from CY 2008.

Note: An interpreter may not have been present at each hearing.

EMERGENCY HEARINGS SCHEDULED - 2009

A total of 367 emergency hearings were scheduled during CY 2009.

Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective parties of a claim, or other justifiable causes.



Claims Heard

Claims Heard by Docket Type

DHO Allowance claims heard account for 49% of the statewide total while DHO C-92 claims account for 20%. SHO dockets are accounted for as follows: Appeals - 23%; Reconsiderations - 5%; PTD - 2%; MISC - 1%; VSSR - less than 1%. Commission and Deputy venue hearings account for less than 1% of the statewide total.

REGION	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DOCKET TYPE						
DHO Allowance	12,113	17,981	22,649	22,212	8,057	83,012
DHO C-92	6,312	5,490	10,981	7,621	3,059	33,463
SHO Appeal	5,623	8,226	11,866	10,617	3,262	39,594
SHO Reconsideration	1,705	1,103	2,556	2,423	520	8,307
SHO Miscellaneous	154	226	396	288	98	1,162
SHO VSSR	14	43	48	30	13	148
SHO PTD	365	549	482	946	236	2,578
Deputy	11	4	12	66	3	96
Commission	-	-	6	282	-	288
Total	26,297	33,622	48,996	44,485	15,248	168,648

Hearings Held by Employer Group

Hearings were conducted for approximately 28,656 different risks during CY 2009. Hearings for claims of private state funded employers accounted for 56% of all hearings while self-insuring employers accounted for 28%; public county employers accounted for 12%; and public state employers' claims accounted for 4%.

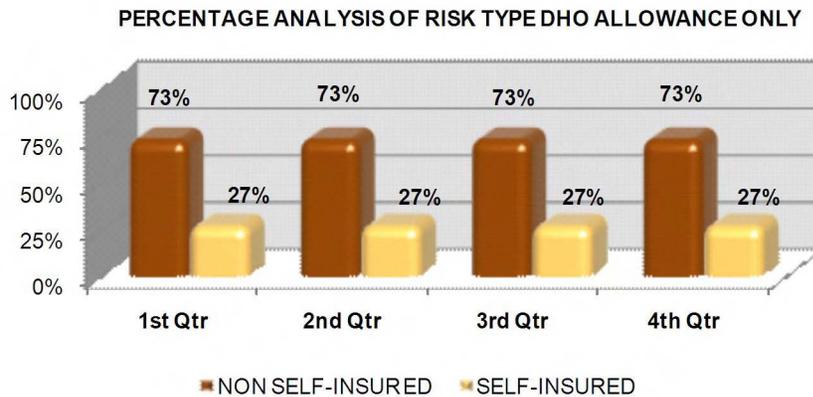
EMPLOYER TYPE	State Fund	Self-Insured	Pol. Sub (County)	State	Total
DOCKET TYPE					
DHO Allowance	48,142	22,280	9,459	3,158	83,039
DHO C-92	17,985	9,258	4,827	1,403	33,473
SHO Appeal	21,862	11,890	4,333	1,535	39,620
SHO Reconsideration	4,322	2,718	950	318	8,308
SHO Miscellaneous	756	294	84	38	1,172
SHO VSSR	106	28	9	-	143
SHO PTD	1,074	253	155	64	1,546
Deputy	45	39	5	4	93
Commission	141	102	14	9	266
Total	94,433	46,862	19,836	6,529	167,660

There is not a one-to-one relationship between claims heard and hearings held. Some hearings involve more than one claim and/or employer.

