



# AHS Proposed Action Plan Goals

2012-2013

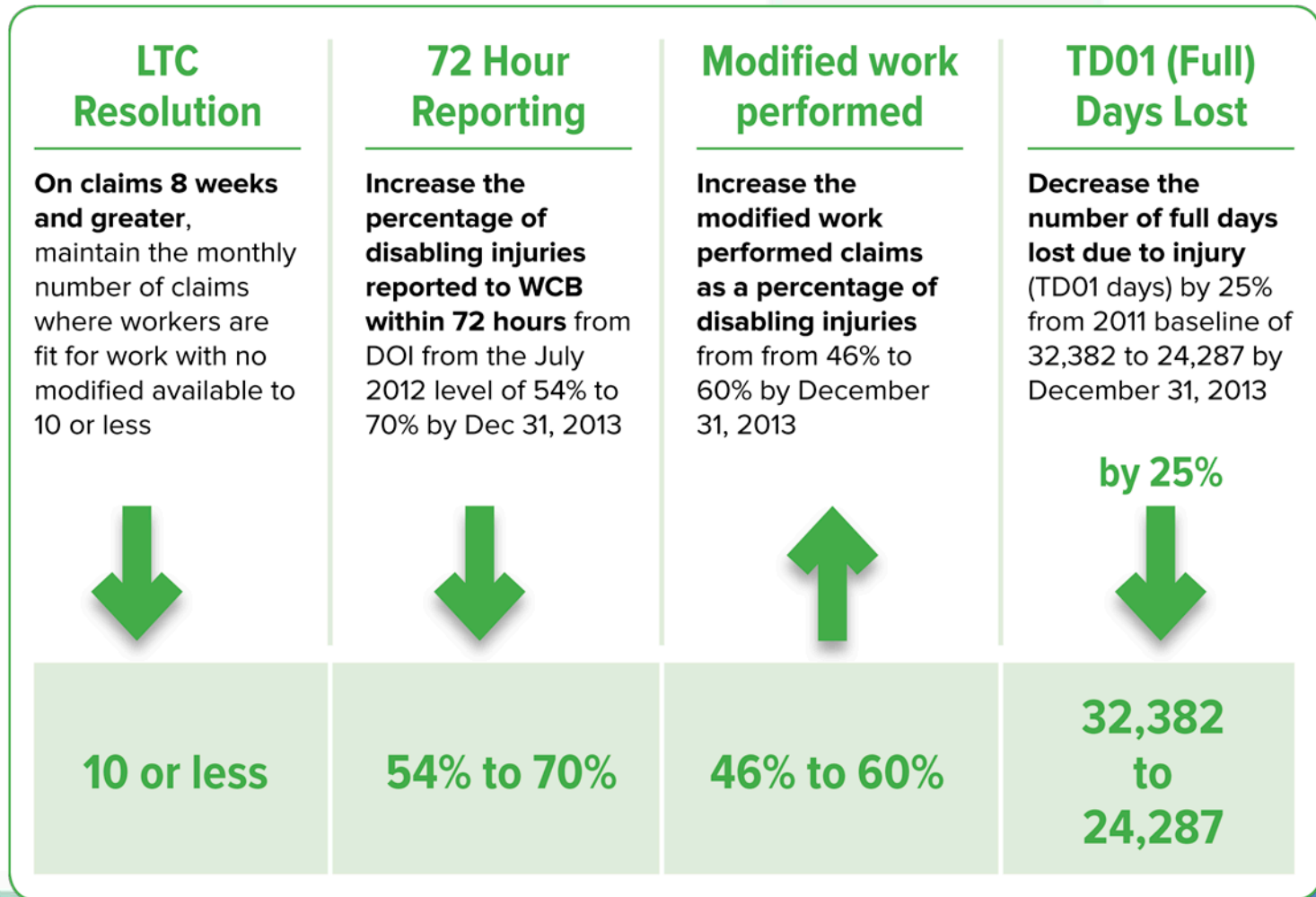
Sept 10, 2012



Workers'  
Compensation  
Board

Alberta

# AHS WCB scorecard 2012-2013





# Key Messages

- AHS to commit to the proposed measures
- Stay the course on Case Resolution of claims lasting more than 8 weeks
- Leverage this success to
  - Improve reporting times
  - Increase modified work performed, and
  - Reduce lost time days
- Look within AHS for best practices



