



Association of Workers' Compensation Boards of Canada
 Association des commissions des accidents du travail du Canada

Jurisdictional Update Report

Date: September 6, 2014

To: Compensation and Benefits Committee

From: Saskatchewan

Committee Member: Jonathan Stobbs for Bruce D'Sena

Committee Mandate	
The AWCBC Compensation & Benefits Committee works collaboratively to share experiences, identify and improve claim-related outcomes and identify and action opportunities around operational, research and policy development initiatives.	
Goals	
1. To share jurisdictional experiences and knowledge	
2. To put before the committee, emerging issues that are deemed high priority, for consideration of planning	
3. To identify, plan, and carry out specific projects for the benefit of the committee members and their respective jurisdictions.	
4. To be available to other AWCBC / national committees to provide input and or partner with when requested.	
5. To provide feedback to AWCBC Executive when required or requested.	

Objective	Activities	Target Date(s) /Status	Budget
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<p>Improving Return to Work Outcomes/Reducing Durations (Share work that is being done within your organization to support RTW , reduce duration etc)</p> <p>1. Organizational Changes to support RTW</p> <p>2. New Initiatives</p> <p>3. Best Practices</p> <p>4. Outcomes</p>	<p>RTW Process Review</p> <ul style="list-style-type: none"> • <i>Claim front end Process Redesign :</i> <ul style="list-style-type: none"> ○ Adjudicators are calling out to collect Information and make decisions. ○ Split the payments from the Initial Adjudicators and created a payment role like our Case Management Teams. ○ Moved the inquiry line portion from the some of the adjudicators to our switchboard meaning all incoming calls are centralized. ○ Co-located into 4 teams provincially with 3 Adjudication Specialist and 1 Payment Specialist. Regional assignments per team and going to a pull queue for the adjudicators. ○ Divided Worker and Employer paid claims into to two different processes for wage base collection and payment. ○ In the middle of the implementation of this. • Best practices from this will be part of the whole RTW process review. Mapping of this is to occur in Q4. • Have been partnering with our Business Transformation Office and IT department to assist with the project management of the review. • Targets are <ul style="list-style-type: none"> ○ time to first payment in 10 days for workers ○ Decisions for workers and employer in 3 days for our non-complex TL claims. ○ move customer satisfaction to 4.2 out of 5 to 4.35 in 18 months. <p>Balanced Scorecards</p> <ul style="list-style-type: none"> • Rolled out Dashboards for the Managers of the Operations teams to assist in responsiveness to emerging trends as indicators on a monthly basis. This enables a line of sight to the impacts our stakeholders and visual management aid for staff and the managers. 	<p>March 2014 to December 2015</p> <p>In implementation</p> <p>Q 2-3 2014</p>	

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	<p>Call Handling, Contact Centre and IVR review</p> <ul style="list-style-type: none"> • IVR systems have been trialed in our Inquiry and switchboard areas and we are looking at expanding this to other areas of Operations. Has allowed better call tracking and easier obtainable data related to calls of our staff and the quality of them. <p>Medical Payments Review</p> <ul style="list-style-type: none"> • Process review was done in this area and has increased payments issued to caregivers in 30 days from 50 – 95 %. • Implemented a pull queue format and improved on-line submissions for caregivers. • In the requirements gathering stage with the Provincial Medical Services Branch to see if there is partnership opportunities 	<p>Q2 2014 ongoing</p> <p>Q3 2014</p>	

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<p>Service Delivery / Quality Initiatives Share what is being done in your organization to improve Customer service delivery and to support Quality service/ decisions to stakeholder)</p> <p>1. New Initiatives</p> <p>2. Best Practices</p> <p>3. Outcomes</p>	<p>System Task review</p> <ul style="list-style-type: none"> • NTL tasks were reviewed and managed to reduce them by 47% • Timeliness of task completion metrics and total task reports were developed and implemented in the last Quarter <p>Quality Assurance and Quality Control</p> <ul style="list-style-type: none"> • Currently drafting a board policy for this and continuing to work with our Service Excellence area on determining better trending and reporting of quality concerns. <p>Online/Self Serve Promotion Campaign</p> <ul style="list-style-type: none"> • Rolled out on-line services for employer and workers and are actively encourage both stake holders to use this. • Working with our Communication department to spread awareness of the on-line services available 	<p>Q2 2014</p> <p>Q1-3 2014 ongoing</p> <p>2015</p>	

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<p>Human Resources / Training</p> <p>Share information on staff related issues including training , recruitment , management oversight etc)</p> <ol style="list-style-type: none">1. Staffing Issues2. New Initiatives3. Training	<p>Staff Engagement Surveys</p> <ul style="list-style-type: none">These were done in the second quarter of 2014 and then the managers took these out to their teams to discuss and come up with recommendations about how to increase engagement. These results were shared with senior management to review and implement strategies to improve engagement. <p>Predictive Staffing Model</p> <ul style="list-style-type: none">In conjunction with HR a review was done on all Operational teams to determine capacity planning related to staff coverage. This was done in Q3. Results are being reviewed on how best to manage this model.	<p>Q1 -2 2014</p> <p>Q3 2014 ongoing</p>	

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<p>Emerging Issues / Changes in Policy or Legislation</p> <p>Share information that is related to changes in legislation, policy and other significant changes within your organization.</p>			
<p>Shared information / opportunities</p> <p>Additional Information / Items</p>	<ul style="list-style-type: none"> • Would like to review who is using ICD coding what version and what and if it is being used for triaging the type of claims management you do. Currently exploring the disability planning and outcomes from Reed. • Data analytics and what models are being used. Best practices of this. • Would like to discuss the Memo of Understanding with the CRA and how each board is interpreting and using this. 		

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