DHO Risk Types and PTD Decisions

DHO Risk Type Analysis

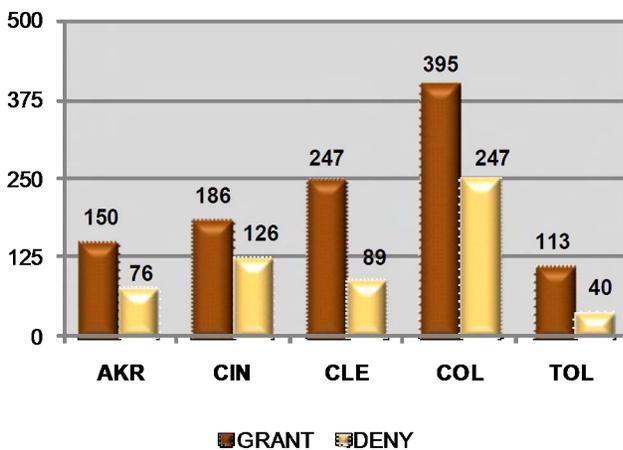
During CY 2009, 27% of all claims heard on DHO Allowance dockets were for self-insuring risks while 73% were for non-si risks. Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.



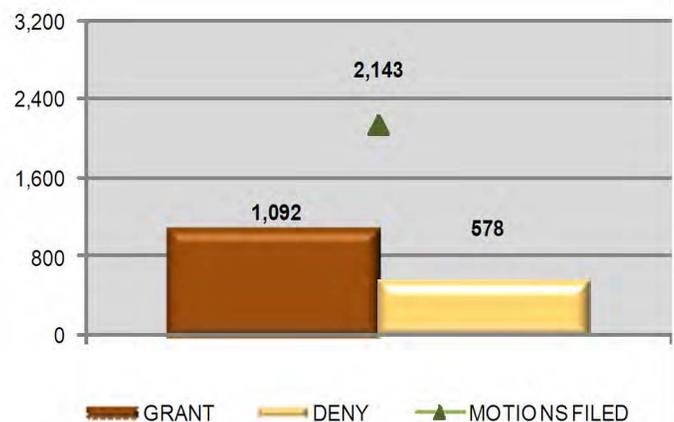
PTD Decisions

Of those PTD applications that were either granted or denied during CY 2009, 65% of the decisions rendered were PTD grants versus 35% PTD denials. Regionally, grant/deny ratios were as follows: Akron: 66% - 34%; Cincinnati: 60% - 40%; Cleveland: 74% - 26%; Columbus: 62% - 38%; Toledo: 74% - 26%. 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.

