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| **SESSION** | **W8 – Reimagining Technology Strategies**June 17, 2021 |
| DESCRIPTION | The Transitions Webinar series has made it clear that there is an impending generational shift in Workers’ Compensation as more and more industry experts retire in the coming years. There needs to be a plan in place to attract new employees while retaining the vast knowledge and experience of retiring workers. We are in a unique time of digital transformation where most workers have been required to find more efficient ways of doing business with different tools, however, Workers’ Compensation is lagging behind many other industries when it comes to innovating with new technology. Many organizations recognize that better technology, analytics, user interfaces and transparency can be a competitive advantage, but the industry as a whole has been slow to adapt. In order for Workers’ Compensation to continue to progress and deliver better outcomes, there must be a plan in place for technology to play a critical role.Our excellent panelists will pass on some of their thoughts and prior experiences regarding innovation and what this means for industry technology and the next generation of the Workers’ Compensation workforce. This session will discuss what obstacles are standing in the way of new technology in the industry and how your business can work towards better outcomes while improving engagement with current and future employees. |
| **LEARNING OBJECTIVES** | 1. Overcoming obstacles to adopting new technology
2. Benchmarking and lessons learned from other industries
3. Creating a plan for implementing new technology in your organization
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| **PANELIST POINTS** |
| **DREW CORTESE****UNITED AIRLINES** | 1. Innovative technology combined with industry expertise is critical for moving the Workers’ Compensation system forward
2. Technology allows for focus on value added work instead of administrative tasks that can be time-consuming
3. Transparency is a competitive advantage
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| **DR. DAVID DEITZ****DAVID DEITZ & ASSOCIATES, LLC** | 1. Clinical tech advances in commercial health are patient-centric, while in WC employees are the customer; this creates a disconnect
2. Many technology advances in evaluation and delivery of high-quality, value-based care in commercial health have not been embraced or adopted in WC; industry remains ripe for disruption here.
3. Lots of sophisticated analytic tools, but data density for injuries remains a problem with a fragmented payer market.
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| **DEBORAH WATKINS****CARE BRIDGE INTERNATIONAL** | 1. A perfect storm is here driving the need for technology capabilities that augment human capabilities
2. Aging Workforce, mobile society, knowledge gaps, consumer demands, business disruption
3. Fear of Technology coupled with fear of being left behind.
4. Getting past the Fear
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| **HOWARD KOENIG****PERSPECTA** | 1. Historic underinvestment in WC technologies has contributed to low expectations of business owners and slow pace of change
2. Legacy WC systems (in general) are overengineered and difficult to use
3. Newer technologies are contributing to productivity, visibility, price transparency, and potentially faster return to work
4. Concierge services and analytic tools are helping solve for complex regulatory requirements while benefiting injured workers and payers with ROI analysis, actionable insights, provider rankings/scoring
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| **JASON COOPER****PARADIGM** | 1. Organizational Readiness
2. Executive Leadership Support
3. Benchmarking – Challenges and Opportunities
4. Don’t Forget – Cultural Change Management
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| **CREATING A PLAN TO-DO’S** |
| **Within the next week** | 1.
2.
3.
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| **Within the next month** | 1.
2.
3.
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| **Within the next six months** | 1.
2.
3.
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| **NOTES** |
| **Things to Remember** |  |