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2022 BUDGET – MODERNIZATION FUNDING REQUEST 08

New Initiative:	**Digitizing Disability Management**
Department/Division:	**Human Resources**
Strategic Plan Focus:	**A County that Employs People Who Make a Positive Difference**
Strategic Plan Objective:	*6. i. Attract, retain and develop the highest quality staff through: Management and organizational excellence*

DESCRIPTION OF REQUEST

Human Resources has identified the need for employee disability management software, and determined that Parklane Systems offers a comprehensive solution including Incident Reporting and Disability Management and Work Accommodation modules, which once implemented would eliminate our current paper based claims management processes.

DISCUSSION

Background

Parklane Systems is Canada's leading provider of health and safety software solutions since 1987. They are located in London Ontario with over 800 installations and have a strong presence in the Government, Education, Hospital, and Private sectors. Parklane is uniquely qualified to develop and deliver quality software products dedicated to managing WSIB, non-occupational claims, employment standards act leave(s) and other workplace disability issues.

Comments

As an employer, Oxford County has a legal obligation under the Occupational Health & Safety Act to share injury and illness reports with its four Joint Health and Safety Committees (JHSC's). This is presently done by having front line supervisory staff complete paper based injury and illness reports and submit hard copies to Human Resources. Human Resources staff then input the data into Microsoft Excel spreadsheets to generate the reports that are shared with the JHSC's. The process is time consuming and prone to data entry errors.

In addition, employee injuries that require reporting to WSIB are manually entered into our Human Resources Information System to generate paper reports that are faxed to WSIB. The implementation of Parklane would allow for the opportunity to streamline injury and illness reporting by eliminating multiple data entry points, eliminate the need to print paper and automatically generate more accurate JHSC and WSIB reports without repetitive data entry. Currently, all disability claims are stored in hard copy format in an individual file folder at Human Resources. Staff use excel to create a quick summary of each claim with follow up dates. Providing any reports is difficult and time consuming. Parklane Systems allows staff to monitor

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and manage occupational and non-occupational claims more efficiently and effectively. Parklane allows you organize your claims into short, mid and long term; record insurance information, enter claim status details, view follow-up appointments, monitor claim activity and more.

Benefits of the Parklane System	Details
1. **Reduction of clerical effort**	• Less opportunity for data entry errors • Less labour intense • More up to date claims information
2. **Accessibility**	• More than one HR staff member would have claims access from any location • Improved claims management • Create alerts when follow up is required
3. **Produce Meaningful Statistical Reports**	• Reports can be generated accurately and efficiently • Ability to generate comprehensive reports • Identify trends • Easier and more accurate tracking of claim costs

Should modernization funding be approved, it would take approximately 3 months to implement the Parklane system.

Projected Savings/Efficiencies

Significant staff time will be saved once Parklane is implemented. The following chart outlines the projected efficiencies on an annual basis.

Task	Approximate Staff Time Saved Annually	Projected Annual Efficiencies Realized
Elimination of retrieving paper based forms and inputting data from paper based incident report to excel document, including follow up with form author when necessary	60 hours of HR Officer time	$2,166
Reduced time in completing WSIB claim forms	70 hours of Senior Coordinator, Health & Safety time	3,957
Reduced time scanning documents related to claims management, and more ready access to electronic records	100 hours of Senior Coordinator, Employee Health	5,653

Elimination of supervisory staff printing forms, completing paper based forms, and scanning or sending hard copies to Human Resources	70 hours of supervisory staff time (various job rates)	3,957
Total Savings		**$15,733**

Conclusions

As both occupational and non-occupational disability claims become more complex the need for an appropriate software system to manage claims from beginning to end has become a necessity.

The introduction of Parklane will provide Human Resources the ability to more efficiently and effectively manage both occupational and non-occupational claims. A reduction in time commitments from multiple staff and the movement from paper files to an electronic claim management system will provide significant operational benefits. The procurement of Parklane System is the logical next step in modernizing this important Human Resources function.

RISKS/IMPLICATIONS

There are no risks/implications associated with this report.

BUDGET REQUIREMENTS

	2022 One-time	2022 Base
Funding		
Modernization Grant – Implementation Stream (Intake 3)	$26,650	$-
Reserve Funding - General	14,350	-
Total Funding	**41,000**	**-**
Expenses		
Oxford County Hosted – Software Implementation	41,000	-
Annual licence and support	-	6,100
Total Expenses	**41,000**	**6,100**
County Levy	**$-**	**$6,100**