

Department of Industry, in partnership with Allianz

Injury Management Framework

The benefit of the implementation of the new injury management framework is most obvious within the Office of Water. Since Office of Water adopted the new framework, the agency's return to work performance experienced a 60% reduction in both deposit contribution and average claims costs.

overview

In 2014 the Department of Industry collaborated with Allianz to create a new injury management framework. This framework was built around a claims triage model and was supported by an injury management manual.

The resulting framework has two main benefits: firstly it reduces claim costs; and secondly, it helps managers to support employee recovery.

Since its rollout at the Office of Water, the framework has resulted in a 60 per cent reduction in deposit contribution and average claims costs.

background

The framework was designed to provide a consistent approach to injury management, reduce return to work timeframes, and support recovery in the workplace. Its implementation was supported through an Injury Management Manual which outlined return to work timeframes, as well as treatments for common work related injuries.

the journey to change

The Department of Industry began discussions with Allianz in December 2013, and out of this collaborative process, a framework was drafted. This framework took into account legislative and compliance requirements.

In May 2014, the Injury Management Manual was designed using a triage program built around continuous stakeholder dialogue. This Manual covered injuries and workplace diseases common to the Department of Industry and NSW Scheme.

In late 2014 the model was formalised by the development of the Operational Document which accompanied the Injury Management Manual, to provide a holistic approach to claims management.

results

Premium performance

Since implementation the Department has seen a steady reduction on its Deposit Premium (approx. 34.28 per cent since the 2013/2014 year). There was a small increase in the 2016/2017 year—driven by the entry of the State Training Services to the cluster and shared pool costs.

Meanwhile, hindsight releases for June 2015 and June 2016 provided significant refunds to the Department's cluster over the four adjustment periods of 3YR and 5YR.

The total refund was over \$3.2 million.

Claims performance

The Department has seen an average reduction of 21.4 per cent in medical spend and an average 20.9 per cent reduction of weekly benefits since the release of the new framework.

Workers engagement/satisfaction

The new framework has also improved employee and management engagement through the early intervention and business partnering protocols, and the implementation of the recovery at work principles.

How did the project improve organisational performance?

The development of the manual has led to a consistent and timely approach to injury management. It also sets out clear guidelines for case managers to communicate expectations about recovery, treatment and estimated pre-injury duty timings.

Overall, the project has improved our early and durable recovery at work performance.

Are there follow-up quality assessments made?

Regular reviews and monitoring activities will be conducted to make sure that processes are relevant

Since implementation of the model, the Office of Water within the Department of Industry has achieved 60% reduction in claim costs across the cluster and a 60% reduction of their Deposit

and continue to improve results. This activity will be supported by ongoing coaching of both Allianz and Department staff.

challenges

The major challenge to the new model was collating best practice injury management methodology and recovery time frames together with medical evidence covering a wide range of common injuries.

The Department overcame this obstacle with a comprehensive research project. This project drew on the allied health skill sets of the Injury Management team, as well as a review of Australian medical journals and the current Workers Compensation guidelines.

The Department also faced a challenge over consistency in claims management across both the

Department and Allianz. This was dealt with through a thorough on-boarding and training program across both organisations, in addition to numerous workshops and staff forums.

future strategies

As the landscape of workers compensation evolves and new treatments become available, the Department will continue to update the model in line with best practice, and to ensure continuous improvement.