# Why did we propose these goals?

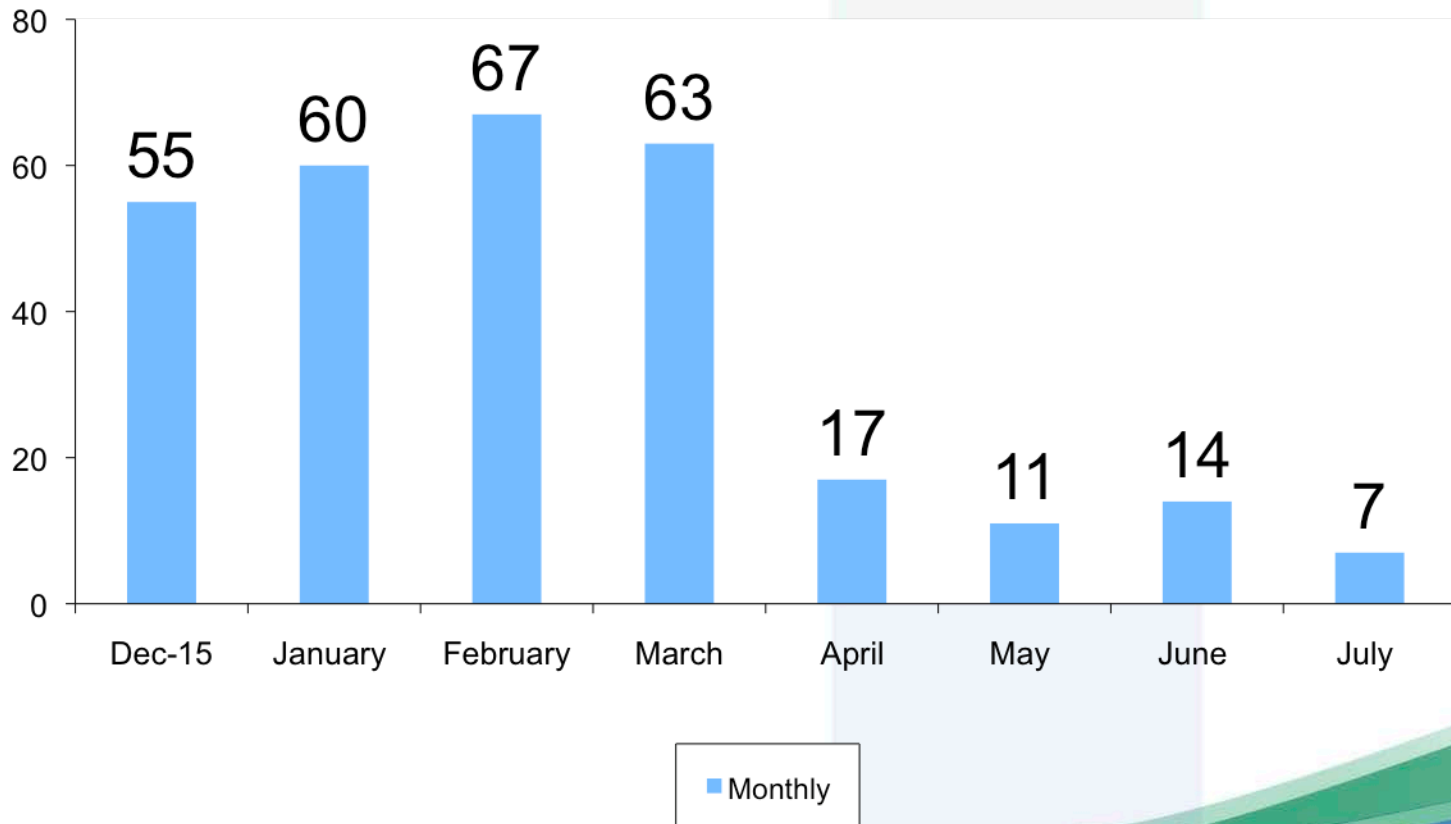
- Effective claims management is a process that starts with AHS being advised of an injury and ends with successful Return to Work as soon as possible after the worker is medically fit
- The measurement spotlight is on disabling injuries because these require modified work and or lost time
- They allow AHS to Build on the momentum of Case Resolution process, modified work initiative and upgraded systems

