



We will lead the way in providing a positive, efficient and effective customer experience for workers and employers. The experience is as important as the outcome; to deliver a positive experience, we will engage workers, employers and treatment providers in meaningful ways.

Our service journey

Our journey is guided by three core pillars



Exceptional service
COLLABORATIVE | INCLUSIVE | EMPOWERING

Fair and balanced
TRANSPARENT | RESPONSIVE | TRUSTED

Financially sustainable
BALANCED | ENDURING | COST-EFFECTIVE



A shared service journey

Defining a shared vision of care, recovery and return to work that puts workers at the centre of their recovery and employers at the centre of guiding a safe, successful return to work.

Our success metrics:

- Increase the speed to which we negotiate a modified return to work for complex cases (greater than 30 days) as soon as we are notified there is fitness for work. (Target: successful return on **>30% of cases** by Q4.)
- Achieve 2020 levels of satisfaction with engagement, as measured by our external survey (**78.9%** for workers and **84.8%** for employers) in order to:
 - Actively manage the return-to-work process to sustain our 2020 success of **84%** of workers recovering and returning safely to work within the first 4 months of their short-term disability. Q4*
- Identify new options for earlier intervention on reopened claims to ensure **at least 60%** of workers can recover and return safely to work within 6 months of reopening. Q4*
- Improve efficiency by ensuring **25%** of incoming lost-time cases are managed by our administrative processing team vs. assignment to case management. Q4
- Complete worker mobile app enhancements. Q2
- Complete proof of concept for automated payment of prescriptions. Q4



Changing nature of work

Understanding the changing nature of work and how the workers' compensation system needs to prepare and respond.

Our success metrics:

- Ensure **85%** of workers who utilize re-employment assistance services enroll in retraining or obtain a job placement/tangible job lead during their job search. Q4*
- Increase the number of successful training-on-the-job (TOJ) placements from our 2020 result (159) to **180**. Q4
- Reimagine or create **2** new light duty jobs that allow injured workers to stay in their industry of choice and expertise. Q4.
- Improve adoption of disability management competence in the province by supporting **20+** small or mid-size employers to attend disability management training. Q4.
- Increase the efficiency of our Premium Audit team by reducing by **25%** the number of audits that result in no change to reported premium. Q4
- Implement all changes related to Bill 47. Q3



Changing nature of claims

Facing the impact the changing nature of injury and the pace of new medical research have on the workers' compensation system.

Our success metrics:

- Increase the number of people at risk of secondary psychological injury who receive supportive intervention within 60 days by **25%** over the 2020 baseline of 431. Q4
- Complete research on a PTSD predictive model. Q4
- Deliver education to **>1,000** employers focused on supporting their investment in a psychologically healthy workplace. Q4
- Reach **100** psychological service providers through education sessions and coaching to achieve safe return-to-work outcomes following a psychological injury. Q4



Technology modernization

Leveraging advances in technology to improve efficiency, collaboration and service delivery to all of our stakeholders.

Our success metrics:

- Complete a digital properties review and eBusiness modernization design to provide standards and ensure consistency of user experience across all WCB platforms. Q3
- Achieve a score of **85%** satisfaction from leaders that, 'the visualized data improves my ability to manage my business.' Satisfaction will be measured following the roll-out of each of three new data visualization reports. Q2-Q4
- Improve the responsiveness of the employee Help Desk by **25%** of our 2020 baseline. Q4

* Targets are based on the provincial unemployment forecast for the province in 2021 (10% or less).