



Strategic Plan Goal Area	Organizational effectiveness and efficiency
Strategic Plan Performance Objective	Improve efficient use of resources, processes, and management structure to support system innovation

PLAN
Review the goal area, performance objective, initiative(s), performance measures, and action steps that you are working on for this particular area. What have you completed? What can you celebrate?
Risk Management’s process to complete timely contacts with injured workers, schools/bookkeepers, and medical providers within 24 hours of reported injury is occurring consistently. The office is also processing claims timely and efficiently allowing the office to process and close 90% of all claims within 12 months of the date of injury. These results show that the Risk Management’s procedures and protocols are achieving organizational effectiveness and efficiency.
DO
Describe the work of your team in achieving your performance objectives. Specifically address your initiatives and action steps.
<ul style="list-style-type: none"> • Monitoring new claims daily and implementing weekly compliance checks to ensure each adjuster executes three point contacts within a 24 hour period. • Supervisor file reviews every 30 – 90 days to ensure each adjuster is being proactive on their claims to ensure quality customer service and action plans are in place to move the claim towards closure. • Claims that cannot be closed within 12 months are reviewed for exposure and/or settlement potential.
CHECK
Are you getting the results needed to reach the performance targets? How are you monitoring and measuring to ensure results?
The Risk Management unit will continue to fine tune compliance strategies to improve consistency of timely claim reviews and processing.
ACT
What are the challenges or obstacles you are facing or anticipating? What needs to change and/or improve to reach your performance targets? How will these changes lead to progress?
Results are gradually reaching target goals. Consistent adjuster compliance strategies are in place to ensure improvement. This fiscal year the office received two new adjusters in July 2016 and October 2016 respectfully. Training and getting our new team members familiar with the office procedures and policies will improve consistency in claim handling in fiscal year 2018.