PTD DECISIONS - 2009



2009 DECISIONS OF PTD FILINGS BY NUMBER OF INJURED WORKERS

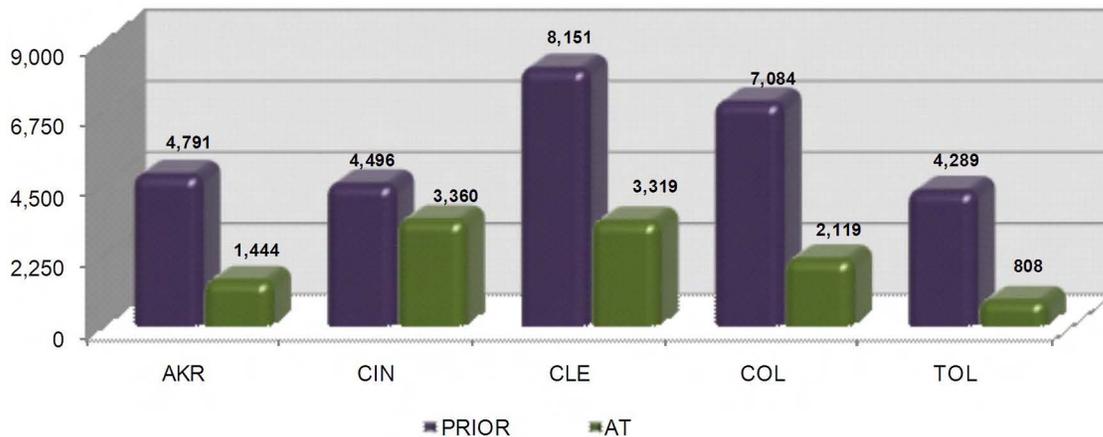


Continuances

Continuances

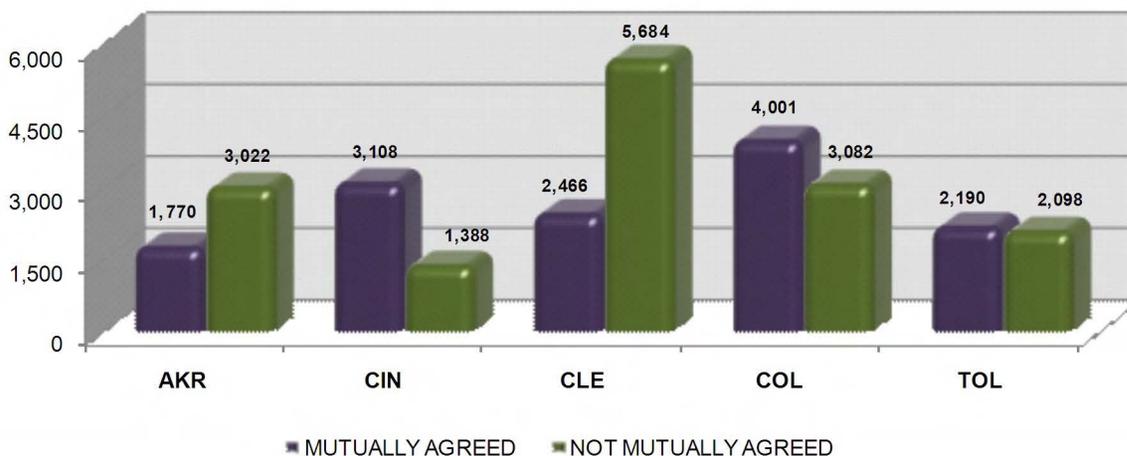
Statewide, the average continuance rates prior to hearing and at hearing for all issues were unchanged at 7% and 17%, respectively, from calendar year 2008. Continuances granted **prior** to hearing for all issues totaled 28,811 during CY 2009 while continuances granted **at** hearing totaled 11,050. The Toledo region maintained the highest rate for continuances prior to hearing at 28%. The Cincinnati region maintained the highest rate for continuances at hearing registering 10%.

CONTINUANCES GRANTED FOR 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.

CONTINUANCES PRIOR TO HEARING
MUTUALLY AGREED VS. NOT MUTUALLY AGREED



Hearing Administrator

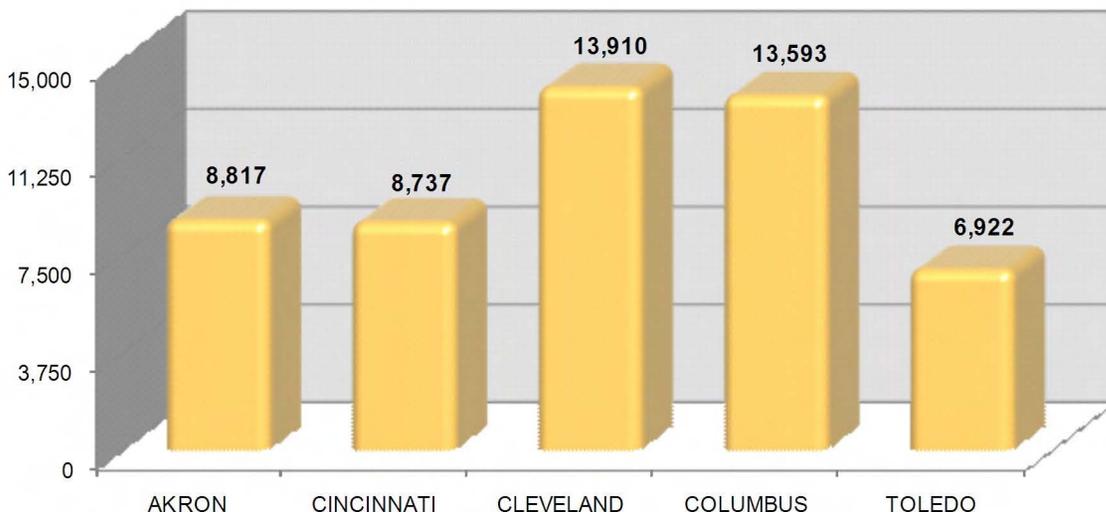
Hearing Administrator

Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 32,479 continuance requests during CY 2009, they also processed 13,476 requests to withdraw motions or appeals and cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the below categories during CY 2009:

