

WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Modernizing WCB Nova Scotia

Our business transformation



Nova Scotians – safe and secure from workplace injury

“For those who are prepared to reshape their actions to serve the interests of the entire province – not just their firm, their institution or their community – this is the time to come together to build a vision for a better future, and to work together to achieve it.”

ONE NOVA SCOTIA

A modernization Nova Scotia's workers and employers deserve.

For 100 years, WCB Nova Scotia has been there for the workers and employers of our province.

We strive to prevent workplace injury, illness and tragedy from impacting the lives of Nova Scotians. But when it does, we're there to help.

We've made incredible progress in this mission. It's what we do, and what we will always do. That will never change. But how we do that work is continuously evolving.

Over the years, technology has changed the way we work, as it has society as a whole. But although the systems at the core of our business were current when they were installed 25 years ago, today they are outdated, and need to be replaced.

The changes we are making will enhance the way those we serve experience us, helping them to be successful. They will speed up the claims process so workers return to work more quickly. They will help employers prevent injury, based on better data. They will create a sustainable WCB, with the systems we need to continue the progress this province is seeing in reducing the impact of workplace injury.

There is a prevailing feeling in Nova Scotia that the status quo is no longer an option, and that for this province to achieve its potential, major change is needed. That's certainly true at the WCB.

Through our business transformation, we are building a foundation. It will enable and catalyze Nova Scotia's workplace safety culture, now and into the future.

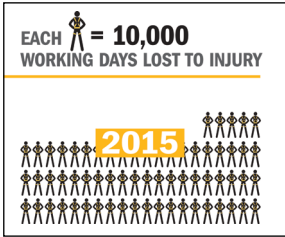
A handwritten signature in black ink, reading "Stuart MacLean".

Stuart MacLean
CEO, WCB Nova Scotia

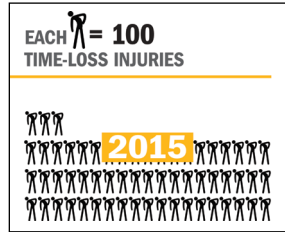
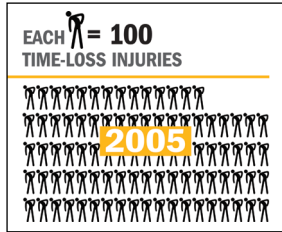
It's time to modernize the WCB.

WCB Nova Scotia's 2016-2020 Strategic Plan sets out a bold course for evolution.

The strategy is a validation of what we're doing and a call for transformation. We're making progress in reducing the impact of workplace injury, and moving toward full funding. We want that progress to continue. And that's why we need to change.

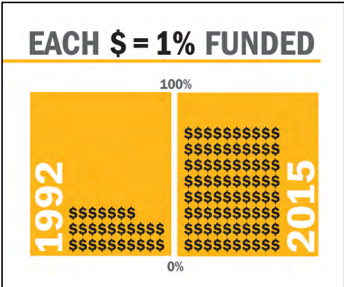


The hundreds of Nova Scotians we spoke with as we developed the plan told us prevention and return to work should always be our foundations. But they also said it's time to modernize our business. We listened.

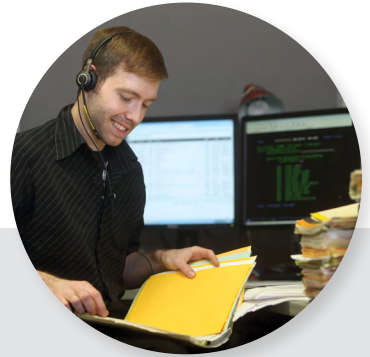


As we approach our 100th anniversary on January 1, 2017, we're transforming how we work. Workers, their families, employers, and service providers deserve to work with a WCB that's in step with the rest of the world. They shouldn't need to settle for outdated processes.

We're changing our systems, and how we work with them. The changes will help claims move faster, they will allow workers to update their own account information, and they'll give employers better data, so they can better plan prevention. Those are just a few examples.



We are reinventing what service from the WCB means in Nova Scotia. Our new plan sets a vision for significant, needed change to modernize our organization.



A look back. A look ahead.

In 1917, WCB Nova Scotia opened its doors for the first time. The idea was relatively new, then – a way to provide some security from the impact of workplace injury to workers and their families, without question as to who was at fault, under a collective liability model that protected employers from litigation.

A century later, those principles remain, and we provide the same fundamental service to Nova Scotia's workers and employers, among many others. The overall operating environment is larger and much more complex, and together with our partners we are now also the province's strongest voice for workplace safety.

Since then, technology has revolutionized our business, as it has the world. But perhaps surprisingly, a great deal of our service is still paper based. The systems at the core of our business are old, outdated, and unsustainable.

That's why we're transforming our business. These changes will improve our systems and processes, contributing to our long-term goal of claims cost reduction.

The case for change.

Nova Scotia's workers and employers simply deserve better service than our systems allow us to provide today.

