

Puget Sound Workers' Compensation Trust and Unemployment Pool The Stakeholder Experience

Strategic Areas of Focus

<p>Stakeholder Experience <i>Create a consistent, quality experience for school districts, injured workers, and providers</i></p>	<p>Educational Continuity <i>Support school staffing consistency and stability through injury/illness prevention and averting unnecessary disability duration</i></p>	<p>Responsible Stewardship <i>Protect and make prudent use of entrusted resources</i></p>	<p>Employee Experience <i>Cultivate a culture that fosters staff engagement and encourages best work</i></p>
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Measures of Progress

<p>Stakeholder Experience <ol style="list-style-type: none"> 1. % of injured workers reporting satisfied or very satisfied on 90% of service-related questions 2. % of school districts reporting satisfied or very satisfied on 90% of service-related questions 3. % of medical providers reporting satisfied or very satisfied on 90% of service-related questions 4. % of vendors meeting 100% of performance benchmarks </p>	<p>Educational Continuity <ol style="list-style-type: none"> 1. % of injured workers with appropriate medical releases to return to work within 50% decile of ODG's return-to-work guidelines 2. % of injured workers returning to work within x days of medical release 3. % of unnecessary disability days (medical release date to return-to-work date) 4. # of injuries/illness per 2080 worker hours (1FTE) (frequency rate) </p>	<p>Responsible Stewardship <ol style="list-style-type: none"> 1. % of rate dollar consumed by claim expenses (Loss Ratio) 2. % of rate dollar consumed by administrative expenses (Expense Ratio) 3. % of rate dollar consumed by both claim and administrative expenses (Combined Ratio) 4. % of claims closed within x days of injury 5. Claims closed as % of new claims (Closing Ratio) 6. # of days to claim closure from injury date </p>	<p>Employee Experience <ol style="list-style-type: none"> 1. % of staff satisfied or very satisfied with direction of the department 2. % of staff satisfied or very satisfied with opportunity to become involved in decisions impacting them 3. % of staff satisfied or very satisfied with communication on developments within the department 4. % of staff satisfied or very satisfied with professional development opportunities 5. % of staff satisfied or very satisfied that their work and contributions are </p>
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Methods

<p>Stakeholder Experience <ol style="list-style-type: none"> 1. Periodic survey of injured workers, school districts, and providers. 2. Annual report card of vendor performance 3. L&I and self-audits </p>	<p>Educational Continuity <ol style="list-style-type: none"> 1. Quarterly calculation of injury prevention and return-to-work outcomes </p>	<p>Responsible Stewardship <ol style="list-style-type: none"> 1. Quarterly calculation of financial metrics based on income statement and balance sheet 2. Internal and statewide claim metrics </p>	<p>Employee Experience <ol style="list-style-type: none"> 1. Annual climate survey of WCT/UP staff 2. Formal professional development plans </p>
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