# Proposed Target – Case Resolution

- Maintain the monthly number of claims where workers are fit for work with no modified available to 10 or less

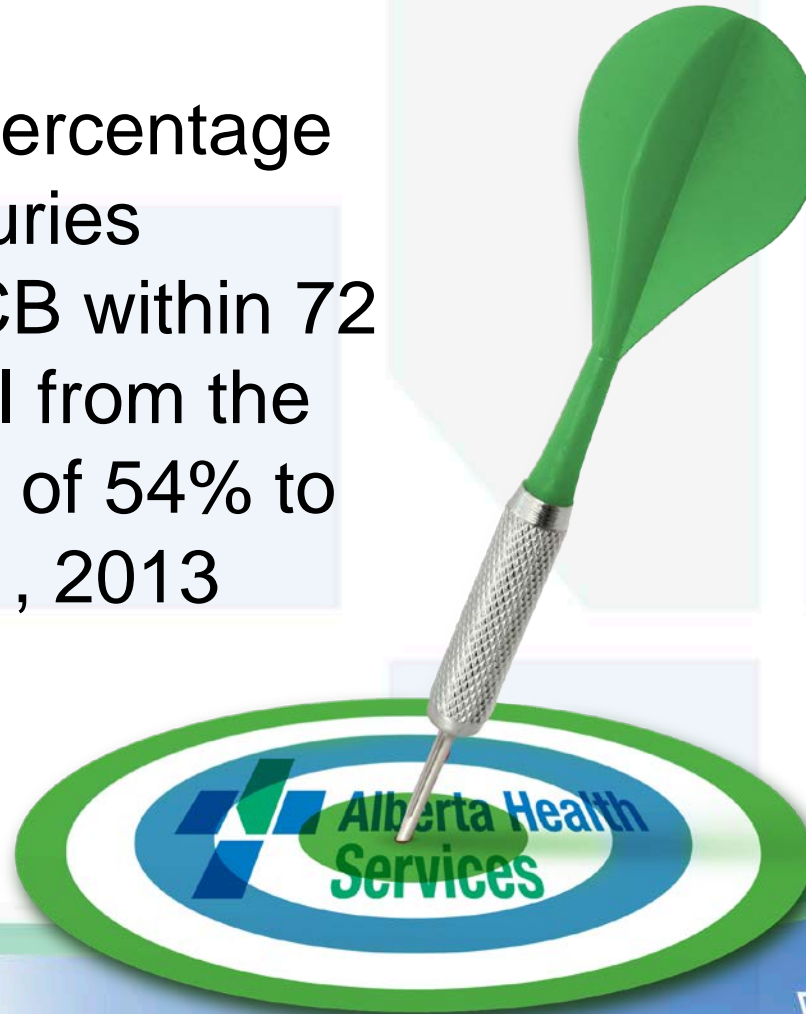


# AHS Fit for Work with no Modified Work Available 2012

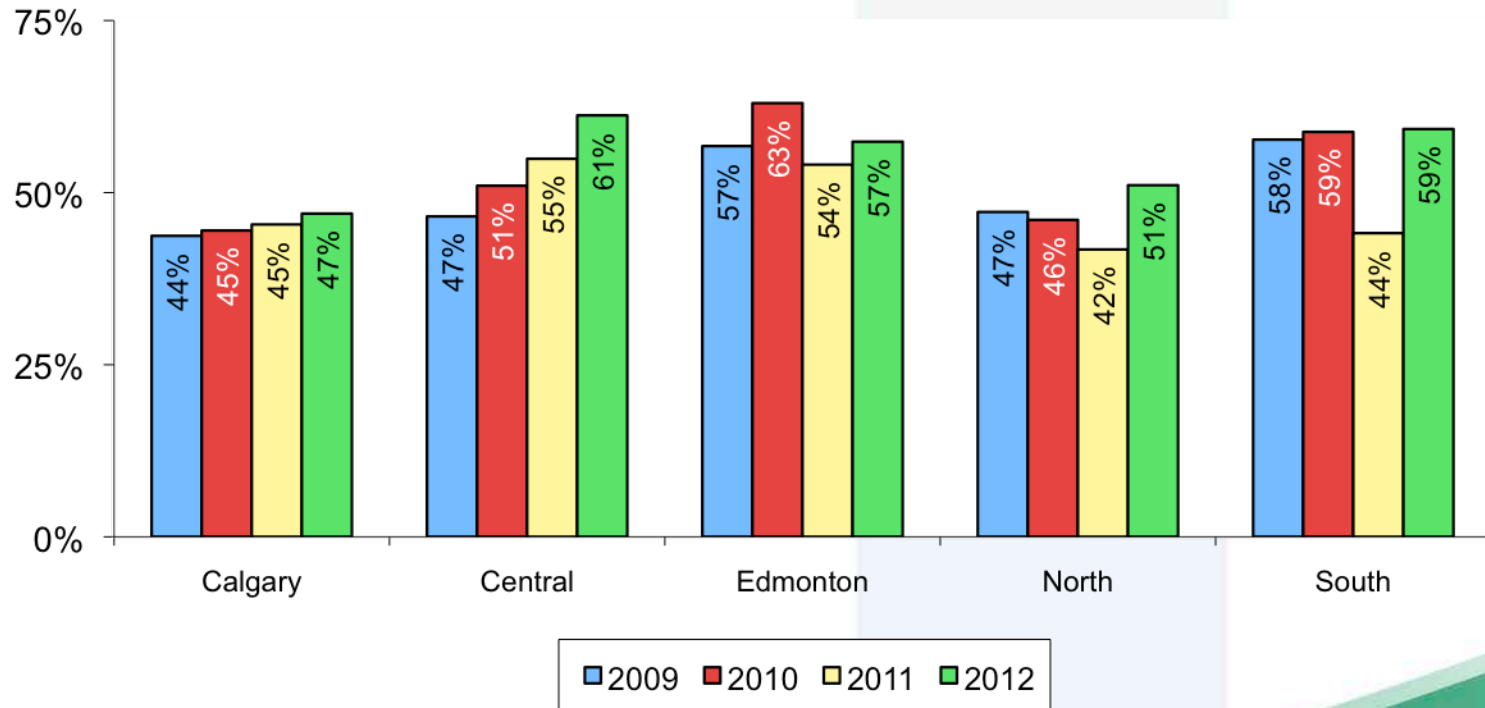


# Proposed Target - Reporting

- Increase the percentage of