How to Perform Program Analysis and Present Data

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ICUC Dallas District Management Advisor
Bottom Line Up Front

• Informational Course for Injury Compensation Program Evaluation and Presentation.

• Questions and discussion during the presentation is welcomed and encouraged.
Agenda

• Discuss an effective process in analyzing an installations FECA program

• Provide reasonable steps in getting a detailed analysis

• Discuss how to set up an effective briefing on presenting data from your analysis
Introductions

• Provide you name
• Component
• Injury Compensation Role
• Years of experience
Sample Introduction

- My name is Gary Dickens
- I work for Defense Civilian Personnel Advisory Service (DCPAS)
- I work as an Injury Compensation Management Advisor in the Dallas district area of OWCP
- I have been working in the injury compensation field for 24 years
Where to Start

• When you want to determine the overall health of your program, Where do you begin?

• Ask the questions:
  • Where are we?
  • How did we get here?
  • Where do we want to go?
• Establish your baseline for evaluation. A full review of the current costs, timeliness, and long term cases.

• Gather the last full year of compensation costs.
  • Grand total
  • Total compensation
  • Total Medical

• Determine the number of injuries in the past year.
  • Number of COP claims
  • Number of OD claims
Gather the Data

- Chargeback report
  - Start with last full year
  - Expand to 3-5 years of past data

- Timeliness Data
  - Traumatic and Occupational Disease Injury Counts
    - Breakdown for type of injury

- Cause of Injury and Type of Injury reports

- Safety data reports
### Sample Chargeback Report

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**Total Costs:**
- George: $1,279.35
- Sam: $55,220.04
- Gloria: $22,600.29
- Howard: $21,488.96
- Frank: $37,990.76
- Kylee: $15,101.62
- Beauregard: $451.26
- Suzanna: $97,848.43
- Lauren: $14,043.25
- Olivia: $12,554.28
- Pat: $1,471.68
Cause of Injury Sample

- Slips, Trips, Falls
- Lifting
- Repetitive motion
- Noise exposure
- Element exposure
  - Heat
  - Ice
  - Dust
- Stress
- Twisting
Nature of Injury Sample

- Low back strain
- Fracture
- Strain/Sprain
- Emotional reaction
- Hearing loss
- Carpal Tunnel Syndrome
- Dislocation
Current Evaluation

• Review present policies.
  • Light Duty
  • Return to work of Long-term Claimants
  • Timeliness submission from supervisors

• Review Long term roll cases.
  • PR Cases for return to work possibilities
  • PW Cases for appropriate wage determinations
  • PN Cases for FERS Offsets and possible return to work possibilities
  • DE Cases for ongoing eligibility and FERS Offset for the FERS annuitants
  • PS Cases for expiration of Schedule Awards and change of status requests
Scenario 1

• You have inherited a new command to service the injury compensation needs at your installation. You are not familiar with the command and do not know the total serviced population. The servicing commences in 4 weeks from today.
Scenario 1 Questions

• What is your first question?

• Who do you ask to gather the information you need?

• What reports are essential for you to start the servicing?
Past Present and Future

Sample Believed vs. Actual

- Desired
- Actual

- Past
- Present
- Future
Review Past Actions

• Pull data reports for the past 3-5 years.

• Review incident rates to determine if injuries have increased, decreased, or remained stable.

• Review costs broken down by Total, Compensation, and Medical cost.

• Look to see what has worked well and what needs improvement
Sample Cost Chart 1
Scenario 2 Assessment

• Based on the Sample Cost Chart 1, What inferences can you make?

• What areas of concern is raised by the data displayed?

• What projections can you reasonably make?
Sample Cost Chart 2

- Total cost
- Comp Cost
- Med Cost
Scenario 3 Assessment

• Based on the Sample Cost Chart 2, What inferences can you make?

• What areas of concern is raised by the data displayed?

• What projections can you reasonably make?
Sample Case Status

Total cases in P status

- 2016
- 2017
- 2018
- 2019

PR  PN  PW
Scenario 4 Assessment

• Based on the Sample Case Status Chart, What inferences can you make?

• What areas of concern is raised by the data displayed?

• What projections can you reasonably make?
Future Goals

- Establish attainable goals.
  - Determine the return to work objective
  - Set a reasonable goal to reduce the compensation payments
  - Reduction of the long term PR cases
  - Reduction in incidents

- Project future costs and claim numbers based on the present and past evaluations conducted in order to establish a status quo baseline.
Projecting Future Outcomes

- Total cost
- Comp Cost
- Med Cost

[Graph showing trends from CBY 2016 to 5 year Goal]
Scenario 5 Assessment

- Are the projections presented on the Projecting Future Outcomes reasonable?
- What variables might arise that alter the projections?
- How far is too far to project?
Tying it Together

• Set the goals for bettering the base line in all categories.

• Establish a timeframe for reaching benchmarks.
  • Example: how many return to work cases in 1 year, 3 year, or 5 years
  • What is a reasonable reduction rate for the PR cases in the first year, 2\textsuperscript{nd} year and so on

• Work with Safety, Occupational Health and other offices at the installation to address reduction in incident rates.
Data Briefing

• Determine the audience.
  • Commander briefing
  • FECA Working group
  • HR Manager

• What is the purpose of the meeting?
  • Scheduled update
  • Review of program
  • Seeking funding or change
    o Job offer program/Pipeline
    o Additional staffing
    o Change in workflow (Automation)
    o Equipment or software upgrades
Presenting the Data

• Keep the briefing brief

• Bottom line upfront

• Use aggregate data

• Never discuss an individual claim with Personally Identifiable Information (PII)

• Provide the desired outcome
Briefing Scenario

• You are asked to present a briefing to your Safety and Occupational Health work group. They are wanting to know the current status of the injury compensation program and what improvements you are hoping to see in the next year.

• QUESTIONS:
Questions generated for the Briefing Scenario

• What reports should you gather for this meeting?

• What is the best method for presenting the data to the work group?

• What policy questions do you need to address in order to answer the questions of the group?

• What are some limits that would need to be addressed for this type of briefing?
Questions and Quiz

• We will take a short quiz over the material that was presented.

• Final questions?