



## Strategic Vision Document

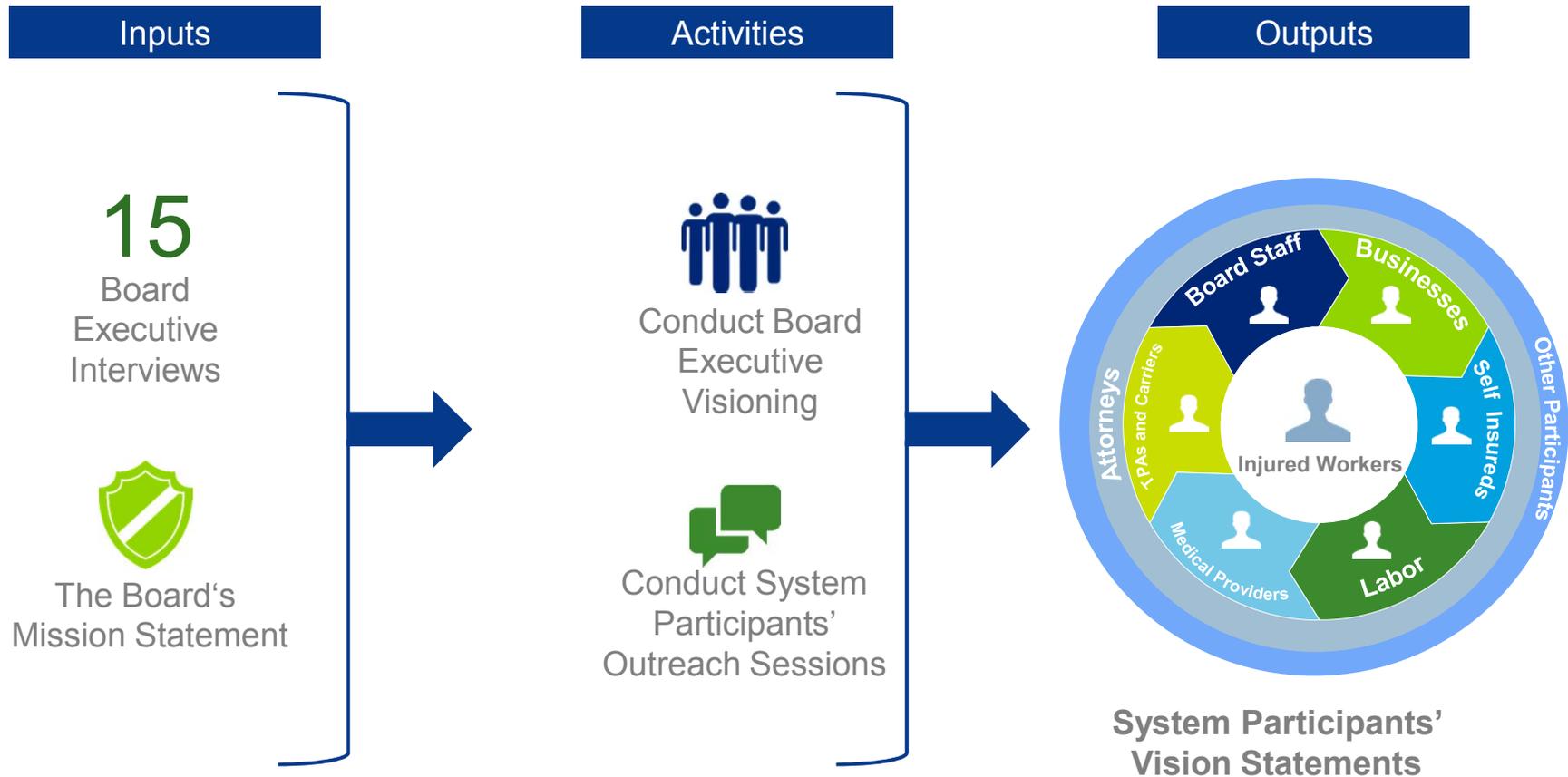
New York Workers' Compensation Board

## Objectives of the Strategic Vision Document

- This document intends to lay out the initial vision that the system participant groups involved in the New York Workers Compensation System have for the Board.
- The vision statements are intended to help align the objectives of the Business Process Reengineering (BPR) initiative with the system participant group needs. As we receive input from those groups the statements may be updated as appropriate.