disabling injuries reported to WCB within 72 hours from DOI from the July 2012 level of 54% to 70% by Dec 31, 2013



# % of Disabling Claims Reported within 72 Hours of DOI by Zone





# Reporting Measure - Rationale

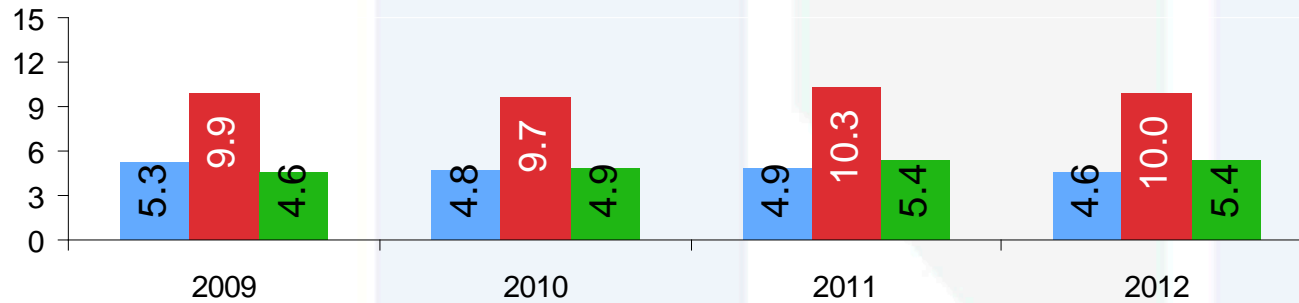
Opportunities for RTW are maximized when AHS is made aware of the injury as soon as it happens

