SYNOPSIS

Who Am I? The next evolution of client risk identification and segmentation at the TAC

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Key words: Segmentation, complexity, mental health,

Purpose of your paper: To present the evolution and latest thinking about client risk identification and segmentation within the TAC.

Synopsis: The TAC, like most injury schemes, has an ongoing challenge to identify risk factors amongst our injured clients so that we can successfully segment and effectively apply our resources. Various TAC authors have presented at each of the past three Injury Scheme seminars on this critical topic.

This presentation will cover the latest thinking and developments in relation to risk identification and segmentation at the TAC. We have spent a considerable period of time developing the next iteration of our approach. This blends internally captured data, and carefully selected client screening questions, and evolves over time based on emerging information. The approach is also designed to identify clients at risk in relation to multiple outcome variables including mental health and persistent pain, return to work and various levels of disputation including common law.

This presentation will draw heavily on the learnings from TAC's Longitudinal Client Outcome Study, within which we surveyed 1,500 clients with a transport accident. We have now collected data from our clients at five separate time points, up to four years post accident. We therefore have a very deep understanding of our clients' recovery pathways as well as the client reported factors which predict those pathways.

The presentation will also briefly discuss the analytic techniques employed, both in combining the disparate information necessary to understand complexity as well as in predicting client pathways.

We would hope that the learnings from this study and the presentation will be of benefit to all injury schemes.