# Visioning Inputs and Outputs

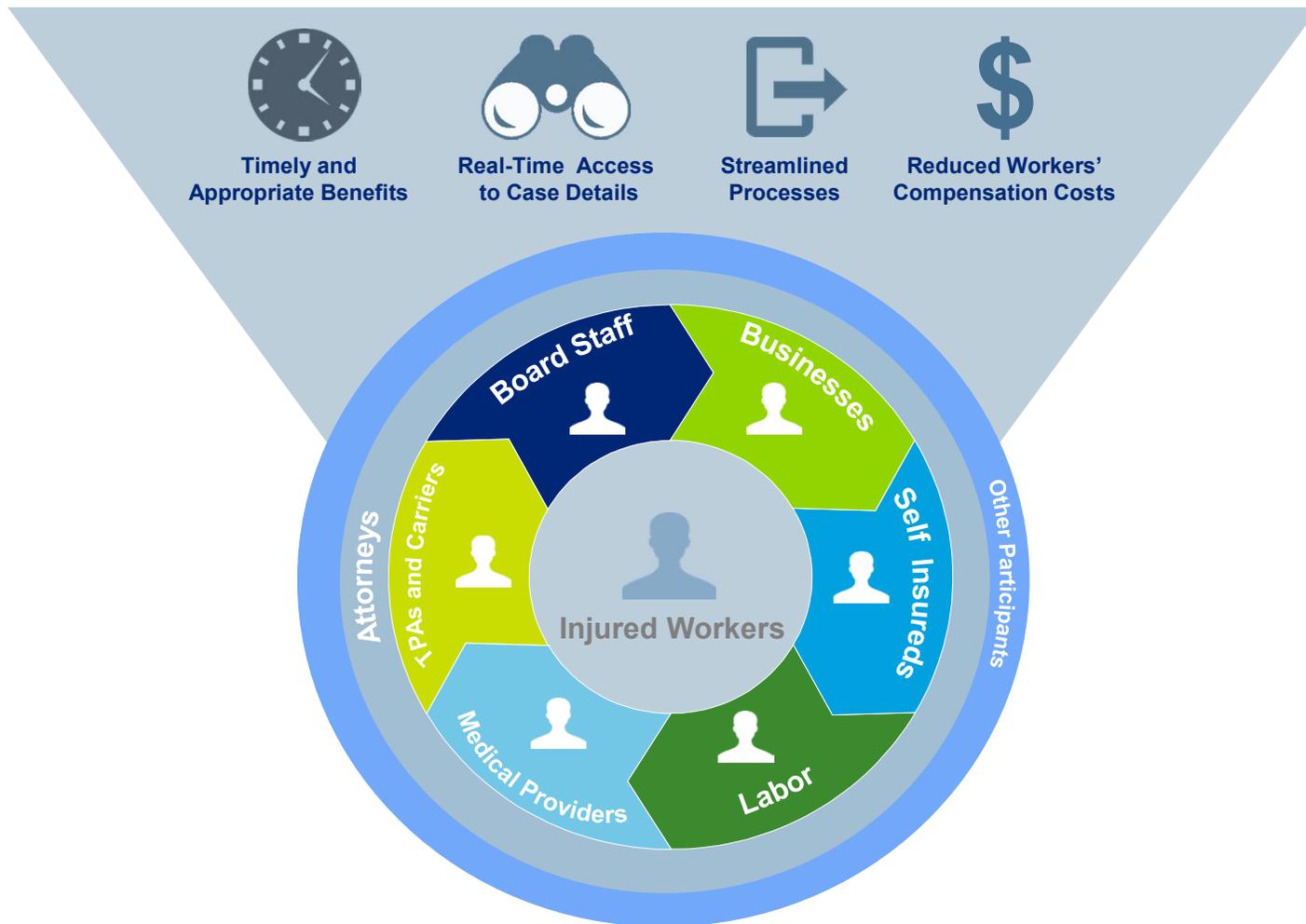
Inputs from a variety of sources were consolidated to develop the system participants' vision for the Board throughout this initiative.



