

About Business Process Re-engineering

Business Process Re-engineering (BPR) is an agency-wide endeavor to evaluate and rethink the workers' compensation system in New York. It's a sweeping effort to examine how well the workers' compensation system in New York is meeting its goals, and then re-create a system that effectively serves the needs of injured workers and employers.

Why Re-engineering Is Necessary

Independent research, such as studies by the Workers' Compensation Research Institute, shows that New York is historically slow to pay injured workers and produces poor medical outcomes in comparison to other states. It is undisputed that prompt delivery of benefits is good for injured workers and reduces employer costs. The data indicates that those most in need receive the least, our workers wait longer for benefits, and our employer costs are the fifth highest in the nation. Things must change.

Re-engineering will improve

- Timeliness of the first payment of benefits
- Medical reporting and billing
- Data collection, enabling system oversight

We will also use this information to design a new claims platform that uses industry best practices.

How is the Re-engineering Proceeding

The first phase of the BPR began on August 26, 2013. Over the ensuing 28 weeks, a team comprising **106 Board employees** is collecting information and interviewing stakeholders throughout the state. We're using this data to analyze and understand how we serve injured workers and employers, how we serve our other stakeholders, and how the entire community works together and communicates.

How Are We Reaching the Public

Our most concerted outreach is to the injured workers who are the heart of our system. Our dedicated injured worker focus group, labor groups around the state, designated Injured Worker Days in our offices, and an ongoing injured worker survey with nearly **6,000 responses** to date all contribute to this initiative.

Because transparency is constructive, we regularly post the public comments we're receiving to our web site. We've received and posted more than **1,700 comments** so far.

The Board also held about **65 sessions** across the state, where **350 stakeholders** from across the industry met and discussed their perspectives for improving the system.

We're presently in a more directed phase where six focus groups, each representing a subset of the industry, are considering pointed questions within their expertise. In addition to these **74 professionals**, we have an advisory council of **19 members**.

We've conducted five webinars to more than **325 attendees**. Stakeholders have also submitted **35 white papers and commentaries**.

The Big Picture

For the first time in a long time, the Board is systematically identifying and fixing the fundamental problems in our system. Improving a system that decayed for decades is not easy. Not every vested interest will agree on every recommendation. Interest groups that profit from dysfunction will defend the status quo. Guided by our core belief that everyone benefits from timely and appropriate lost wage benefits and medical care, the Board is ready for the challenge and is committed to fighting for a better workers' compensation system in New York State.