

# Schedule 2 dedicated service trial

## Physical Injuries

Presented to Schedule 2 user group, November 13, 2024

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# Foundations of the trial

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## Objective

The initial objective of the Schedule 2 Employer Service Review was to evolve the way we deliver service to Schedule 2 employers and injured or ill employees, for both improved service, and recovery and return-to-work outcomes.

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## Opportunity

In December 2023, following the completion of the Review, Case Management (physical injuries) committed to trialing dedicated service to a small group of Schedule 2 employers to address the key findings from the Made Manifest insights report:

- 1) Collaboration
  - 2) Communication
  - 3) Continuity of Staff Knowledge/Training
  - 4) Process
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## Criteria

The proposed trial would:

- Be specific to physical injury claims,
  - Consist of large schedule 2 employers,
  - Be centralized to Toronto,
  - Generate a volume of claims for statistical significance
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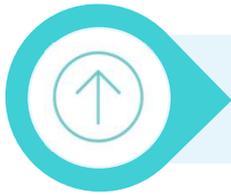
## Goal

To evaluate and assess if dedicated services results in both improved customer experience and recovery and return-to-work outcomes.

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# What we observed... outcomes

At the outset of the trial, specific metrics for measurement that focused on duration, return-to-work, and overall inventory of cases were set to assess if dedicated services contributes to improved results. Data from April 2, 2024, to September 8, 2024, demonstrated that:



The incoming volumes of case for trial employers increased by 12.3%, or 270, from 2023 to 2024 for the same period. This translated to an increase of 5.4%, or 44 claims that required short-term case management intervention.



Files referred to a RTWS that resulted in a meeting saw an increase of 12.1% in successful outcomes, from 26.4% to 38.5% for the trial group. Comparatively, all schedule 2 claims in physical injuries only saw an increase of 3.6%.



Trial case managers were quick to influence case outcomes by completing 99.5% of ICAPs within 3 days of receipt of the claims. Connecting with employers and injured people helps support recovery and return-to-work through goal setting and establishing trust relationships.

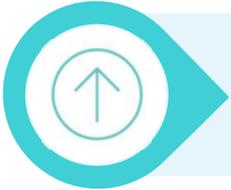


Early indicators support that there is opportunity to impact return-to-work and recovery outcomes through dedicated service. It is anticipated that there will be continued improvement over time with the ability to collaborate through targeted and global outreaches.

# What we observed... customer experience

The trial contributed to an improved customer experience for participating employers.

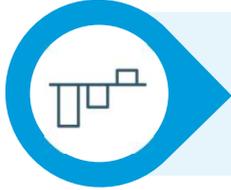
These results demonstrated that:



Employers reported in the survey responses that trial case managers were quick with communication and provided timely updates, kept them informed, and built relationships that allowed for the case managers to better understand the employers' business.



As part of the customer experience consideration, decision-quality was included as metric. During the trial, results placed the trial team's decision quality above target. Anecdotally employers endorsed in the surveys that the trial team was "explaining decisions" and providing "better letters".



Survey results from the trial employers, provided helpful guiding information in making recommendations. Overall, the surveys acknowledged the value that a dedicated team provides in understanding their business and endorsed the expansion to include further roles.



Average calls offered only increased slightly in the first three months of the trial, when comparing to pre-trial results, we did observe a larger increase in July and August. This did not impact live call answer rate. Case managers applied caseload management techniques like scheduling calls and grouping follow-ups with employers together to create efficiencies.

# Engagement

In a physical injuries dedicated sector model, key and global emerging issues can be better identified through trends and sharing of observed issues and experiences amongst case managers, management team and leadership.

## Targeted outreach

Targeted outreach is meant to be specific to one or two issues and requires minimal post solution follow up.

By completing a targeted outreach, there is:

- an increase in collaboration,
- understanding of key business processes of the employer,
- improves the customer experience.

The goal of a targeted outreach is to improve recovery and return to work outcomes as they relate to the issue.

## Global outreach

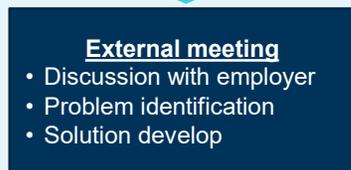
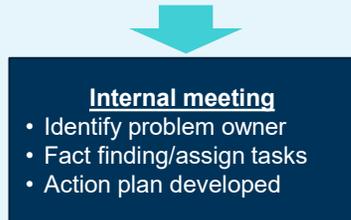
A global outreach is intended to identify collaboration opportunities with other business areas to support the employer. A global outreach is meant to

- address larger systemic issues with the employer that are caused by more than one or two specific issues
- of continued engagement over a set period with specific milestone set out with the employer.

The result is aimed at improving recovery and return to work outcomes along with better engagement overall with the employer.

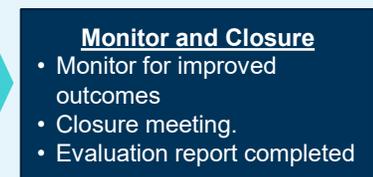
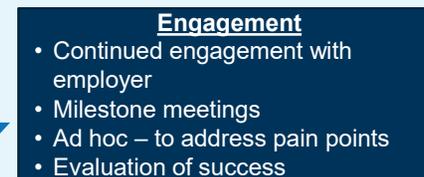
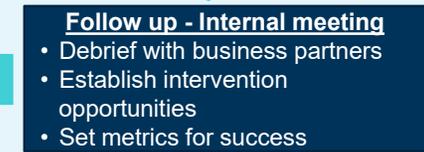
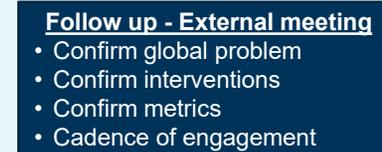
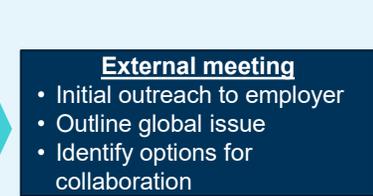
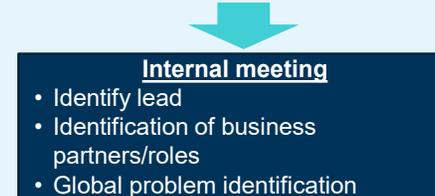
# Overview of outreach models

## Targeted outreach



2-3 months duration

## Global Outreach



6-12 months duration

# Recommendation



## General

It is recommended that the schedule 2 trial be expanded to a full sector, based on the successful outcomes from an improved customer experience and return-to-work.



## Opportunity

The outreach strategies are to be incorporated into the day-to-day business within the sector. This will allow for growth in collaboration with stakeholders and a commitment to improved return to work and recovery outcomes.



## Structure

It is recommended that case managers in physical injuries be assigned to the Schedule 2 sector. Eligibility Adjudicator Case Managers and Return to Work specialist roles in physical injuries will also have dedication within their existing streams.



## Allocation

The overall allocation model remains under development, pending further analysis of volumes.

