



Progress Check for Continuous Improvement

Office of Legal Affairs  
June 30, 2016

<b>Strategic Plan Goal Area</b>	Organizational Effectiveness and Efficiency
<b>Strategic Plan Performance Objective</b>	Improve efficient use of resources, processes, and management structure to support system innovation

<b>PLAN</b>	
<b>Review the goal area, performance objective, initiative(s), performance measures, and action steps that you are working on for this particular area. What have you completed? What can you celebrate?</b>	
The Risk Management unit has documented quantitative progress with completing contacts to injured workers, schools/bookkeepers, and medical providers within 24 hours of the reported injury and closing 83% of all new claims within 12 months of the date of injury. These results are evidence of the Risk Management’s growth and progression with its organizational effectiveness and efficiency.	
<b>DO</b>	
<b>Describe the work of your team in achieving your performance objectives. Specifically address your initiatives and action steps.</b>	
<ul style="list-style-type: none"> <li>• Monitoring new claims daily and implementing weekly compliance checks to ensure each adjuster executes three point contacts within a 24 hour period.</li> <li>• Supervisor file reviews every 30–90 days to ensure each adjuster is being proactive on their claims, ensuring quality customer service and that action plans are in place to move the claim towards closure.</li> <li>• Claims that cannot be closed within 12 months are reviewed for exposure and/or settlement potential.</li> </ul>	
<b>CHECK</b>	
<b>Are you getting the results needed to reach the performance targets? How are you monitoring and measuring to ensure results?</b>	
Results are gradually reaching target goals. Consistent adjuster compliance strategies are in place to ensure improvement.	
<b>ACT</b>	
<b>What are the challenges or obstacles you are facing or anticipating? What needs to change and/or improve to reach your performance targets? How will these changes lead to progress?</b>	
Bookkeeper and employee compliance with reporting new injuries timely is an ongoing challenge for Risk Management. Delayed reporting of work accidents impedes the adjuster from working a claim promptly, which results in delayed adjuster responsiveness. Continuing to offer annual training on workers’ compensation procedures and protocols to staff and employees will help address this ongoing challenge.	