	ISSUE PTD LETTERS	PRE-HEARING CONFERENCES	SUBPOENA REQUESTS		INTERROGATORIES / DEPOSITIONS		SUSPENSION REQUESTS		.522/.52 REQUESTS	
			GRANT	DENY	GRANT	DENY	GRANT	DENY	GRANT	REFER TO HEARING
AKRON	200	18	87	9	2	6	188	86	32	126
CINCINNATI	379	35	115	13	3	18	290	87	37	143
CLEVELAND	268	67	342	13	8	1	298	184	40	311
COLUMBUS	670	87	96	40	5	15	275	130	150	163
TOLEDO	233	6	66	35	8	-	162	38	12	60
TOTAL	1,750	213	706	110	26	40	1,213	525	271	803

Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented in this report. Statewide, Hearing Administrators made decisions on, or referred to hearing, approximately 51,979 issues during CY 2009. Regionally, Akron accounted for 17% of all Hearing Administrator activity during CY 2009; Cincinnati accounted for 17%; Cleveland accounted for 27%; Columbus accounted for 26%; and Toledo accounted for 13%.

HEARING ADMINISTRATOR ACTIVITY



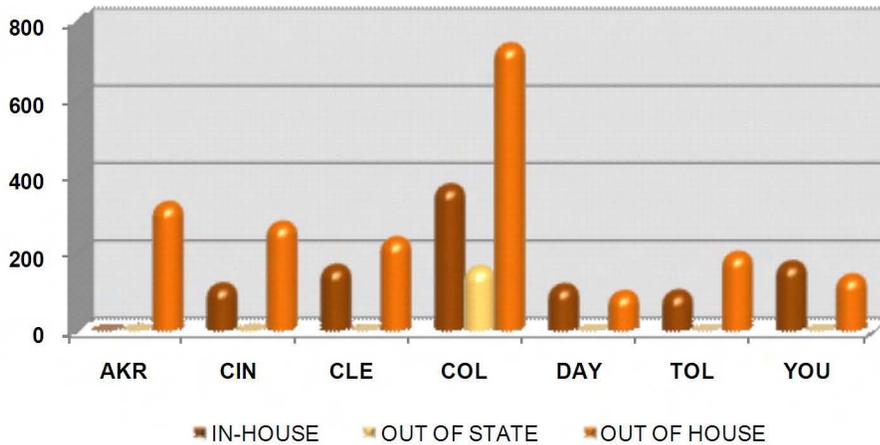


MEDICAL ACTIVITY

Medical Exams

Medical Specialist Exams Performed

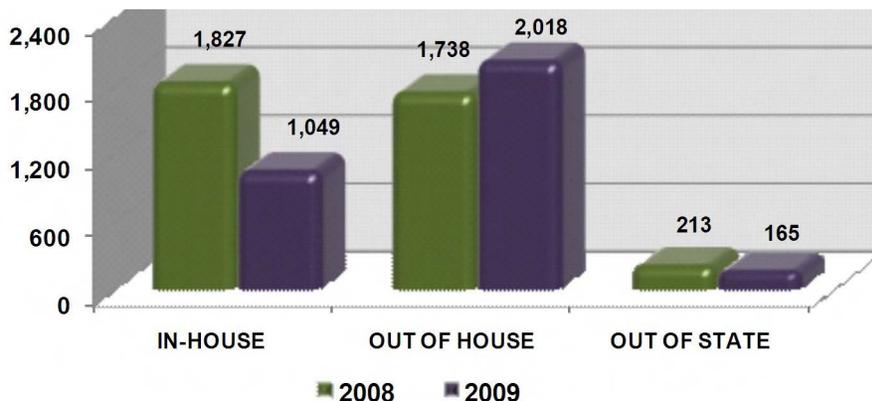
A total of 3,232 specialist exams and medical reviews were performed on behalf of the Industrial Commission during CY 2009. Specialist exams and medical reviews performed between CY 2008 and CY 2009 reflect a 14% decrease. The majority of these exams (99%) were related to PTD filings. Scheduling of exams for injured workers residing out of state is performed through the Columbus office. The Columbus office accounted for 39% of total exams with 1,272 exams attributed to the region. The Cleveland office accounted for 13%; Cincinnati accounted for 12%; Akron and Youngstown each accounted for 10%; Toledo accounted for 9%; and Dayton accounted for 7%.