## **System Participant Groups' Needs**

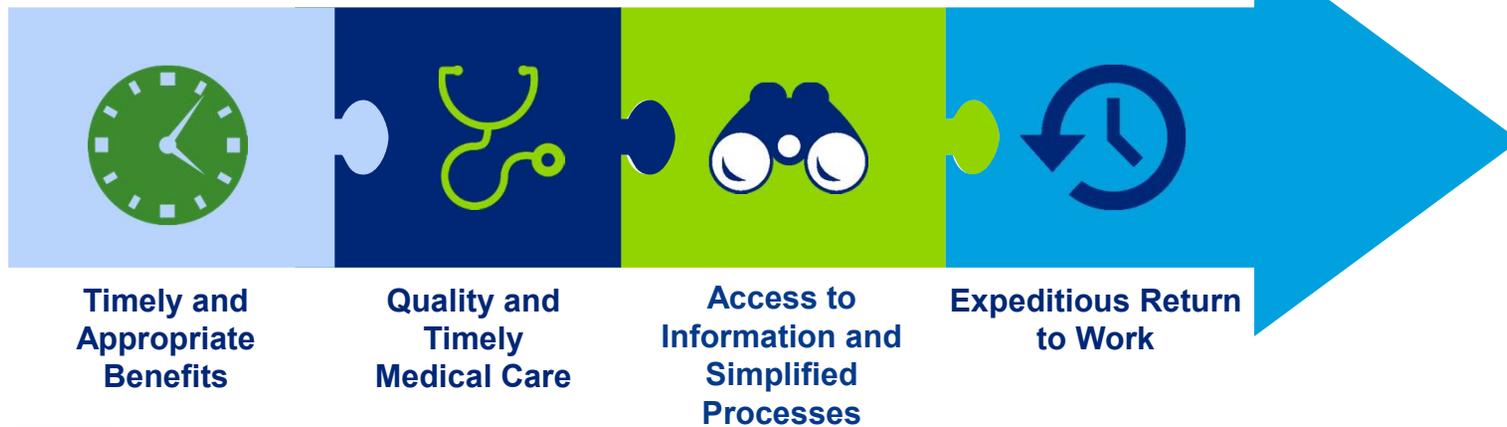
# Common System Participant Groups' Needs

Four common needs stood out across all system participant groups. In addition each group had their own critical needs as presented on the following slides.



