

2023-2025 Strategic plan

Vision

We eliminate injuries and restore abilities.

Mission

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

Values

Safety • Respect for people • Excellence
Collaboration • Customer focused



A changing world and the impact to our compensation system

The world is changing, and we have to understand how it is changing, what trends will challenge our success and how to engage our customers and partners in more meaningful ways. We need to chart a course that demonstrates our commitment to a service-focused, financially sustainable, fair and balanced system. We know that we must fully engage workers, employers, treatment providers and injury prevention partners in meaningful ways that add value for everyone. While we have already started down this journey, we know we can do more and better.

The Saskatchewan Workers' Compensation Board (WCB) is the provincial agency that delivers workplace insurance to Saskatchewan employers and benefits to Saskatchewan workers when they are hurt at work.

STRATEGIC INITIATIVES

Improve the Customer Experience

Support direct customer-centric services by leveraging collaborative models to address customer needs at the individual level; and, supported by improvements to customer facing technology systems and business processes.

Improve Enabling Systems

Administrative practices and technology solutions that build and maintain the distinctive capabilities needed to support and develop WCB staff as they deliver customer-facing services.

Next Generation of Prevention

The evolution of products and services that help employers, workers, and partners to proactively prevent injuries and disability.

STRATEGIC OBJECTIVES

- New Core Workers' Compensation Solution (Phase 1)
- New employer accounts related processes
 - quality assurance framework
 - risk-based compliance
- New claims related processes
 - Advance work disability prevention and return-to-work strategy
 - reduce time to initial claim decision
 - reduce time to first payment
- Improve/replace Financial and Actuarial Systems (phase 1)
- Improve/replace Communications Systems (Voice of the Customer) - phase 1
- Improve/replace Human Resources Systems (phase 1)
- Improve and evolve Information Technology
 - data and advanced analytics strategy
 - cybersecurity
- Implement Fatalities and Serious Injuries Strategy
- Provide Work Disability Prevention and Return-to-Work training and support for employers

BUSINESS TRANSFORMATION PROGRAM

Our Business Transformation Program will enable us to better serve our customers



The Business Transformation Program provides a coordinated, collaborative and centralized approach to achieve many of the benefits embedded within our strategic plan by investing in and delivering on improvements, modernizing service delivery models, structures, processes and technologies across all areas of the business.