- This opens the door for early assessment, treatment and matching of work duties to work restrictions imposed by the injury
- WCB Audit Standard is 80% from the date the employer is made aware of the injury
- 72 hour reporting from DOI ensures the greatest RTW opportunity
- 2009 to July 2012 – This measure has ranged from 49% to 54% provincially

# Key to success with this measure -

- Data shows on average between 2009 and 2012 it has taken between 4.8 and 5.2 days for the worker to report the injury to AHS
- Recommend implementing an internal 24 hour standard for reporting the injury to AHS

# AHS Avg Days to Report Disabling Injuries



■ To employer  
■ To WCB  
■ LRTWO

# Reporting – Additional Resources

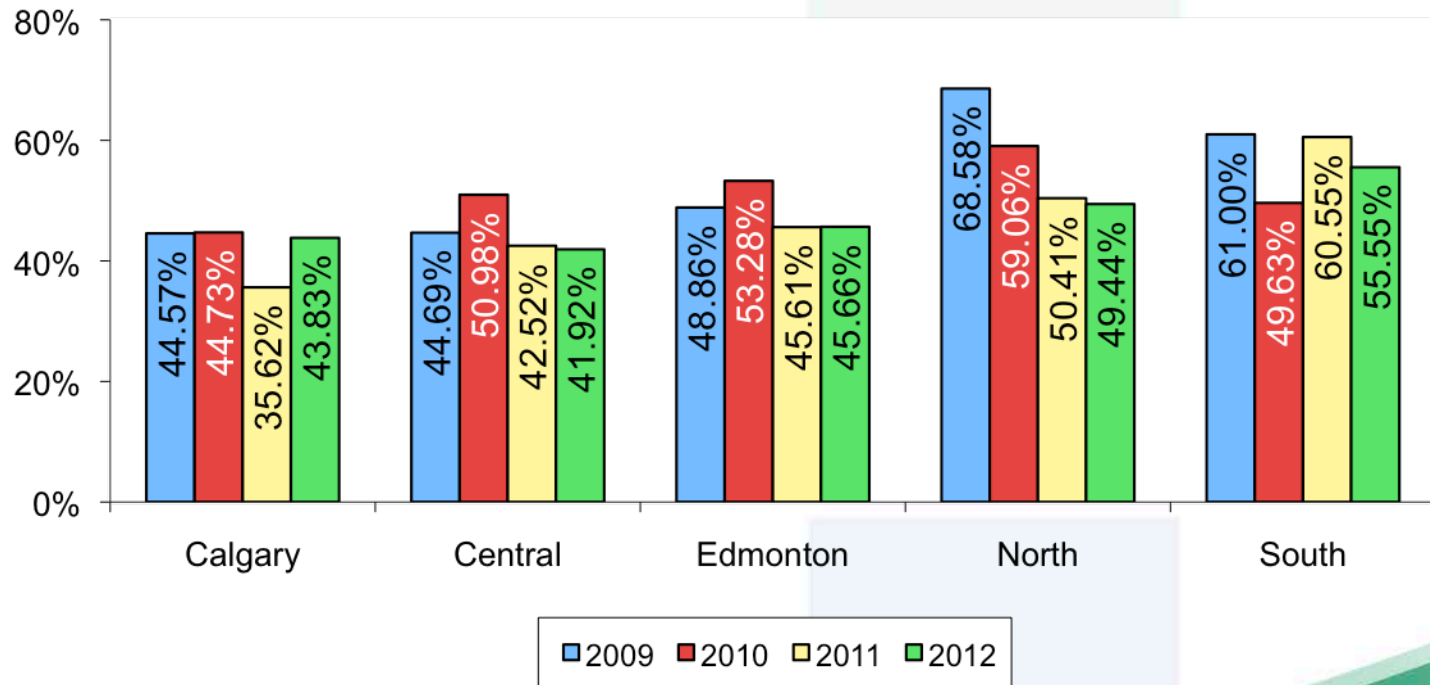
- Monthly monitoring and feedback by Claims audit
- Utilize WCB online injury reporting by Mar. 31/13
  - GAP analysis to identify “pain points” preventing AHS from using online now.
- Add internal reporting target
  - 1 day average for workers to report injury to employer
  - Hold staff accountable for reporting injuries within 24 hours

