

Case Study: Resource Management Model – Workflow Predictor

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HealthShare

Why it was developed

- Caseload inconsistency across RTWC's
- Difficulty determining individual RTWC's workloads based on case numbers alone
- Inconsistency in case loads influencing RTW outcomes
- Evidence of resourcing requirements

How it was developed

- Consultation with RTWC's to develop case management criteria
- Allocation of hours required to complete case management tasks at each stage of a workers' compensation claim
- Integration with case management software

How it is used by HealthShare

- Integrated into RiskMate
- Weekly reports generated automatically and emailed to the Injury Management Team Leader, and Manager
- Used in regular workload reviews, portfolio allocations, performance discussions

Reporting Output

Inj Mgmt Coordinator Name	Site (Inc)	Workload (hours)
IMBP Name	A	10.6
	B	3.1
	C	1
	D	4
	E	1
	F	4
	G	4.5
	H	2
	I	2.1
Total Hours		32.3

Benefits

- Ready reference to track RTWC's weekly workload demands
- Management of case load spikes through resourcing reviews
- Provides a trigger for portfolio review
- Regular reporting on workloads provides trending over time

Challenges

- Influence of travel time in a state-wide service
- Factoring in RTWC experience
- Managing customer expectations in dealing with caseload inequities

Questions?

