

Highlights of the Monthly Board Meeting of the Saskatchewan Workers' Compensation Board May 4, 2006

At the monthly meeting the Members of the Board:

- ✦ Adopted the Minutes of the March 29, 2006 meeting.
- ✦ Received and reviewed the Balanced Scorecard Report for March 2006.
- ✦ Received and reviewed the monthly financial reports for March 2006.
- ✦ The Board reviewed and considered the First Quarter reports. Highlights include:

Operations

- Focus group research has been planned and scheduled to help improve our understanding of client expectations and performance gaps.
- Several relationships in the health care sector (i.e., chiropractors, physiotherapists, occupational therapists) are being formalized through contract negotiations with representative associations.
- Several improvements are planned for the Early Intervention Program, which were recommended by the Early Intervention Advisory Committee. A project manager has been hired to help Health Care Services with the proposed changes and improvements.

Prevention, Finance & Information Technology

- Telephone and on-line premium payment options were implemented in January 2006.
- The Experience Rating Committee met in March 2006 to review stakeholder feedback regarding the second year of the program and introduction of a participation factor.

Human Resources & Team Support

- Human Resources identified a number of service level commitments to internal clients and designed a customer satisfaction survey that was launched in April 2006.
- A review of the case management-training program was done and updates incorporated. Currently establishing an agreement with the Office of the Workers' Advocate to have access to the training program.

✦ State of the Nation

- Annual General Meeting is scheduled for Monday, May 8 in Regina and Tuesday, May 9 in Saskatoon. All arrangements and preparations are in place.

Chair

John Solomon

Chief Executive Officer

Peter Federko

Board Member, Employer Representative

Karen Smith

V. P., Finance & Administration

Gail Kruger

Board Member, Labour Representative

Walter Eberle

V. P., Operations

Graham Topp

V. P., Human Resources & Team Support

Donna Kane