The core assessments and claims management computer systems are more than 25 years old. They're showing their age. It's cumbersome to make changes. They are also not connected to the rest of the world in the right ways.

A worker can bank online, but has no online access to any claim information. Employers still need to fax us information – they can't submit it electronically. Some keep fax machines only because of our systems. Doctors and physiotherapists cannot electronically transfer invoices. We cannot do any claim-related business by email.



What modernization means: A closer look

For workers, modernization means...

Better return-to-work outcomes | Better access to their information | Faster, more predictable service | More consistency | Faster access to the right health care provider | Greater confidence and trust

For employers, modernization means....

Better return-to-work outcomes | Less time spent on paperwork and red tape | Streamlined assessment processes | Ability to do business electronically | Timely information | Access to more robust data to inform prevention | Easier involvement in the process

Those are just a few examples.

Paper and processes take time. Every day spent tracking down a piece of paper is a day not spent working on a return-to-work plan.

There's a direct link between inefficiency and impact of workplace injury. If we're better and more efficient at what we do, we'll enable better outcomes for those we serve.



For health service providers, modernization means...

Less time on paperwork and red tape | More accessibility to more timely information |
Automated approvals | Ability to do business electronically | Faster payments | Better data

For WCB employees, modernization means...

Opportunity to do what they do best | Better access to information | Better collaboration |
Better ability to plan and manage workload | Better business intelligence | Innovation and
agility | Greater pride in their work

A closer look at the changes.

We've already made some exciting improvements.

Nine in 10 employer registrations happen online, a process that was entirely paper-based just over a year ago.



In an average month, about 1,000 workers access information they need by telephone, after business hours. It's a number that's growing every day, and it's an example of an entire service channel that didn't exist until we began to modernize.

There's more to come. In 2017, we'll add online services similar to online banking for workers, giving them real-time access to their claim information. Over time, we'll add more functionality. This better connection with us will provide greater sense of ownership and connection to their return-to-work journey.



More significantly, we're beginning replacement of the core business systems that support our claims management and assessments services. New technology will make us easier to do business with – more information will be more accessible through secure online services, which will reduce paperwork and red tape. Overall, these improvements will enable faster processes, faster decisions, and more consistent service.

But it's also not just about technology. The world works differently than it did when our systems were set up. So along with improvements to technology, we also need to change the way we think about information, the way we manage it, and the way we operate to meet the expectations of those we serve.

It's transformational change, and it is a significant investment. And, we no longer have an option not to do it. We need to evolve, in order to meet our business and performance goals, and to play our part in the future Nova Scotia needs to see.

What's the transformation going to cost?

Will it impact rates, benefits, or the funding strategy?

Transformation of this magnitude is a significant investment. But, it will also bring efficiencies – not only in WCB operations, but more importantly, in better abilities to manage claims and process information more quickly to reduce time lost due to injury.

In other jurisdictions where similar systems have been replaced, the investment has been in the tens of millions of dollars.

Every dollar of our investment is carefully considered, and prioritized to focus on areas with the greatest impact on our long-term goals. These investments bring returns, creating efficiencies over time.

Most importantly, they will speed up processes that will help reduce the time lost to workplace injury in our province.

The investment is not expected to affect our funding timeline or employer rates, as long as we continue making progress in injury prevention and return to work – and that progress is, of course, enabled by better systems.

Remember, we must also consider the cost of not acting. Continuing on the path we're on could bring major risk that we aren't able to do the work we need to do in the future. Some workplaces, for example, have already told us they can't do business with us in the paper-based way we do today.

What the changes will mean for our work, and our people.

There will be changes to the way we work. Everyone's work will change in some way.

The change isn't only about technology. It's also about people. Over time, some of the skillsets we need in our organization will change. That's why a comprehensive plan for talent management, leadership, and helping our employees through change is such an important part of this transformation.

We are undergoing broad change, and it impacts everyone. As the details become more clear, our employees can expect open, authentic communication about the impacts of the changes on their work, and they can expect to understand what those changes will mean.

I have had plenty of discussions around processes and how we currently provide service... and how we can better our services. What excites me most is to be able to be a part of the team, and be a part of that change, to see it go through... and be able to say I was a part of it being done successfully.

GREG MACLEAN, SUBJECT MATTER EXPERT, EMPLOYER ONLINE CHANNEL PROJECT.

These are exciting times at WCB Nova Scotia.

Nova Scotia has made progress in reducing the impact of workplace injury over the past decade. That progress needs to continue.

Our 2016-2020 Strategic Plan sets an aggressive course. Getting there will bring improved outcomes for workers and employers, as we do our part in the Nova Scotia of tomorrow. Because, in that Nova Scotia, workplace safety and return to work are fundamentals.

Our business transformation will allow us to become the organization we need to be, and that our customers need us to be.

Most importantly, it will allow us to continue creating a Nova Scotia that is safe and secure from workplace injury.

To learn more, visit wcb.ns.ca.

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