# Proposed Target – MWP/DI

- Increase the modified work performed claims as a percentage of disabling injuries from 46% to 60% by December 31, 2013



# Modified Work as a Percentage of Disabling Injuries by Zone



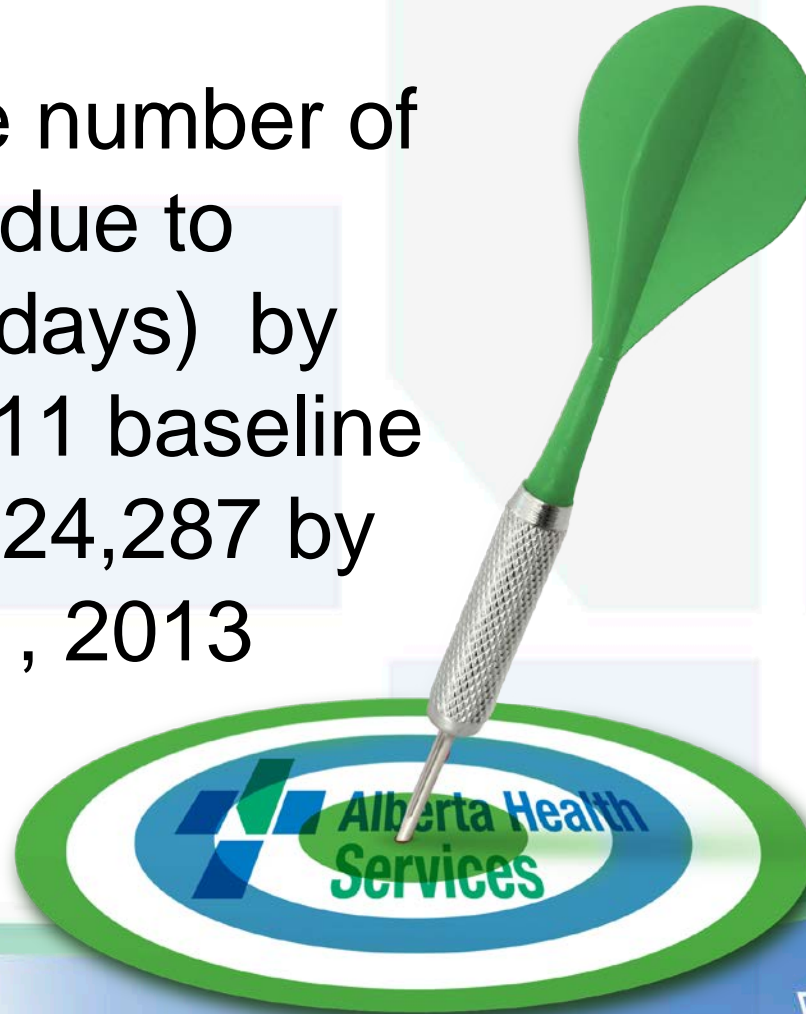


# Increase modified work performed claims as a percentage of disabling injuries to 60% by Dec 31, 2013 - Rationale

- Good momentum in returning cases > 8 weeks
- Modified work initiative continues to be rolled out
- OIS being used in 3 zones with orientations pending for the two remaining zones

# Proposed Target – TD01 (Full Days Lost)

- Decrease the number of full days lost due to injury (TD01 days) by 25% from 2011 baseline of 32,382 to 24,287 by December 31, 2013