	AKR	CIN	CLE	COL	DAY	TOL	YOU
IN-HOUSE	0	118	166	374	116	100	175
OUT-OF-STATE	0	3	1	160	0	0	1
OUT-OF-HOUSE	328	277	237	738	98	199	141

*The Akron region does not currently perform in-house medical exams.

A comparison between 2009 and 2008 depicts significant fluctuations in the volume of in-house exams and reviews. The volume of in-house exams decreased by 43% while the volume of outside exams increased by 16%. This is primarily due to an initiative to increase the utilization of Out of House physicians.



Medical Exams

Medical Exams/Reviews Scheduled

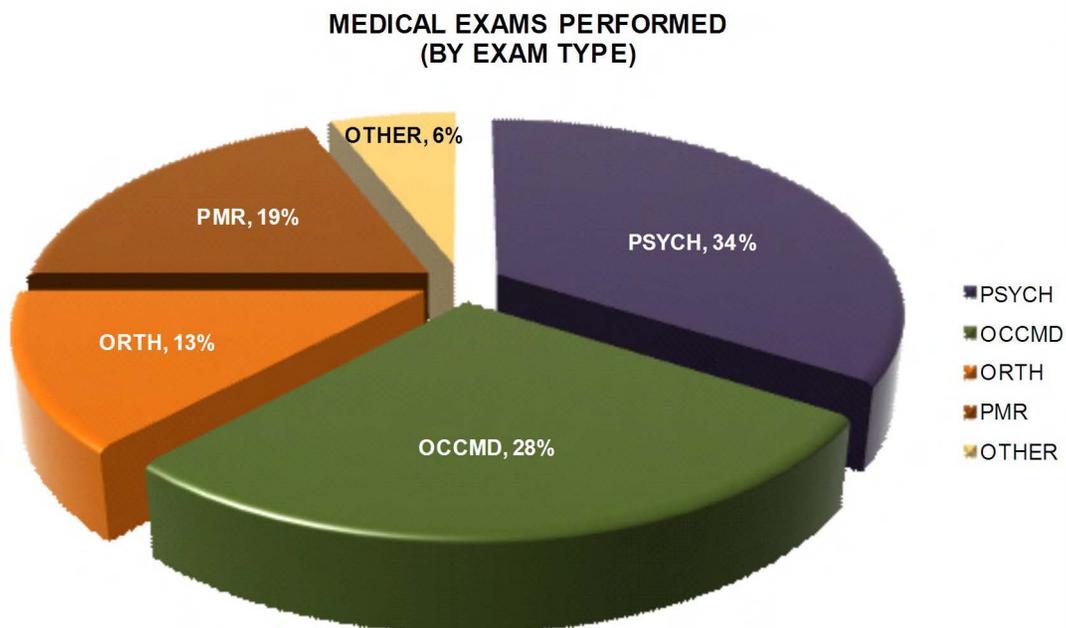
A total of 3,806 exams were scheduled during CY 2009. A total of 574 were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2009 statewide exam cancellation rate (cancel, no show, reschedule) is 15%, unchanged from CY 2008. The CY 2009 statewide volume of injured worker no-shows, rescheduled, and cancelled exams decreased by 30%, 15% and 4% respectively from CY 2008.

DISTRICT	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	DAYTON	TOLEDO	YOUNGSTOWN
Cancellation Rate *	13%	16%	15%	16%	13%	12%	15%
Canceled	33	40	24	176	9	16	15
No-Show	8	14	7	48	3	4	2
Rescheduled	8	21	39	25	19	22	41
Performed	328	398	404	1,272	214	299	317
Total Scheduled	377	473	474	1,521	245	341	375

* Cancellation rate is calculated based on total exams that are canceled, rescheduled, or IW did not show

Medical Exams Performed by Exam Type

For medical specialist exams performed during 2009, PSYCH specialists account for the largest portion at 34% (1,090 exams). This is followed by OCCMD specialists exams at 28%; PMR specialists exams at 19%; ORTH specialists exams at 13%; and OTHER specialist types at 6%.





