

2020-2022

STRATEGIC & OPERATIONAL PLAN



wcb

Saskatchewan
Workers'
Compensation
Board

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WCB Overview

Workers' compensation insurance is a provincial responsibility. Each Canadian province and territory has its own workers' compensation legislation. All compensation systems are based on a historic compromise dating back 100 years. In that compromise, employers agree to cover the costs of workers' compensation insurance and benefits, and in return receive protection from civil law suits when an injury occurs. In return for giving up their right to sue an employer if they were hurt on the job, workers receive a guarantee of benefits – including wage loss.

We operate like an insurance company. We protect registered employers from lawsuits when a workplace injury happens and we provide guaranteed benefits and programs to injured workers in industries covered by *The Workers' Compensation Act, 2013* (the Act). Our costs are funded entirely by premiums paid by employers in covered industries. The premiums are based on injury frequency and costs. Any injured worker in an industry covered by the Act can claim benefits and programs. Any employer in an industry covered by the Act must register with us and pay invoiced premiums.

We see the effects of workplace injuries every day and believe that even one injury is too many. That's why we are leaders in promoting workplace safety and injury prevention.

Meredith Principles

1. No-fault compensation: Workers are paid benefits regardless of how the injury occurred. The worker and employer waive the right to sue. There is no argument over responsibility or liability for an injury.
2. Security of benefits: A fund is established to guarantee funds exist to pay benefits.
3. Collective liability: Covered employers, on the whole, share liability for workplace injury insurance. The total cost of the compensation system is shared by all employers. All employers contribute to a common fund. Financial liability becomes their collective responsibility.
4. Independent administration: The organizations who administer workers' compensation insurance are separate from government.
5. Exclusive jurisdiction: Only workers' compensation organizations provide workers' compensation insurance. All compensation claims are directed solely to the compensation board. The board is the decision-maker and final authority for all claims.

Our Vision

We eliminate injuries and restore abilities.

Our Mission

We will be a customer-centric organization that continuously seeks to add value for our customers through a culture of continuous process improvement.



Strategic & Operational Plan

Every year, the Saskatchewan Workers' Compensation Board (WCB), through the board and executive, develops a three-year strategic and operational plan. With this three-year horizon, the annual planning process allows for both stability and changes required to meet our ever-changing environment. It provides the flexibility needed to respond to emerging operational issues and to address risks to corporate and strategic success.

The strategic plan is anchored by the Meredith Principles and describes what the WCB holds to be true about Saskatchewan's compensation system, our customers, and the nature of our relationships with workers, employers and the people of Saskatchewan.

These are the major elements of our strategy deployment system – the process used to develop and deploy our strategies:

- vision, mission & values
- True North objectives
- enterprise risk management
- strategic initiatives (long term)
- operational goals (short term)
- performance review

Values Statements

Our corporate values are the standards by which our actions and decisions are to be considered and judged by others.

Safety

We relentlessly pursue safety, ensuring all employees have the healthy and safe workplace they deserve.

Respect for people

We recognize the value and worth of every individual and their contribution to our success and we treat everyone in an open, honest and dignified way.

Excellence

We strive for perfection and seek improvement and innovation every day in how we carry out our work in service of our customers.

Collaboration

We work hand-in-hand with our partners and with our customers to deliver on their expectations and meet their needs.

Customer focused

We create an exceptional experience for all customers and we bring their perspective to the forefront of our conversations and improvement efforts.

WCB Strategic & Operational Plan 2020-2022

WCB True North

Our True North guides us over a long-term time horizon toward excellence in service.

Pursuit of our True North is core to creating a customer-centric organization.

We believe that paying close attention to performance indicators in all True North elements will result in an exceptional customer experience.



True North	Definition
Customer Experience	Workers and employers deserve excellent service. That is what employers pay for.
Safety	Every injury is predictable and preventable. Our customers rely on us to help them eliminate injuries. Our staff deserve to work in a safe and secure environment.
Quality & Timeliness	Customers rely on us to deliver service at the right time, when they need it. We owe our customers defect-free service.
People	Our people expect leadership to provide a healthy and engaging environment. Healthy and engaged staff are better positioned to serve our customers.
Financial	Customers expect us to deliver value through our services and programs at a fair and reasonable cost and to meet all our obligations now and in the future.

