

28 November – 1 December 2004

Xth Accident Compensation Seminar

2004



Institute of Actuaries of Australia

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CASE MANAGEMENT - IMPROVING OUTCOMES FOR NSW WORKERS

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WorkCover NSW



Institute of Actuaries of Australia



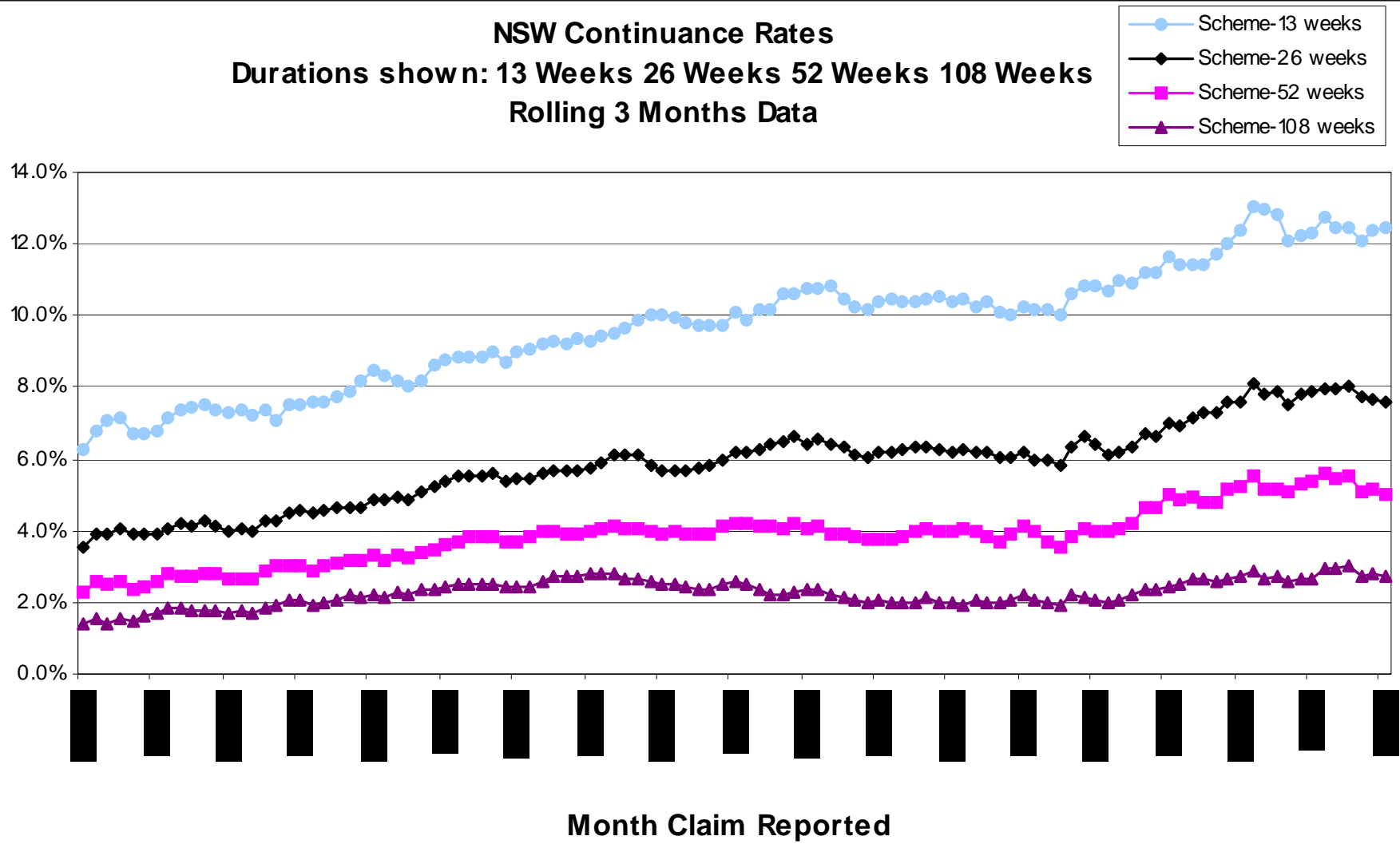
The reform journey...

