

Service journey critical milestones

The most important thing we do is collaborate with workers and employers on the return-to-work journey. We will continue to develop care plans *with* them and customize our service so it is never “one size fits all.” Our commitment is to help all workers progress through their individual journey. We will measure key milestones along the path to ensure our efforts make their journey better.



Make quick decisions and timely payments

Service commitment:

We will issue wage loss benefits to 83% of workers within 14 days of claim registration.



Keep workers engaged with work

Service commitment:

We will negotiate modified work for 30% of workers with complex cases (greater than 30 days) as soon as they become fit for light duties.



Reduce prolonged disability

Service commitment:

We will return 85% of workers to work within four months.



Find realistic and accessible jobs

Service commitment:

We will provide job placement or a viable job lead to 85% of workers needing re-employment assistance.



Work together towards success

Service commitment:

We will ensure 85% of workers and employers are satisfied with the timeliness, transparency and respect of WCB.

2023 scorecard

Our evolving landscape means we need to be nimble and adapt. Our stakeholders' needs are changing, and we will transform with them. We will build capacity and partnerships and implement new technologies to support workers and employers in improving recovery and return to work.



Our shared service journey

Goal: To improve the client experience and return-to-work outcomes through investments in service, collaboration and engagement. We will:

1. Transform claims management processes to reduce red tape for both claim owners and clients. Reduce person-hours spent on routine reviews or tasks by 15,000 hours, giving us more time to focus on high-value touch points. (Q4)
2. Propel our claims system forward by developing new smart tasks for claim owners. Begin to transform our current task management system to allow for flexibility in process based on the user's skill and experience. New learners will be guided step-by-step through best-in-class disability management prompts, while experienced claim owners will have the ability to customize and streamline return-to-work planning. (Q4)
3. Energize the modified work conversation with employers and workers through technology solutions. Expand the worker mobile app to give workers tools to plan their own modified return to work (Q3). Give employers new insights to key performance metrics via interactive dashboards that identify opportunities for proactive and safe return to work (Q4).



The changing nature of work

Goal: To enhance personal support for a successful return to work in complex cases. We will:

1. Transform worker, employer, and service provider reporting to harness their respective insights. Through dynamic information sharing, we will change the conversation to focus on ability and accommodation to support recovery and return to work. (Design phase complete Q4)
2. Use machine learning to predict which workers will fail to progress in their modified work assignment and potentially lose their job attachment. Early and creative interventions when problems emerge are expected to keep more workers progressing optimally and staying job attached. (Q3)
3. Give employers the tools to navigate new work arrangements and job designs by expanding the employer mobile app with self-serve modified work modules that allow them to easily start their own programs and create customized modified work descriptions (Q4).



The changing nature of claims

Goal: To deliver trauma-informed, leading-edge support for workers with psychological injuries. We will:

1. Deploy a specialized review process to explore new creative opportunities for recovery for complex cases (for workers who did not achieve a successful return to work after 180 disability days). Help 10% of these workers progress to the next phase of their care plan. (Q4)
2. Implement the machine learning model developed for PTSD cases at risk of prolonged disability (greater than one year). Through proactive interventions identified through the model, we will improve disability duration for these clients by 5% or more. (Q4)
3. Engage psychological service providers to increase their understanding of the benefits of return to work for workers with psychological injury. Connect with over 100 providers through education, coaching and enhanced reporting to improve return-to-work outcomes by 10% for primary psychological claims. (Q4)



Technology and innovation

Goal: To provide modern, flexible and secure business technology solutions that enable us to innovate and adapt to the evolving needs of our stakeholders. We will:

1. Advance our strategic data and analytic capabilities to extract value, gain insights and support data-informed decisions for staff and stakeholders. We will improve the accessibility and usability of data essential to create time-sensitive data visualizations that inform stakeholders and leverage new technologies to streamline the creation and accessibility of new data assets. (Q4)
2. Enhance our cybersecurity tools and tactics to protect our systems and data from unauthorized access. Introduce enhanced security options to improve our ability to protect users of our web and mobile channels and deliver a future-focused cybersecurity roadmap to further refine security protocols, processes, and controls across our technology eco-system. (Q3)
3. Enrich the customer and employee experience to promote agility, flexibility and usability of systems and tools that are essential to the delivery of our services. Simplify accounts across platforms so users can seamlessly access channels; investigate data optimization between systems; and enhance our workplace tools. (Q4)