

# STRATEGIC PLAN 2025-2027



## The WCB 2025-2027 Strategic Plan:

A roadmap for delivering exceptional service and making interactions simpler for the people of Saskatchewan.

Driven by **clear strategic initiatives** and our **Business Transformation Program**, this plan prioritizes **key investments** over the next three years to:

- Enhance the customer experience
- Strengthen enabling systems
- Advance workplace injury prevention

Our goal is to build a **more proactive, engaging and efficient** WCB, one that's **easier to work with**.



# TRANSFORMING OUR FUTURE

At the heart of our strategic vision for 2025-2027 lies a relentless commitment to our Business Transformation Program.



Established in 2021, our Business Transformation Program has been the driving force behind our Strategic Plan, modernizing systems, mitigating risks, and enhancing experiences for customers, partners, and staff. This multi-year initiative strengthens the long-term stability of Saskatchewan's workers' compensation system by improving technologies and processes.

**To bring this vision to life, we have identified three core focus areas:**

### 1. Transform the customer experience

Leveraging modern technology, streamlined processes, enhanced service models that will enable operational excellence, and the delivery of WCB's vision and mission

### 2. Enable internal effectiveness

Streamlining core technologies, strengthening enterprise capabilities, and fostering a culture of service excellence through people and performance.

### 3. Long Term View

Establishing a sustainable platform to preserve long-term benefits, reduce enterprise risks, and ensure stability in the workers' compensation system.

# TRANSFORMING OUR FUTURE

At the heart of our strategic vision for 2025-2027 lies a relentless commitment to our Business Transformation Program.



Major milestones in 2025 include the launch of the first phase of our Core Solution project which will introduce new a new end-to-end technology solution in our employer services department. This includes a new online service portal to provide new capabilities to our employer customers into the future. Concurrently, we are readying ourselves for the implementation of the second phase of the project in 2027, which will focus on claims and case management.

Our long-standing commitment to engaging our customers and partners throughout our transformation journey has been invaluable; validating our program priorities, informing decision-makers and uncovering opportunities for future improvements. Meaningful involvement of internal and external stakeholders in our transformative initiatives remains a steadfast pledge, driving progress and innovation across the entirety of our transformation journey.

*These focus areas are directly aligned with our **strategic initiatives** that follow, creating a **comprehensive long-term roadmap for success**.*

*Through careful **planning**, strong **governance and oversight** and effective, efficient **delivery**, the Business Transformation Program is positioned to bring our strategic plan to life*



# STRATEGIC PLAN OVERVIEW

Our 2025-2027 transformation will be driven by three interconnected strategic initiatives:



## Elevating The Customer Experience

Transform our service delivery through modernized claims and employer services, creating more compassionate relationships and effective return-to-work outcomes.

- Modernizing core technology solutions
- Transforming customer service delivery
- Enhancing digital customer engagement
- Reducing claims duration through improved



## Empowering Our People Through Enabling Systems

Create a resilient organization through enhanced systems, engaged staff, and sustainable operations.

- Strengthening staff engagement and resilience
- Maintaining financial stability
- Advancing organizational technology
- Building robust security and data capabilities



## Pioneering Next Generation Prevention

Lead Saskatchewan's workplace safety transformation through innovation and collaboration.

- Advancing workplace safety leadership
- Implementing targeted prevention strategies
- Enhancing psychological health initiatives
- Reducing workplace injuries through collaboration



# STRATEGIC FOCUS AREAS



## Elevating The Customer Experience

Transforming Claims and Employer Services through modern technology and enhanced delivery.

**Key Initiatives:** New core platform implementation (2025-2026), risk-based compliance model, enhanced Employer Advisory Centre, psychological injury support, and Work Disability Prevention and Mitigation program.

**Targets:** Core solution phase 1 launch Q4 2025; Reduce premium defects to 50%, Decrease appeals to 847; Claims duration under 38 days in 2025.



## Empowering Our People Through Enabling Systems

Building a supportive environment with robust systems and sustainable practices.

**Key Initiatives:** Enhanced security capabilities, strengthened Business Continuity planning, optimized leadership structure, financial stability, and advanced analytics implementation.

**Targets:** Improved staff engagement scores from 6.4 to 7; Maintain sufficiency ratio within 100-140%; Continue to advance Cybersecurity Maturity and Advanced Analytics Initiatives in 2025.



## Pioneering Next Generation Prevention

Creating a safer Saskatchewan through innovative prevention strategies.

**Key Initiatives:** Fatalities and Serious Injury Strategy (FSIS), psychological health practices, Work Disability Prevention training, and enhanced WorkSafe Saskatchewan presence.

**Target:** Reduce external injuries  $\leq 16,000$  in 2025.

# STRATEGIC INITIATIVES TIMELINE