Started when there was:

- Deterioration in return to work outcomes
- Less claims but longer duration
- A need for better coordination of the injury and claims management process



NSW Continuance Rates
Durations shown: 13 Weeks 26 Weeks 52 Weeks 108 Weeks
Rolling 3 Months Data





Case management

- A coordinated and managed program that integrates all aspects of injury and claims management for the purposes of achieving optimum results regarding a timely, safe and durable return to work for injured workers.



Best practice case management

- Transforming service to injured workers
- Integrated model
- Scheme-wide standards
 - applied to individual agent business models

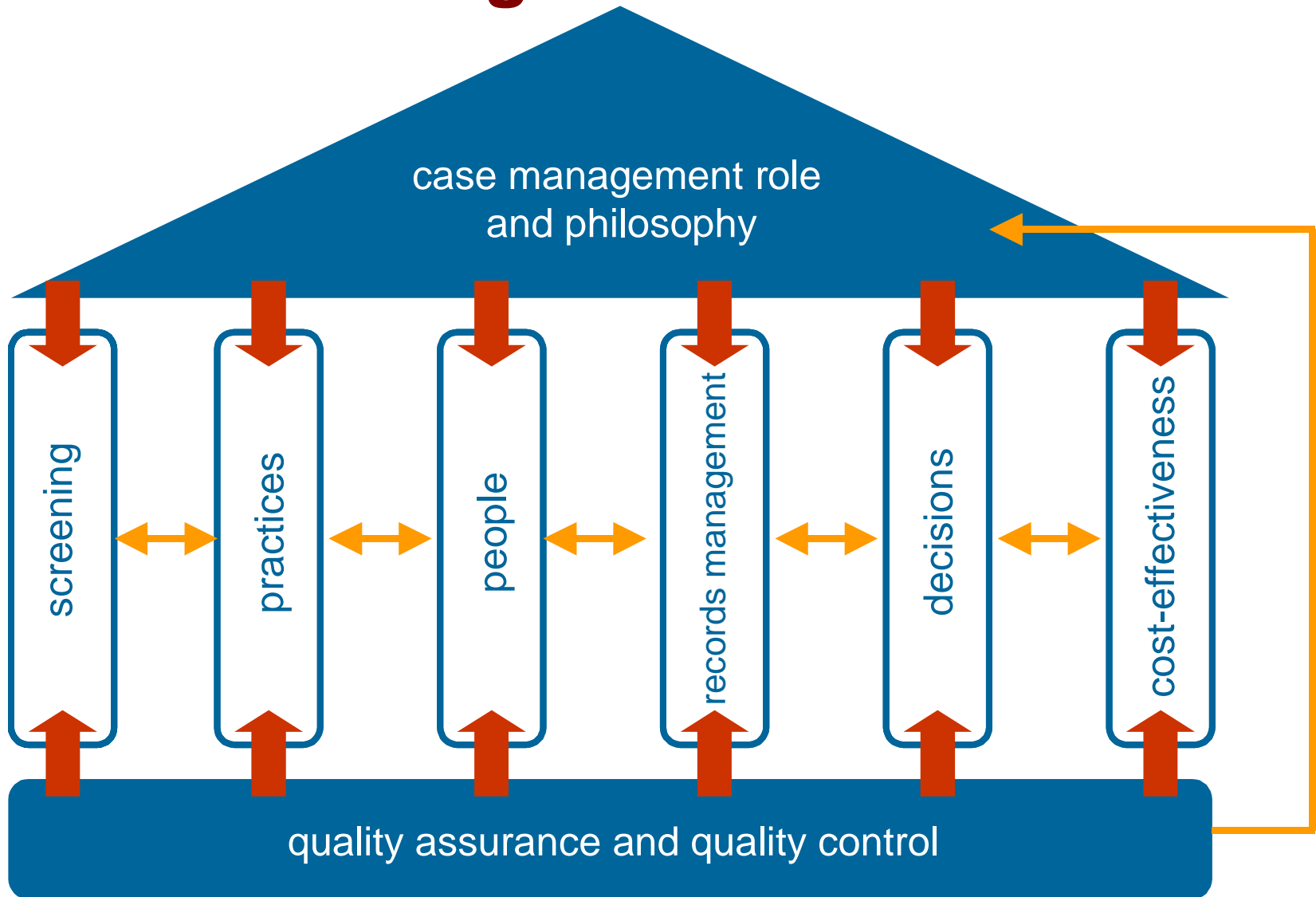


Implementation

- Standards
- Guidelines
- Assessment



Case management standards





Assessment

- The assessment journey
- Unique collaborative approach
- Combination of self-assessment and independent assessment
- Baseline assessment
 - practice guidance
 - awareness
 - application