# Individual System Participant Groups' Needs

## Injured Workers

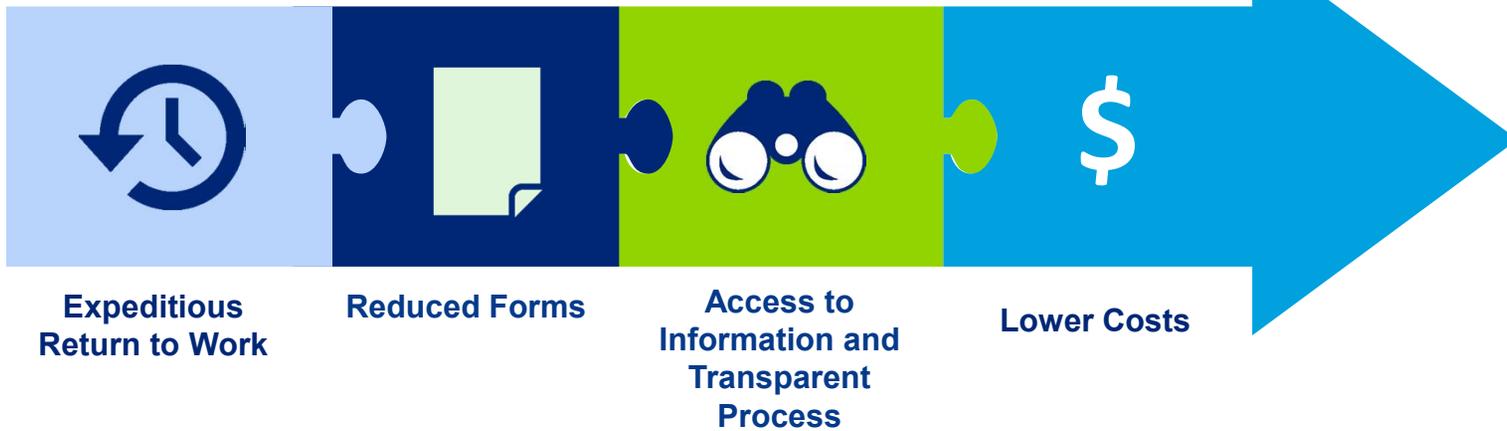


## Labor

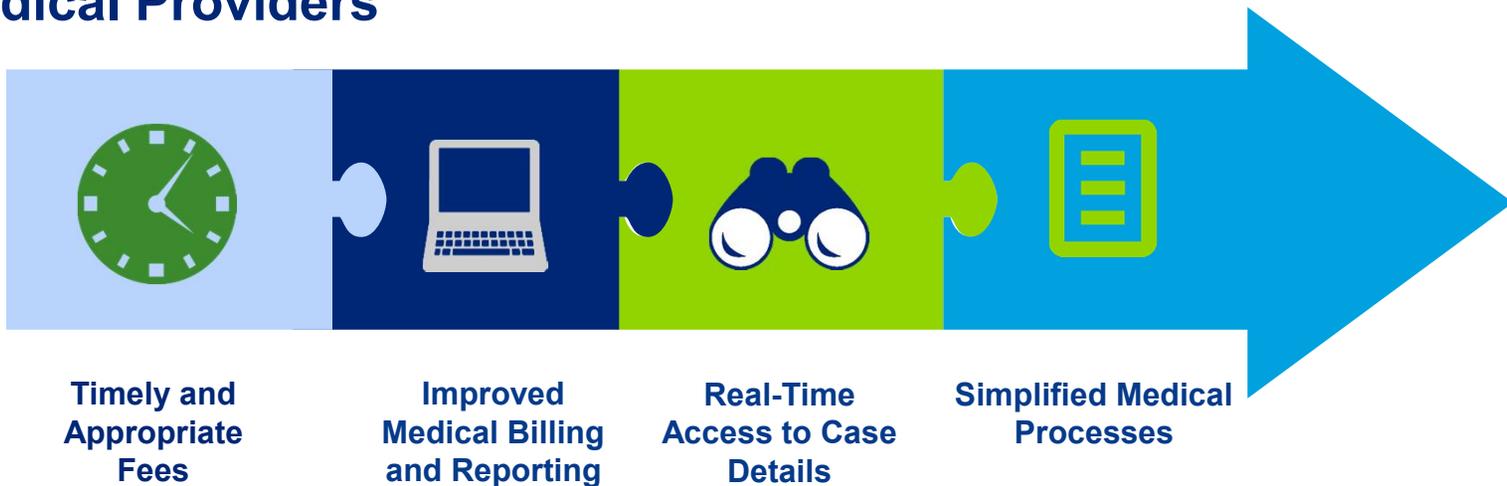


# Individual System Participant Groups' Needs

## Businesses/ TPA/ Carriers/ Self Insureds



## Medical Providers

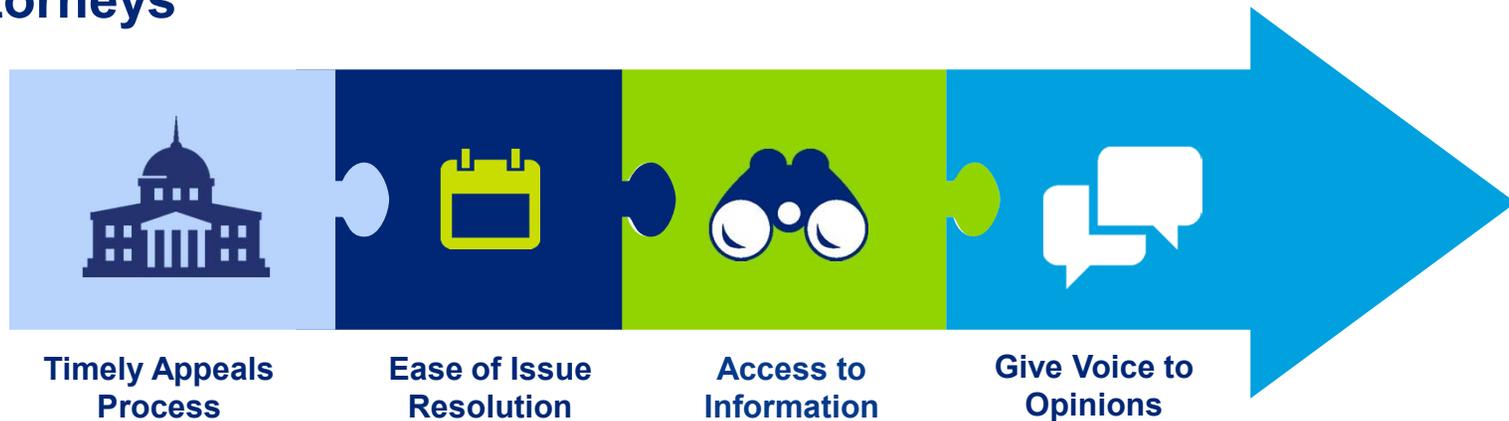


# Individual System Participant Groups' Needs

## Board Staff



## Attorneys



## **System Participants' Vision for the Board**

# System Participants' Shared Vision for the Board



Maintain the open dialogue between the Board and key system participant groups to increase collaboration and give voice to their opinions.

Create a transparent organization that reports on workers' compensation metrics to focus on improving the system for all participant groups.

Create a flexible and self-executing workers' compensation system that responds to leading practices, legislative and regulatory changes and is built on an e-gov platform.

## Injured Workers' Vision for the Board



Empower injured workers by providing access to workers' compensation information.

Reduce inefficiencies and delays in delivering benefits to injured workers by holding all system participants accountable for their performance.

Provide injured workers with timely indemnity payments and access to timely, quality medical care and increase opportunities for vocational rehabilitation to facilitate return to work.

## TPAs', Carriers', and Self Insureds' Vision for the Board



Streamline administrative processes and leverage e-gov to reduce frequency of interactions between the Board and TPAs/Carriers/ Self Insureds.

Efficiently collects, analyzes, and shares workers' compensation data to reduce costs and to prevent misuse of workers' compensation system.

Promote timely and consistent decisions and appeals across the state.

## Businesses' Vision for the Board



Collaborate with Business, Labor and state agencies to promote workplace safety and injured workers' return to workplace as soon as medically appropriate.