PERFORMANCE

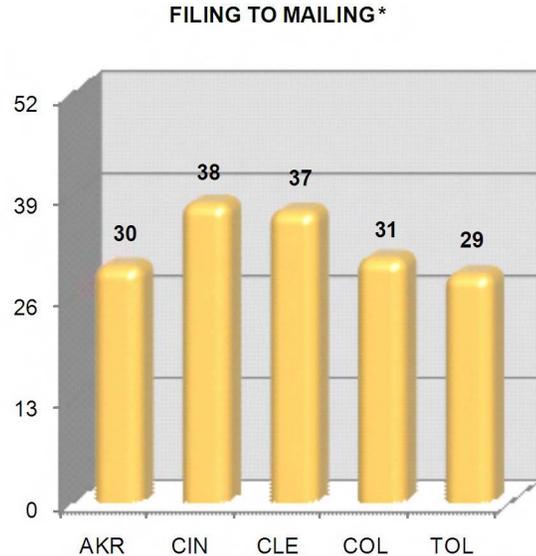
DHO Performance and Non-Compliant Claims

DHO Performance

District hearing officers heard a total of 83,012 allowance claims during CY 2009. Of those, 66,297 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits set forth in HB 107 and HB 413. The IC performance is set at 38 days. This performance measure is based on the difference between the two statutory periods *Filing to Hearing* and *Filing to Receipt* (45 – 7).

DHO ALLOWANCE MEDIAN DAYS						
2009	F-R	R-H *	F-H	H-M	R-M	F-M
1st QTR	1	29	31	2	32	34
2nd QTR	1	27	28	2	29	31
3rd QTR	1	28	31	2	31	34
4th QTR	1	28	29	2	30	32
AVG.	1	28	30	2	31	33

* IC Benchmark = 38 days



* Benchmark = 52 days

Non-Compliant Claims

HB413 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.

Of the qualifying 2009 Allowance claims heard, 6,211 claims, or 9.4%, were beyond the statutory 45-day *Filing Date to Hearing Date* time frame. For 2009 there were 4,642 Allowance claims heard, or 7.0%, that were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance. This reflects a 23% decrease in the volume of non-compliant claims with an improvement of approximately two percentage points in the rate of non-compliance compared to 2008 performance.



SHO and Commission Performance

SHO Performance

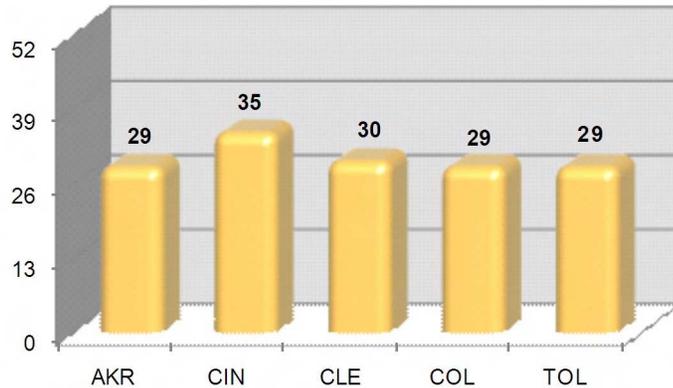
Staff hearing officers heard a total of 39,594 appeal claims during CY 2009. Of those, 32,806 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.

