

**NEWS RELEASE
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Report of WCB Claims Administration and Service Review

Regina – A report detailing the findings of a review of the administrative practices and service delivery of the Saskatchewan Workers' Compensation Board (WCB) was released today by WCB Chairman David Eberle. The report completes the Claims Administration and Service Review commissioned by the WCB earlier this year at the direction of the Honourable Rob Norris, Minister Responsible for the WCB.

Minister Norris said that the review meets a commitment made by our Government to the people of the province. "In keeping with our campaign promise, we want to make certain that the services provided by the WCB are focused on constant improvement. This review concludes that the Board's service is balanced and has been improving, but it's clear that more can be done. The Board accepts the 21 recommendations included within the report and is committed to act and report on these areas."

The review was completed by an external consultant, Deloitte. **Using a thorough process,** it examined the WCB's administrative practices for injury claims and employer services. To establish the expectations of WCB clients, it included focus groups, a file review, and invited submissions from organizations that represent the WCB's stakeholders.

Speaking for the WCB Board, Eberle said the consultant was asked to advise the WCB on meeting the needs of Saskatchewan workers and employers. "We are pleased to receive this constructive work. While the report highlights some positive aspects of our performance, the WCB remains focused on enhancing areas of customer service identified by the consultant. We are also committed to fostering a new culture of continuous improvement. Drawing on our best practices, the vision of our organization has been to excel in developing and delivering meaningful compensation programs and services."

The report incorporating the WCB's response can be viewed at wcbask.com.

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The Workers' Compensation Board is a provincial statutory agency governed by a Board of Directors and funded by employers. Saskatchewan's workers' compensation system was adopted in 1930. At that time, the Workmen's Compensation Act made into law what is known as the historic compromise: employers became collectively liable for workers' compensation costs and, in return, workers' waived their right to sue for work injury.

Mission: Zero is an initiative to eliminate workplace injuries in Saskatchewan. Launched at the WCB's 2008 Annual General Meeting, the Mission: Zero campaign and programs drive home the impacts of work injuries and the importance of workplace safety and injury prevention. The intent behind Mission: Zero is to bring about faster and deeper reductions to the provincial workplace injury rate. Saskatchewan has the second highest workplace injury rate in Canada.