Implementation

- Large improvement in practice guidance between first two assessments
 - demonstrating that agents have the tools and systems to support the new model
- Significant improvement in awareness of case management philosophy and principles
- Indicators of improvement in outcomes
 - notably return to work, cost-effective service provision and effective provider management

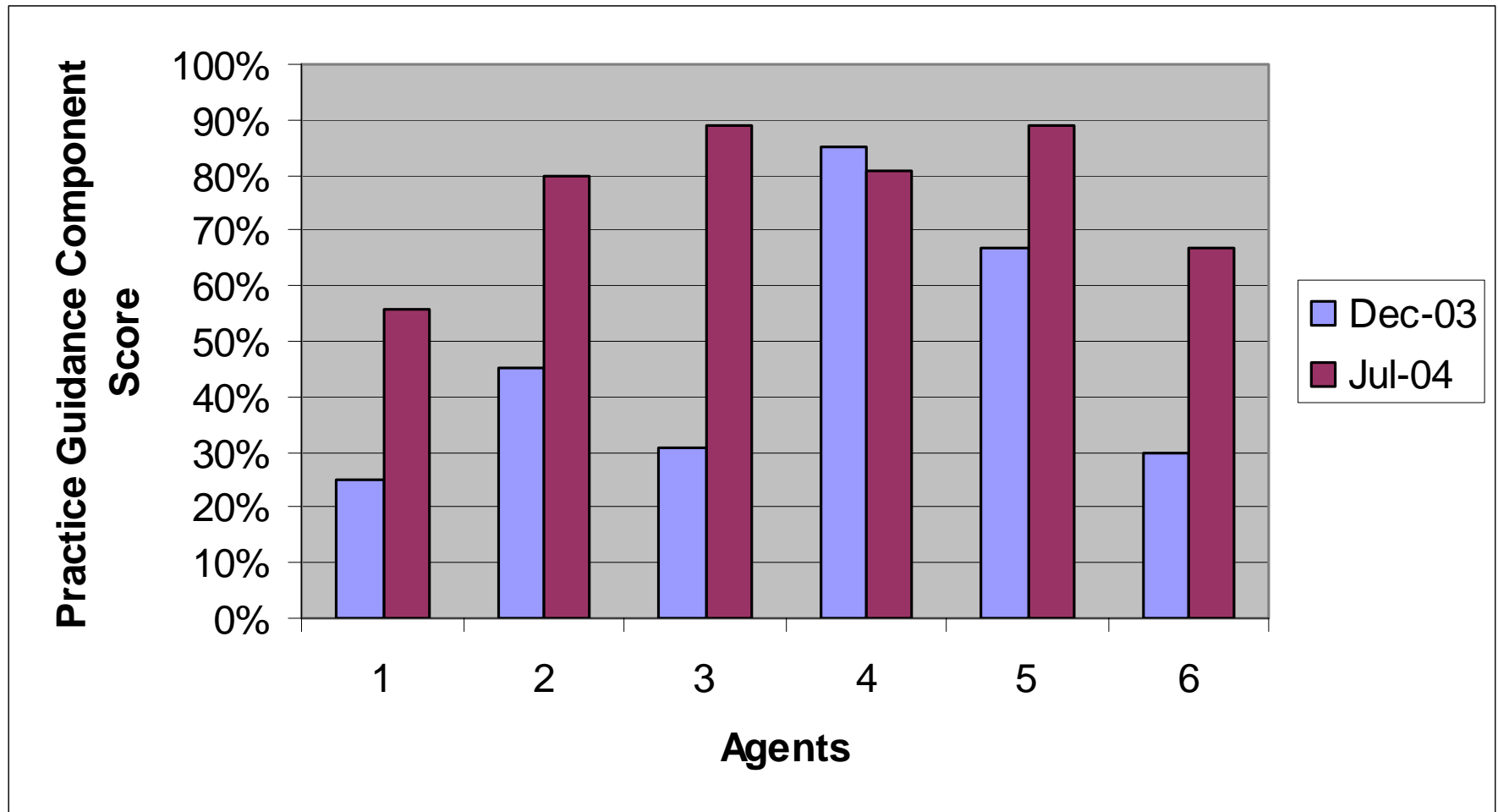


Implementation

- Opportunity for industry to use the assessment as a consultancy
- Varied levels of application (process and outcome)
- Impact on remuneration