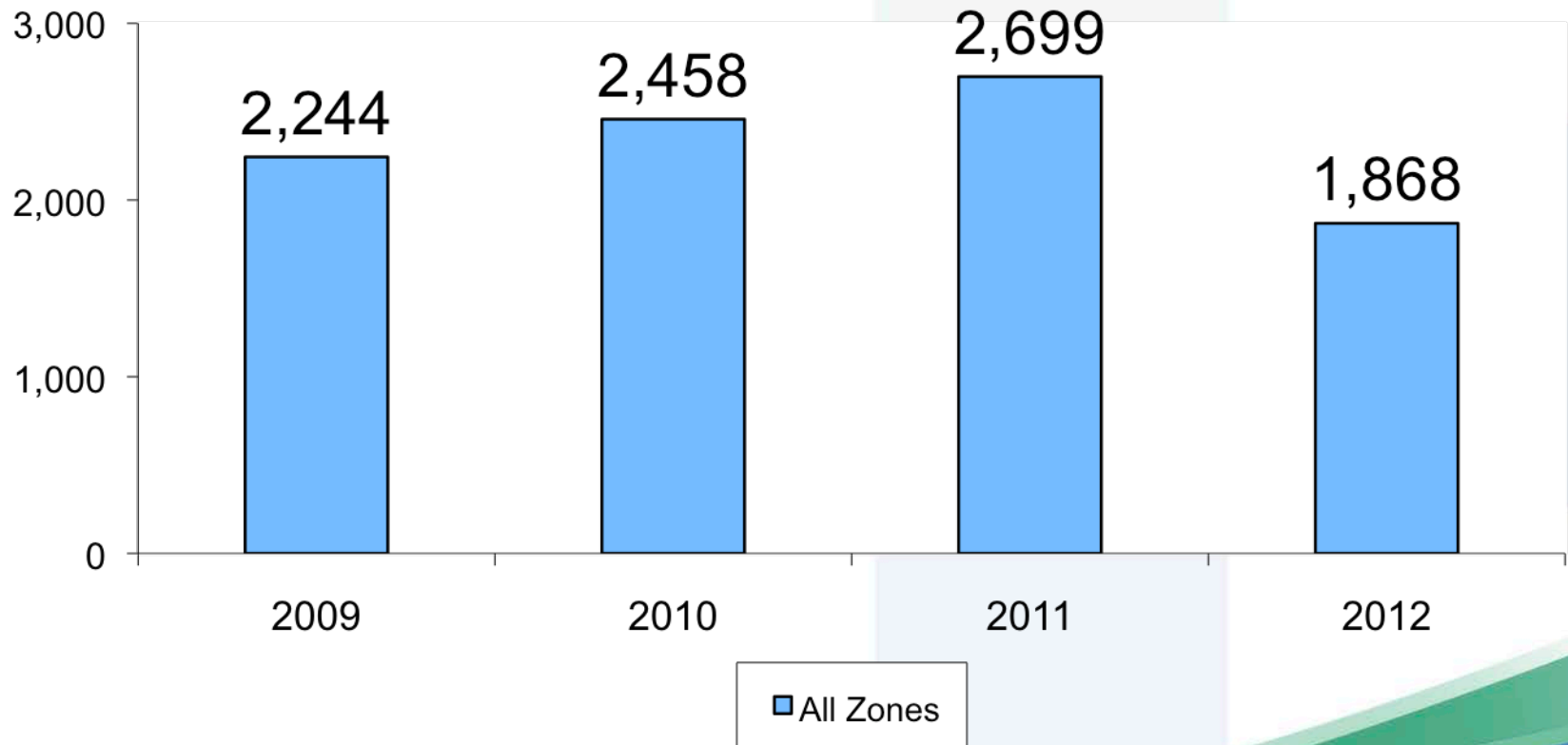




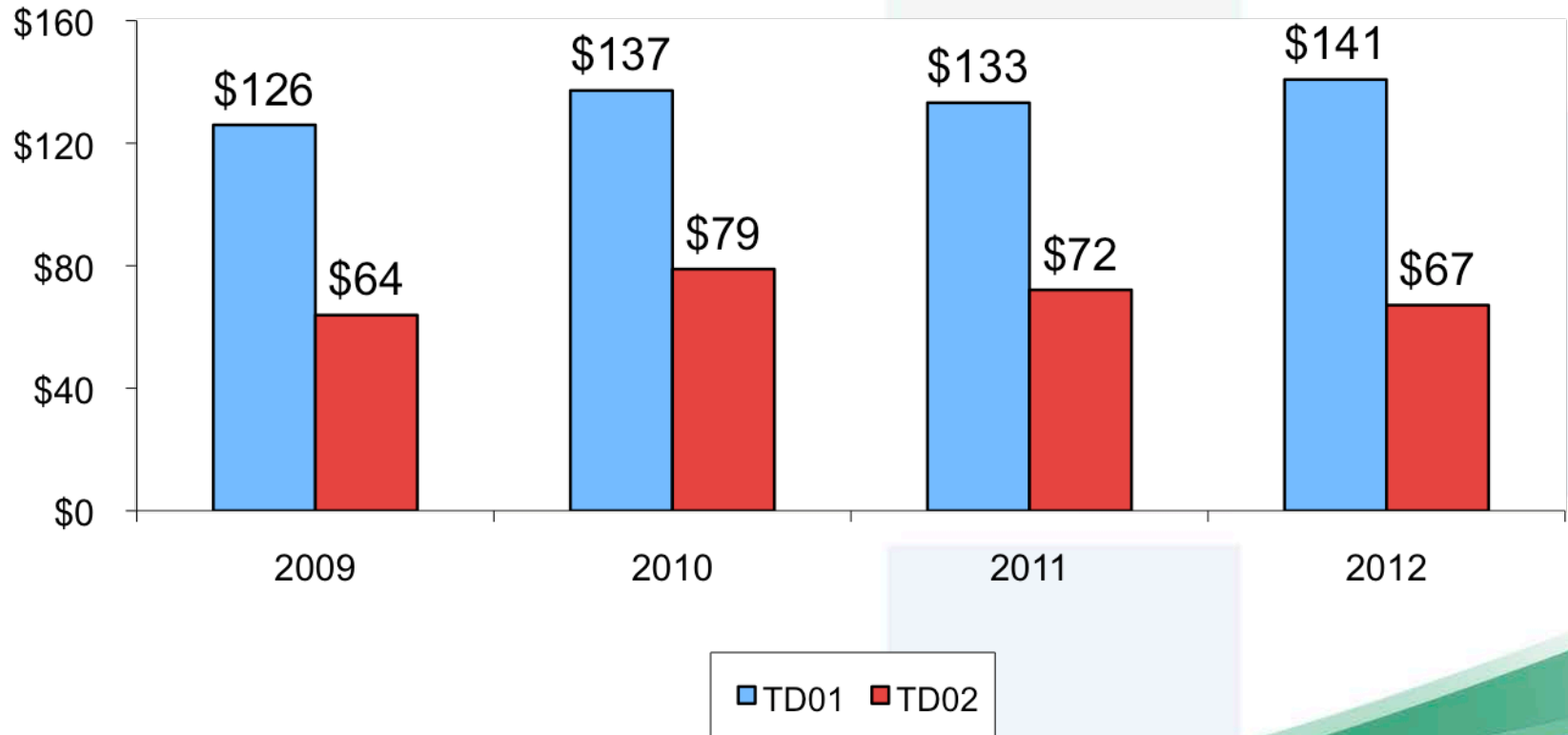
# Reduced Lost Time Days

- Returning injured workers to modified duties even for a partial day is effective rehabilitation
- WCB pays full days (TD01) and partial days TD02
- Reducing TD01 days will contribute to modified work performed, and contribute to the worker's rehabilitation

# AHS Average TD01 Days per month



# Average Cost of TD01 and TD02 Days



# AHS Scorecard Summary

- Confirm the measures AHS can commit to by September 30 2013
- Monitor these areas from October 1 to Dec 31 2012
- Formalize 2013 Targets by Dec 15, 2012