2009	F-H	H-M	F-M
1st QTR	27	2	30
2nd QTR	26	2	29
3rd QTR	27	2	30
4th QTR	27	3	30
AVG.	27	2	30

* F-H statute= 45 days

* H-M statute= 7 days

FILING TO MAILING*



* Benchmark = 52 days

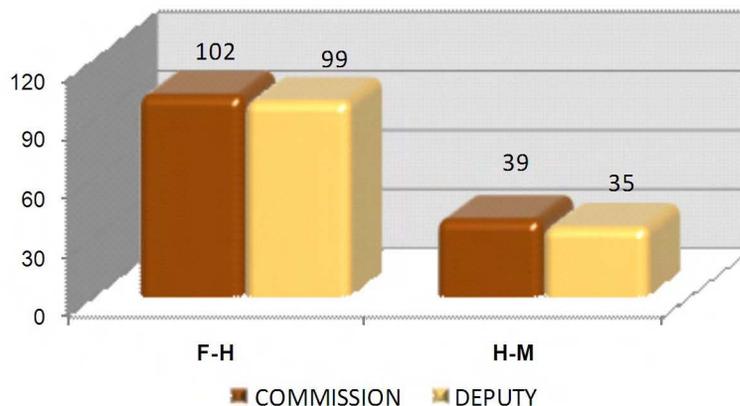
Commission Performance

For hearings conducted during CY 2009, the combined venue average for the period **Filing of Appeal to Hearing Date (F-H)** is 100 days. This is a 27-day regression from the CY 2008 average of 73 days.

The combined venue average for the period **Hearing to Mailing Date (H-M)** is 37 days. This is a regression of six days from the CY 2008 average of 31 days.

The combined venue average for the **Filing of Appeal to Mailing of Order** time frame is 137 days, a 33-day regression from the CY 2008 rate.

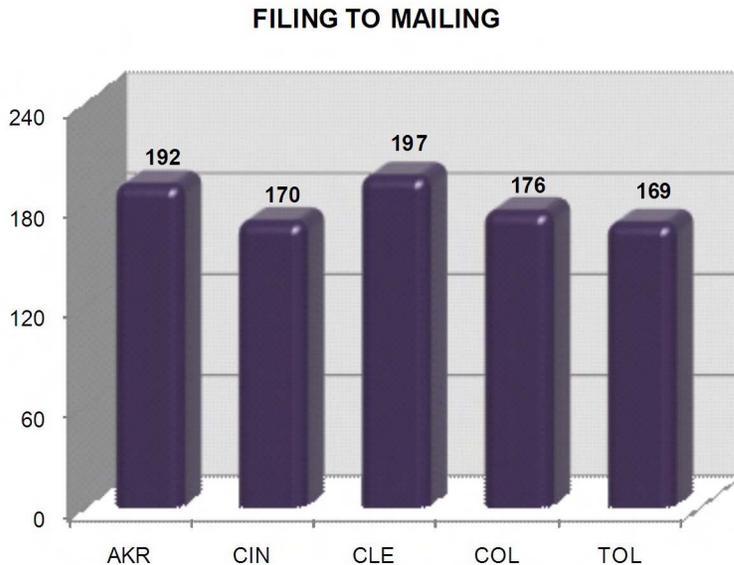
COMMISSION ACTIVITY



PTD and SHO Refusal Order Performance

PTD Performance

A total of 2,578 PTD claims were heard during CY 2009. A total of 2,332 qualified for inclusion in the time studies (90%). Only those claims in which a decision is final in nature are tracked. Decisions involving a continuance or referral are not used in the calculation of the performance estimate.



During CY 2009, PTD applications were adjudicated within approximately 177 days of the application filing date. This reflects a 44-day improvement from CY 2008 performance.

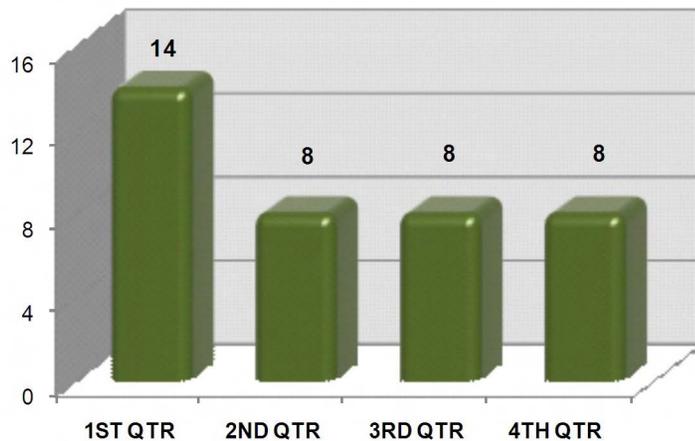
PTD hearings are typically taken under advisement with a final order published at a later date. Statewide, final orders were published within five (5) days of the hearing during CY 2009.

