



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

# News Release

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## **Yukon Workers' Compensation Health and Safety Board narrows focus on customer service project**

The Yukon Workers' Compensation Health and Safety Board (YWCHSB) is narrowing the focus of a comprehensive customer service project.

The YWCHSB is proceeding with two of the original eight subprojects of its initiative, called Achieving Better Customer Service (ABCS). The subprojects focus on financial and claims computer systems.

"ABCS as a whole is much more than a computer project. It is a comprehensive initiative to transform the organization so it can be more effective and efficient at serving injured workers and employers," said Craig Tuton, Chair of the Board of Directors. "After the first stage of the project was complete, the Board carefully considered its next steps. We have decided to narrow ABCS to two computer subprojects for now, in order to meet our highest priority needs."

One of the projects is the upgrading of the YWCHSB's financial computer system. The Board has approved \$650,000 for completing this project, which also involves enhancing and integrating the assessments system.

The YWCHSB will also continue work on a new case management system to improve its ability to administer benefits and provide rehabilitation services to injured workers. The Board has approved \$275,000 for the next stage of this project. At that point, the YWCHSB will have enough information to decide if it can buy or needs to build software.

The figures include contracting and internal costs, including staff.

"We need better systems and better information so that we can understand more effectively where the problems are and work with employers and workers to reduce injuries and claims costs," said Tuton. "These projects don't provide all the answers, but they move us in the right direction."

The current claims information system is cumbersome and outdated. The current financial system is inadequate, and requires staff to perform time-consuming and difficult manual procedures for relatively simple financial tasks.

The first stage of ABCS cost \$1.2 million. It included eight subprojects with a plan for moving forward on all eight. It provided a blueprint to transform the organization to provide more effective service to injured workers and to provide better information and services to employers. It outlines potential improvements in everything from how staff members are organized and the processes they use with customers to how claims are managed and information is provided.

It also provides a blueprint for the complex computer systems that are needed to support those improved services.

“Injured workers want quicker, more effective service. Employers want business with us to be easier, and they want better information,” said Tuton. “The first stage of ABCS has shown us what we have to do to achieve this.”

However, the Board had concerns about proposed increased costs for the entire project. It had also heard concerns from some stakeholders.

“We remain committed to improving customer service,” said Tuton. “We have decided it is most important to first focus on our most pressing needs.”

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