NWISP: Five Year Business Plan 2014-2018



NWISP Committee

WCB Alberta

# The NWISP Committee is committed to ensuring our stakeholders have access to high quality national work injury statistics. To that end, we have formulated our five year business plan to ensure we are able to meet our customers’ expectations. This document outlines our vision, our fundamentals in terms of what the core focus is to achieve success and then finally, the means by which we succeed.

# OUR VISION

To collect and maintain national work injury data from Boards and Commissions, using a standardized approach.

# OUR MISSION

To assist boards and commissions to code work injury data consistently and accurately by continuously improving standards, tools, practices, education and programs.

# STRATEGIC PRIORITIES

## Quality and Consistency

NWISP is a program focused on collecting, evolving and disseminating primary injury data. Maintaining consistency and accuracy of high quality injury data by collaborating with Boards and Commissions by adapting the current standards, tools and practices. Ensuring our codes stay relevant and the program as a whole is well maintained is the main component to us delivering on our mandate.

## Statistical Information and Publications

Collection and distribution of high quality injury data through strong information management (IT) techniques and methodologies ensures our stakeholders have access to information that helps them understand the types of injuries Workers across the country are encountering and how they are getting injured.

## Program Evolution and Maintenance

To continue to evolve the NWISP program by collecting, collating and disseminating nationally comparable statistical data on work injuries and diseases. By promoting and communicating relevant and current statistical data analysis and information in order to provide insight and expert data knowledge. Continue to develop and maintain a long term strategic plan to continually shape the NWISP Committee’s future state.

# OUR STRATEGY

## NWISP has the benefit of having a very stable mandate. Our job is to provide high quality information to our stakeholders.

In order to achieve that, the goal of our committee is to ensure we remain focused on our mandate and we remain committed to taking the steps needed to evolve and maintain the infrastructure that allows that consistency and quality to be achieved.

The key component of our strategy is our committees and our people who make up these committees. It is the committees that each have a mandate that when completed, tie us all together to fulfill our vision of providing high quality national work injury statistics.

**Our Technical Coding Committee** facilitates national calibrations where all jurisdictions participate in a common coding exercise so we can not only see how close we are in how we each perceive common scenarios, but also prompts discussion around how codes need to evolve and change to stay current. It is the work of this committee that ensures national consistency and ongoing relevancy of the data we produce.

**Our IT Committee** produces the data. By finding the means within each jurisdiction to extract the data, report on the data and quality control the data for accuracy, we ensure we provide high quality information which, in turn, produces high quality reporting for our stakeholders.

**The AWCBC/NWISP Committee** provides the mechanisms through which we can share information both in terms of data and in terms of discussion. It is here infrastructure is created to support learning for any jurisdiction requiring it and it is here that infrastructure is created to provide the most current information to all coders across the country.

Over the coming five years, our strategy involves a continual evolution of the processes that yield superior statistics. Updating our nationally accessible training manual, keeping our on-line tools up to date and accessible to ensure information and manuals are always current and making sure we continually communicate with our internal and external stakeholders.

# Key deliverables in the next five years:

The pillars of our strategy are clear. In order to continue to strengthen those pillars, NWISP will need to focus on the following accomplishments within the coming five years:

1. Role clarity document – clearly defining the role of the Executive Sponsor, the Chair, the Committee Leads and the NWISP committee as a whole are fundamental steps in ensuring we are able to deliver on our mandate in an organized and focused way
2. Succession plan and transition plan – development of a succession plan ensures the Executive Sponsor, Chair and Committee Leads have well defined roles to achieve the committee’s mandate. In addition, by identifying the next leaders for these positions, we have the opportunity to ensure proper preparation and transition which is core to our mandate of having a stable and evolving NWISP program.
3. Creation of orientation materials for new committee members which will identify the purpose of the committee, the goals of the committee, the structure of the subcommittees and their goals/roles and the current work plan.
4. New on-line coding training manual – our current coding training manual is no longer supported in many environments across our jurisdictions. Updating this into an on-line format is a mandatory upgrade to ensure we are able to provide a consistent framework across all jurisdictions and is core to “consistency and quality”.
5. Updated on-line data tool – as the appetite for our information evolves, so too must the tools we use to create and analyze the data our customers need. Within the next five years we will assess the viability of upgrading our on-line tools. There will be a component of ensuring the tool remains supportable over time however, there is also a component regarding increased functionality of our tools to ensure they meet customer needs.
6. Continued achievement in managing national calibration process – national targets on consistency will be set to demonstrate our commitment to continued consistency.
7. Stakeholder communication process – over the coming five years, we will focus on process development to regularly communicate and gather feedback from those who use our services including jurisdictions, the Government, Associations, etc.

# SUMMARY

At the end of the five year plan, you will see tangible results that can be measured. All of our plans will be reported quarterly to the NWISP Committee and annually at the AWCBC Joint Committees Meeting.

Our goal is to ensure we build on our past successes as a committee and cement the infrastructure we need to continue to provide high quality work injury statistics to the jurisdictions and our external stakeholders.