Efficiently collects, analyzes, and shares workers' compensation data to reduce costs and to prevent misuse of workers' compensation system.

Encourage good performance through an effective compliance system resulting in reduced costs and a fair process for all businesses.

## Labor's Vision for the Board



Collaborate with Business, Labor and state agencies to promote workplace safety and injured workers' return to workplace as soon as medically appropriate.

Ensure system participants meet their obligations to the injured workers.

Encourage good performance through an effective compliance system resulting in reduced costs and a fair process for all businesses.

## Medical Providers' Vision for the Board



Align the workers' compensation system with medical billing systems to facilitate faster acceptance of medical bills and remit timely payments to providers

Simplify medical processes to increase clarity and reduce variations in interpretation and application across medical providers.

Offer medical providers real-time access to claimant case files to view case status and for coordination of medical care.

## Board Staff's Vision for the Board



Reduce paperwork and inefficiencies in delivering benefits to injured workers by increasing integration and interaction between the Board and outside groups.

Enable direct and transparent communications that clearly and consistently define the Board's change efforts and describe expected outcomes.

Provide career paths and development opportunities for employees at all levels by promoting succession management processes and programs.

## Attorneys' Vision for the Board



Simplify the claims process, reduce appeals backlog and clarify medical processes to ensure timely and appropriate benefits for injured workers.

Support dialogue between the Board and attorneys on workers' compensation to effectively collaborate on workers' compensation industry issues.

Implement a highly available and accessible electronic process for facilitating availability for hearings, reviewing case documents and communicating case specific issues to the Board.