WCB Strategic & Operational Plan 2020-2022

Objective Measures	2020 - 2022 Targets
Worker satisfaction score	4.2 out of 5
Employer satisfaction score	4.2 out of 5
Claims accepted (includes Time Loss, No Time Loss and current year fatality claims; excludes claims for self-insured employers)	Annual: 16,800 Monthly: 1,400
WCB employee claims accepted (includes Time Loss and No Time Loss claims)	0
Number of payment defects	Annual: 2,400 Monthly: 200
Percentage of files with premium adjustments	33%
Duration - 12 month rolling average Lead time from first earnings loss to full return to work (duration)	38 days
Monthly staff engagement survey score	8 out of 10
Improvement ideas implemented	2020 = 300 2021 = 400 2022 = 500
Total costs (claims and administrative) divided by the total active claims in the system	\$8,500
Funded position	105% - 120%

Our True North also informs specific medium- and short-term objectives that address key corporate risks and/or drive improvement activity that will benefit our customers and/or staff.



Strategic Initiatives

WCB's strategic initiatives have a medium- to long-term time horizon (3-5 years). Each initiative gets deployed through specific actions/events/initiatives in each year of the strategy. Progress on these initiatives is reviewed and reported regularly.



Claims transformation

Transform our claims management processes.



IT transformation

Transform our IT solutions and services.



Employee experience

Develop systems that enable our people to innovate and thrive at the WCB.



Next generation prevention

Develop a collaborative prevention service model to reduce serious injuries and fatalities.

Operational Goals

WCB's operational goals have a short-term time horizon (12-18 months). Each goal informs and drives specific improvement work/activity at the corporate or team level. Progress is reviewed and reported frequently throughout the year.



Quality

Reduce the number of recalculations in claims payments by 25 per cent from 2018 levels.



Timeliness

Reduce durations of psychological claims by 10 per cent (from 74 days to 66 days).



Safety (external)

Reduce serious injuries by 10 per cent in the health care (G22), transportation (T42) and city, town, village and rural municipality (G31) industries.



Safety (internal)

Reduce the annual number of ergonomic-related injuries by 50 per cent.



People

Increase collaboration of teams from 18 per cent to 50 per cent.

WCB Contact Information

To help us respond to inquiries quickly and effectively, please include your name, firm name and number, phone number, email address and claim number when applicable.

Head office

200 - 1881 Scarth St.
Regina SK S4P 4L1
Online: www.wcbsask.com

Saskatoon office

115 24th St. E.
Saskatoon SK S7K 1L5

Report an injury

Online: www.wcbsask.com
Toll free: 1.800.667.7590
Email: forms@wcbsask.com

Report suspected fraud

Fraud TIPS line: 1.877.595.2541
(Direct line to WCB investigators)
Email: fraud@wcbsask.com
Mail: c/o director, internal audit (address above)

Fair Practices Office inquiries

Phone: 306.787.8651
Toll free: 1.888.787.8651
Fax: 306.787.6751
Toll free fax: 1.866.787.6751
Email: fairpracticeoffice@wcbsask.com
Online: www.wcbsask.com/about-wcb/who-we-are/fair-practices-office
Mail: c/o Fair Practices Officer
200 - 1881 Scarth St.
Regina SK S4P 4L1

All other phone inquiries

Phone: 306.787.4370
Toll free: 1.800.667.7590

Email and fax inquiries

Employer services

Email: employerservices@wcbsask.com
Fax: 306.787.4205
Toll free fax: 1.877.220.1671

Claims inquiries

Email: askwcb@wcbsask.com
Fax: 306.787.4311
Toll free fax: 1.888.844.7773

Prevention and WorkSafe Saskatchewan inquiries

Email: worksafeinquiry@wcbsask.com
Online: www.worksafesask.ca

Appeal inquiries

Email: appeals@wcbsask.com
Fax: 306.787.1116



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