



YUKON WORKERS' COMPENSATION HEALTH AND SAFETY BOARD
COMMISSION DE LA SANTÉ ET DE LA SÉCURITÉ AU TRAVAIL DU YUKON

News Release

For Immediate Release
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Yukon Workers' Compensation Health and Safety Board launches customer service project

The Yukon Workers' Compensation Health and Safety Board (YWCHSB) has launched a major project with the goal of completely reviewing and improving its customer services. The project, called *Achieving Better Customer Service*, is expected to take two years to complete.

"We need to deliver services that reflect our customer's values and we need to provide our services in a caring and efficient manner. We also have a responsibility to report back to our stakeholders on the effectiveness of the services we provide," said Tony Armstrong president of the YWCHSB. According to Armstrong, the project will both overhaul the way the board delivers service and make the board more accountable to its stakeholders.

The YWCHSB has been the subject of a variety of reviews that have made recommendations for improved service—including a public inquiry in 1996 (the Gladish Report), the Task Force Review of the Workers' Compensation Act in 1999, and the stakeholder surveys conducted by the Yukon Bureau of Statistics last year. In addition, the workers' compensation system—including the YWCHSB, Workers' Compensation Appeal Tribunal and Office of the Workers' Advocate—is currently the subject of a special examination into its effectiveness and efficiency. The examination is being done by the Auditor General of Canada.

"We've heard from our customers that they don't just want us to provide comparable service to other boards. They want us to rise to the challenge of providing the best possible quality service in the most efficient manner," said Armstrong.

The project will begin with a complete evaluation of the YWCHSB's services, an analysis of how tasks are accomplished now, how they are done at other boards, and a review of the best practices of other customer-service oriented organizations. Based on this examination, the YWCHSB will adopt the most efficient and successful approach to service for its customers.

The project is expected to cost approximately \$4 million over its two-year duration.

"Over a ten-year period, we would spend an equal or greater amount of money on service and systems improvements," Armstrong claims. "By committing ourselves to making all of the improvements in a tightened timeframe, we maximize the benefit this project will bring to our customers' lives. It's also a more efficient and effective way to make a sweeping change."

The *Achieving Better Customer Service* project has the strong support of the YWCHSB's Board of Directors. "This project will give board staff the resources they need to do their job well and be able to show that they are doing their job effectively," said Dale Schmekel, chair of the Board of Directors. "The claims system used by staff is over a decade old. It no longer reflects the way we do business. It needs to be replaced and at the same time we need to make sure that the new system reflects the best possible care we can give our customers."

Schmekel adds "Our customers and stakeholders have asked for service improvements and they've asked for information that we can't give them right now. This project is the most effective and efficient way for us to overhaul our services, our processes and our systems so that our customers get the service they need and our stakeholders get the information they want."

PricewaterhouseCoopers (PwC), has been contracted for the project. PwC will be working with local sub-contractors to fulfill the various requirements of the contract—including improved customer care through efficient service and convenient access, such as web-based, self-service capabilities. The project team, made up of YWCHSB staff and PwC, will be working out of office space on Wood Street, above the Three Beans Health Food Store.

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The Yukon Workers' Compensation Health and Safety Board has launched a major project with the goal of completely reviewing and improving its customer services. The project—called *Achieving Better Customer Service*— is expected to take two years to complete and will both overhaul the way the board delivers service and make the board more accountable to its stakeholders. The total cost of the project will be about four million dollars. According to the board's president, Tony Armstrong, the board would spend an equal or greater amount of money on service and systems improvements over a decade. By making all of the improvements in a tightened timeframe, the board hopes to maximize the benefit the project will bring to its customers and stakeholders.

- 30 -

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