SHO Refusal Order Performance

Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus.

Through September 2009, if an appeal was refused, it was to receive a refusal order within 14 days of the appeal filing date. Effective October 1, 2009, if an appeal is refused, it is to receive a refusal order within 14 days of the expiration of the period in which an appeal may be filed to an SHO order.

**FILING TO MAILING (1QT- 3QT)/
EXPIRATION TO REFUSAL ORDER DATE (4QT)**



Hearing Spike and Court Cases

Hearing Spike

The Hearing Spike Analysis is compiled in conformance with the directives set forth in HB413 and IC Resolution 96-1-05. Per this directive, a hearing spike occurs when the volume of claims ready for hearing at the end of any given month exceeds the maximum number of DHO/SHO claims heard in any of the preceding twelve calendar months by fifteen percent. A hearing spike did not occur during CY 2009.

The diagram shown below presents three key elements:

ZERO LEVEL

(green line) —

this floor represents the maximum heard total (per the statute) at the end of each respective quarter

DIAMOND MARKER

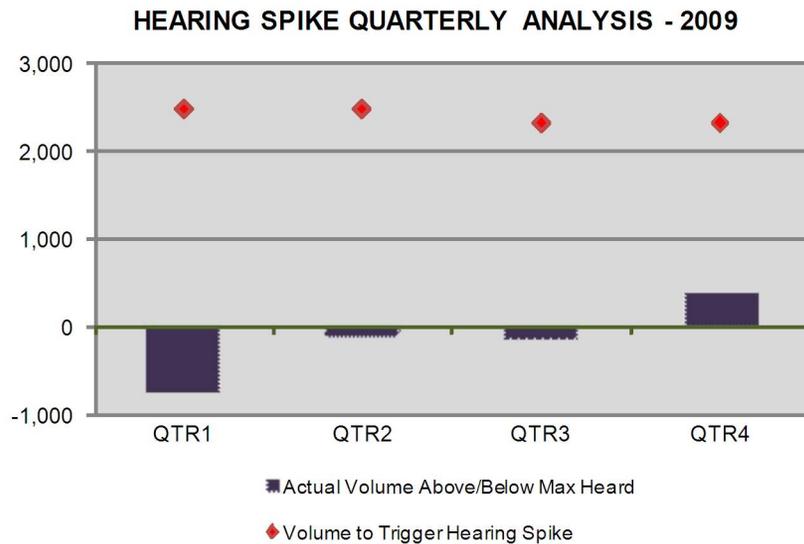
(red markers) —

represents the volume of claims above the maximum heard total that would have triggered a hearing spike at the end of each quarter

BAR MARKER

(purple bars) —

represents the actual volume of *claims ready for hearing* that were above or below the 12-month maximum heard total at the end of the respective quarter



The volume for *Claims Ready for Hearing* at the end of CY 2009 was 15,918 claims. This is 380 claims (2%) above the maximum heard total but 1,951 claims below the volume that would result in a hearing spike.

STATISTICAL OVERVIEW

INVENTORY

	2009	2008
BWC New Claims Filed	144,272	180,832
IC Motions/Appeals Filed (first level only)	159,362	180,595

HEARING ACTIVITY

Claims Heard	168,648	177,223
DHO Venue	116,475	123,707
SHO Venue	51,789	53,180
COM Venue	384	336
Claims Heard Per Day (DHO & SHO)	684	725
DHO Heard Per Day	473	507
SHO Heard Per Day	211	218
Continuances: Prior to Hearing	28,811	29,582
Continuances: At Hearing	11,050	12,771

MEDICAL ACTIVITY

Specialist Examinations Performed	3,236	3,786
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PERFORMANCE

DHO Allowance Timeframes (F-M)	33 days	35 days
Non-Compliant DHO Claims	6,211	8,048
SHO Appeal Timeframes (F-M)	30 days	32 days
Refusal Orders (F-M)	11 days	8 days
Commission Appeal Timeframes (F-M)	137 days	104 days

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