Quality Assurance Framework

Mission Statement

The quality assurance framework will be used to guide the WHSCC in meeting its commitment to quality service and delivery. Recognized quality assurance (QA) practices will be used as the standard by which the programs and services offered by the Commission are measured. Identifying opportunities to improve program delivery and service while complying with the WHSCC Act, policies, procedures, service standards and best practices will be the guiding principle of the quality assurance framework.

Quality Assurance Team

The QA team will be responsible for the administration of the quality assurance program. In consultation with the Commission's management team the QA team will provide guidance, support and feedback on quality initiatives being considered and those already implemented by the organization.

The QA team will be responsible for developing, analyzing, maintaining, reporting and monitoring the outcomes of quality measures. Quality assurance team members are required to support the integrity of the process by providing independent and objective oversight while maintaining confidentiality.

Scope

The quality assurance framework will apply to all resources, systems, business processes, service standards and decisions utilized by the Commission in fulfilling its mandate. Quality assurance activities will initially focus on the Worker Services Department.

Performance Indicators

Quality performance indicators will be developed in accordance with the vision, mission and values outlined by the Board of Directors in the Strategic Plan. The indicators established will reflect corporate and departmental priorities and will include baseline, target and actual performance measures. These measures will be analyzed and reported on over varying time intervals.

Performance indicators will be reviewed and revised if required on an annual basis to ensure that they remain aligned with the Commission's strategic goals and indicators.

Principles

The Commissions approach to quality assurance will be based on the following principles:

- **Customer focus** - the primary aim is to understand, meet and strive to exceed the needs of internal and external customers.
- **Balanced approach** - the needs and interests of injured workers and employers are often diverse and sometimes incompatible. Balancing these needs and interests is required to ensure quality from both perspectives.
- **Continuous improvement -** although quality and service may be deemed satisfactory, there are always practical opportunities to improve.
- **Prevention based strategy -** identifying and eliminating the root causes of errors and deficiencies will prevent them from recurring in the future, whereas relying on detecting

errors   after-the-fact consumes resources to correct the problem and may be harmful to the WHSCC and its customers.

- **Process orientation and system thinking -** quality improvement is achieved through changing processes to improve the total system.
- **Factual approach to decision making** - quality decisions are made on measured data and an understanding of the cause-and-effect mechanisms at work within the system.
- **Financial stewardship** - effective use of financial and human resources is required for WHSCC to fulfill its mandate in a responsible way.
- **Leadership** - establishing a service culture and an organization-wide commitment to quality requires the active involvement of leaders to reinforce and lead the changes needed for improvement.
- **Cooperation and teamwork** - cooperation within and between departments and inside and outside of the WHSCC is a key to effectively identifying and eliminating quality problems.
- **Individual contributions** - every person in the organization contributes to meeting and exceeding its quality goals.

Practices

Quality assurance outcomes will be achieved through the following practices:

- Monitoring and reporting on performance results at the team and individual level in relation to established key performance indicators (KPIs) and performance targets.
- Conducting audits to ensure compliance with legislation, policy, procedure, established business processes, service standards and best practices.
- Explaining variances between KPI performance targets and results, and working with teams toward improvement where performance targets are below anticipated results.
- Contributing to the performance development of employees by identifying training needs and sharing knowledge about critical issues that impact overall performance.
- Identifying client service improvement opportunities.
- Performing data collection, conducting analysis and providing recommendations to identify issues and trends that may impact performance results.
- Conducting business process reviews, workflow reviews and workload measurement assessments.
- Managing and maintaining departmental reporting processes and documentation that documents all changes or updates to processes and programs to maximize the transfer of knowledge and best practices amongst employees.
- Completing impact analysis for any system and process changes.

Outcomes

- Decreased duration
- Better decision quality
- Improved return to work outcomes
- improved client service
- Clear expectations
- Improved business process efficiency