



Modernizing Your Workers' Comp System

6 Things to Consider Before You Start

Workers' compensation agencies across the country continue to modernize from systems that are outdated or too complex and costly to maintain. For many, knowing where to start and finding the right solution can be downright daunting.

To help you navigate the complexities of modernizing your current system, we've compiled a quick tips guide for evaluating approaches and preparing your organization for change.



1. Audit current systems and challenges

Start by performing a system analysis and interview staff to identify current challenges, gaps, and inefficiencies in your organization — whether that's disparate, siloed data sources or lengthy processing times. This analysis will help identify subject matter experts in your organization and lead to detailed requirements that can clearly be articulated in your buying process. Before your system is even live, these subject matter experts can play an integral role in getting the system right and paving the way toward long-term adoption.



2. Involve constituents and other external stakeholders

Because workers' compensation agencies have a wide range of departments and work groups, a diverse group of external stakeholders, conducting a thorough needs analysis across all stakeholders is critical. Take the time to understand what's important to them and develop personas that define their characteristics, pain points, and needs. This will enable the transformation team to remain focused on each customer's experience.



3. Understand your data

In addition to your audit of systems and processes, you need to understand the current state of your data. Evaluate the complexity, size, format, and source of the data you intend to bring into the new system. Consider the capabilities of EDI, SFTP, and other transmission methods and evaluate what middleware system will enable an API-based approach. This will allow you to scale and maintain your data and avoid past pitfalls.



4. Identify specific, measurable goals

You can't build the roadmap without a clear destination in sight. Pinpoint quantitative and qualitative goals that are directly linked to new technology adoption. Establishing baseline key performance indicators (KPIs) for new processes will help develop a clearer understanding of what the adoption phase looks like and how its success will be measured. Create feedback loops for users that lead to iterative updates on the platform.



5. Think about systems modernization as a platform approach

When moving from a legacy environment consider a platform approach that enables rapid development of applications and offsetting infrastructure costs. Through this, your agency can add capabilities to the platform over time and continue to serve the changing needs of stakeholders without major overhauls.



6. Develop a change management plan

A proper change management plan takes into account how your organization and its customers will adopt and adapt to new processes and technologies. Consider how change management for external constituents can be done through community-driven events like professional associations, workshops, webinars, and meetings. When possible this creates a more seamless understanding of what is changing and why. This also allows for proper organizational analysis and adjustments, and actively engages your entire stakeholder group throughout the process.