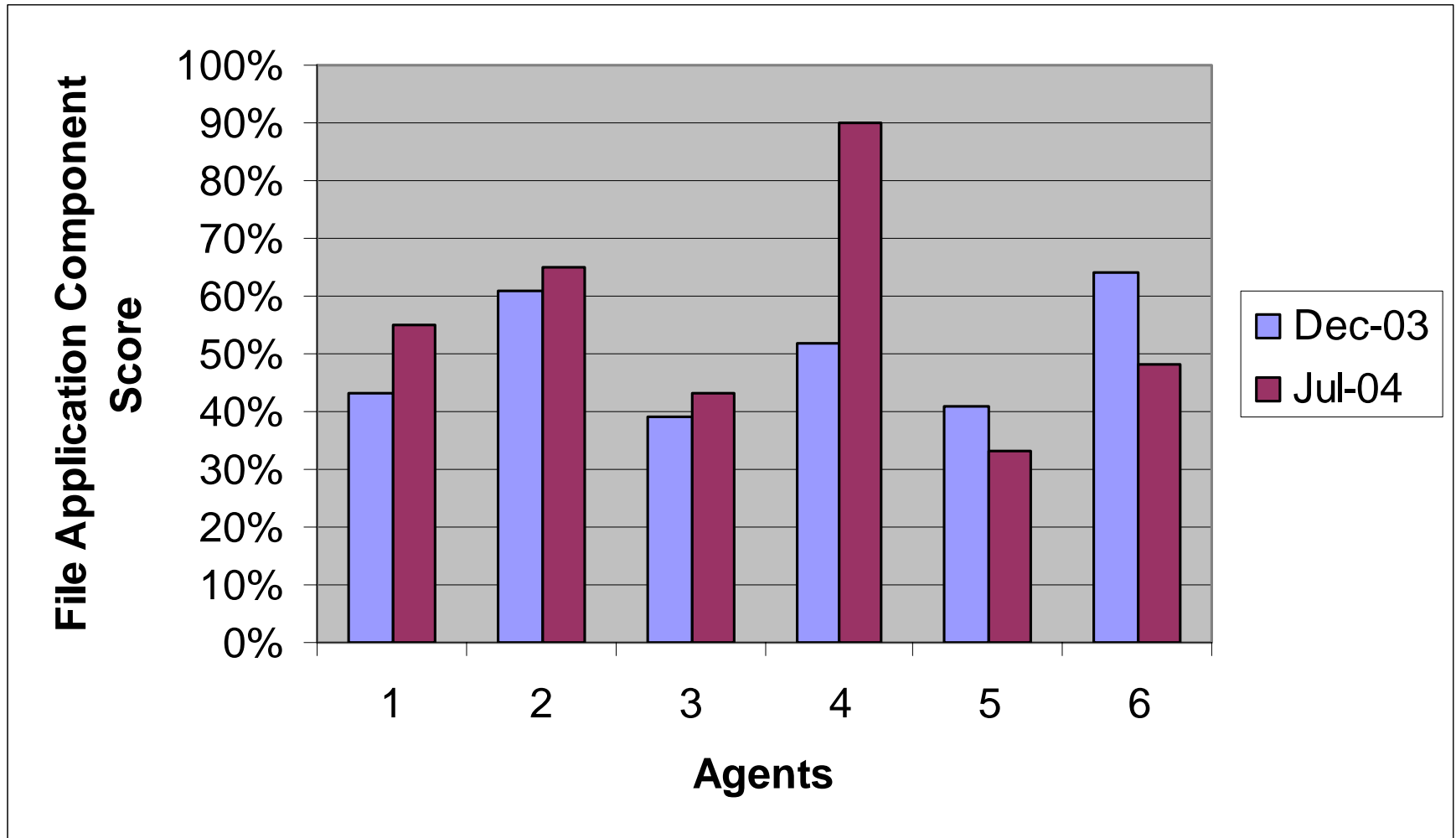


Practice guidance



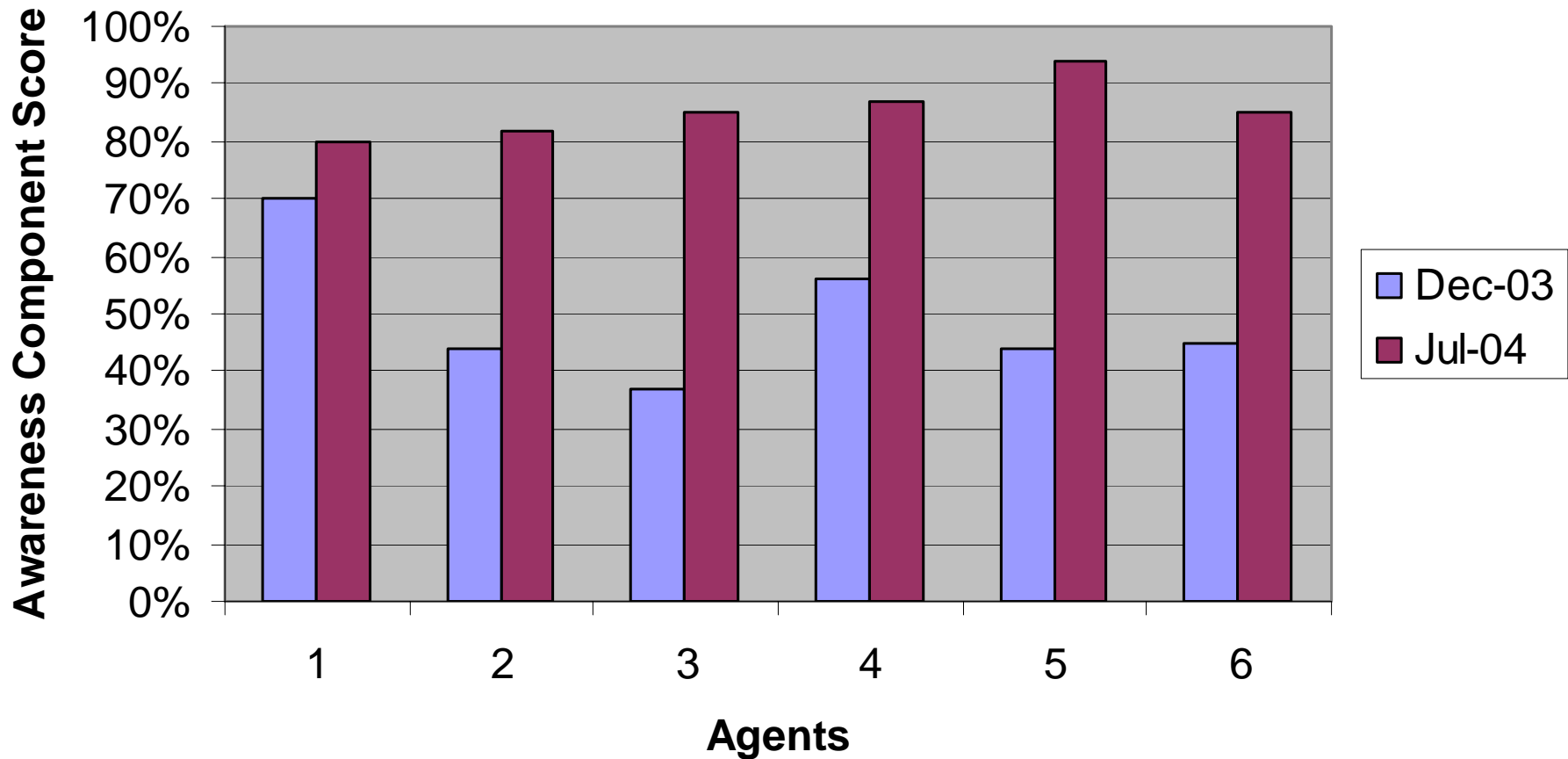


File application





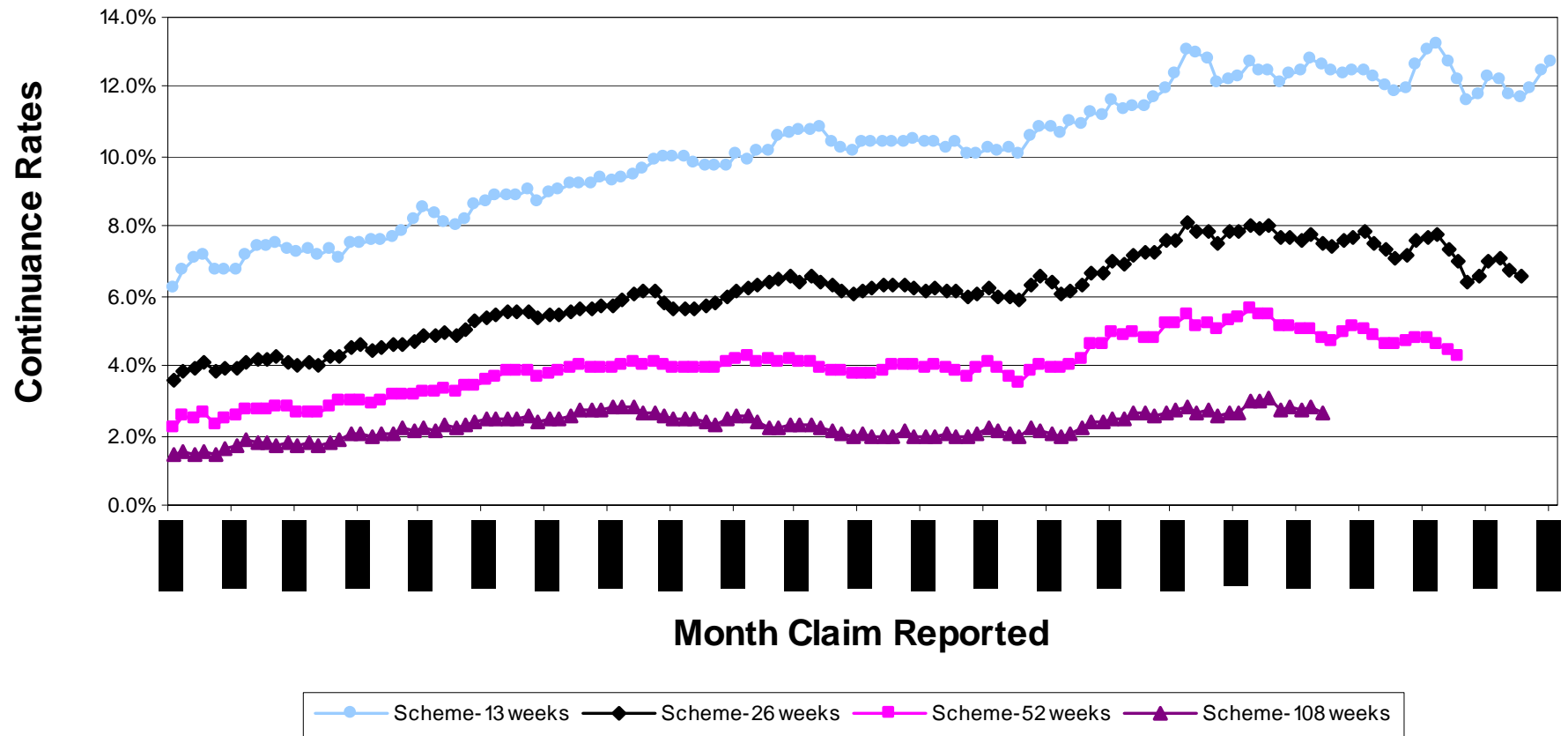
Case manager awareness





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Moving forward

- Two – three year journey
- Continued investment
- Building capacity and decreasing case loads
- Continuous improvement program
- Ongoing improvements to Scheme operations



Objectives

The reform objectives are:

- an improved service delivery for employers and workers
- safe, durable return to work
- a fully-funded Scheme within five to 10 years
- a sustainable and outcome-focused Scheme design
- to create conditions for a competitive marketplace.



Role of WorkCover

NOW

WorkCover monitors and reports on Scheme performance

Regulate Scheme Insurers, health providers, employers, etc

Monitor/manage Scheme performance through insurer remuneration arrangements

Monitor performance of Scheme assets

FUTURE

WorkCover accountable for Scheme performance

Regulate Scheme Nominal Insurer, health providers, employers etc

Actively manage agent performance through commercial contracts

Actively manage fund manager performance through contracts

ACTIVE MANAGEMENT