

Injury Schemes Seminar

Balancing Outcomes

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Client Outcomes at the Transport Accident Commission

**David Gifford – Executive Manager,
Business Intelligence**

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TAC – Corporate Goals



Scheme
Viability



Client
Experience



Client
Outcomes

- o Corporate Goals have evolved as Scheme has matured
- o Most recently, Client Outcomes were added in 2009



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**