





Client Outcomes at the Transport Accident Commission

David Gifford - Executive Manager, Business Intelligence

© Transport Accident Commission Victoria

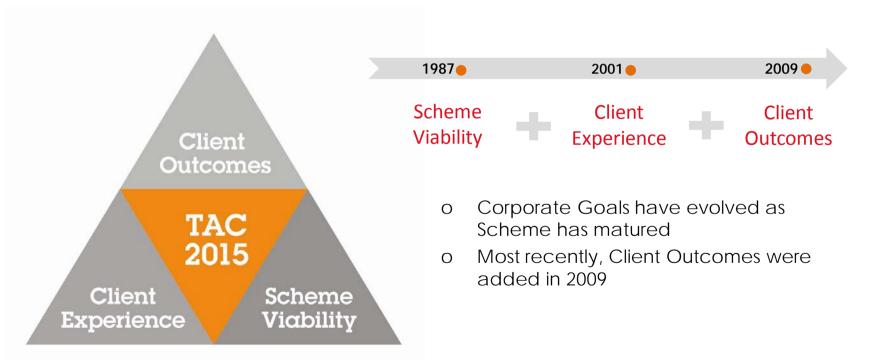
This presentation has been prepared for the Actuaries Institute 2013 Injury Schemes Seminar.

The Institute Council wishes it to be understood that opinions put forward herein are not necessarily those of the Institute and the Council is not responsible for those opinions.





TAC - Corporate Goals







Challenge #1 - Definition

- WHO's International Classification of Function (ICF) is a useful starting point
- "Return to Work, Health and Independence"
- As a no fault motor accident scheme only ~25% have "return to work" as an outcome
- A good health outcome will depend on many factors, including a client's
 - Injury
 - Pre-accident employment, health and wellbeing
 - Psychosocial response to the accident, family and environment
- A good outcome will therefore be different for different clients. It could be:
 - Returning to work
 - Regaining full use of an arm and playing tennis
 - Eating and dressing without assistance
 - Receiving a Common Law settlement
- The TAC's view of a good outcome may differ from that of the Client







Challenge #2 - Measurement

- TAC have introduced a Client Outcomes Index, a composite measure which attempts to capture the various dimensions of client outcomes
- Weighted average of six sub-measures, broadly based on WHO's ICF Framework
- For Independence (severely injured) clients:
 - Life area goal achievement (% of goals achieved)
- For Recovery (mild-moderately injured) clients:
 - Self-assessed mental health (SF-12)
 - Self-assessed physical health (SF-12)
 - Self-reported Return to Work Outcomes
 - Income Durations (12 months post accident)
 - Scheme Participation (12 months post accident)
- With further research, we expect our index to evolve







Challenge #3 - Behaviour Change

- Compared to Scheme Viability and Client Experience, Client Outcomes are a more difficult concept for our staff
 - The time horizon in achieving an outcome is longer
 - A decision or interaction now will have a relatively immediate impact on Scheme Viability or Client Experience, but may not impact Client Outcomes for several years
- In our Claims Division we are part way through a significant culture change
 - Strong messages:
 - "putting the client at the centre of everything we do"
 - "if we achieve Client Outcomes, other goals will follow"
 - Significant learning and development with Client Outcome focus more focussed on **behavioural** than technical e.g. Motivational Interviewing
 - We are focussing more on quality measures as important lead indicators of good Client Outcomes





Reflections and the future

- Over the past four years, we have learned a lot we now "know what we don't know"
- We expect it to take several more years to reach maturity in terms of understanding, measuring and achieving outcomes
- I expect Client Outcomes to be our primary Corporate goal in the medium to long term