

**Risk Management  
Strategic Plan  
2007**

**Vision Statement**

**Excellence in service to our employees and the City of Spokane.**

**Mission Statement**

**Provide exemplary customer service and effective protection of the City's financial and human resources.**

**Motto**

**The E-Ticket Ride:**

**Exemplary Customer Service  
Expedient Communication  
Efficient Use of Financial Resources  
Effective Protection of Assets  
Excellent Results**

**Products and Services:**

Risk Management manages risks or exposures to the City of Spokane and provides the following services:

**Safety:** The safety department coordinates safety efforts city-wide in an effort to keep our employees safe and return them home in the same condition as when they reported for work.

**Workers' Compensation:** The workers' compensation claims department makes sure that any injured employee receives appropriate and timely medical treatment. They also ensure that employees receive all appropriate lost time benefits in a timely manner. Additionally, they work toward providing these services cost effectively.

**Benefits:** The benefits department is always looking for ways to benefit our employees and their families and keep them well. They are available to assist with open enrollment or to answer any questions an employee or family member may have about benefits.

Liability: The liability department handles claims by our citizens against the City. They make sure that our citizens are treated fairly and with respect and attempt to resolve all claims in a fair and timely fashion.

### **Customers:**

Risk Management customers are City employees, their families and the citizens of Spokane.

### **Key Success Factors:**

- Keep Employees Healthy
- Superior Customer Service
  - Turn around times for phone calls and email within 24 hours
  - Number of accidents and DOSH citations lower than comparable cities
  - User friendly services (e.g., online information and enrollment)
- Excellent Communication
  - Provide Training for Other Departments
  - Train payroll clerks for open enrollment and for workers' compensation pay codes
- Lower numbers of accidents and incidents than benchmarks with other cities.
- Lower cost of risk than the average other cities our size.

### **Goals:**

#### Long Term Goals

#### Safety:

- Protect employees and assets of the City from injury and loss.
- Comply with regulatory requirements by OSHA, DOSH, EPA, DOE and DOT
- Comply with City of Spokane Safety and Health Program.
- Enhance safety emphasis.

#### Workers' Compensation:

- Employ most cost effective state-of-the-art RMIS to disseminate useful information to departments, cut costs and comply with all state and local reporting requirements.
- Return employees to work and a functioning life style at the earliest possible moment.

- Establish and maintain funding at appropriate levels
- Establish best practices in communication with claimants, employers and physicians.
- Raise staff professionalism through training.

Benefits:

- Lower the trend of health care costs to the City of Spokane.
- Educate employees and their dependents about their benefits and the cost of those benefits.
- Implement tools that will empower employees and their dependents to choose the best benefits for them now and in the future.
- Implement tools that will empower employees and their dependents to improve their health and lower their cost of injury and illness through disease management and wellness.
- Implement processes, procedures and software to make all functions more efficient and cost effective.

Liability:

- Employ most cost effective state-of-the-art RMIS to disseminate useful information to departments, cut costs and comply with all state and local reporting requirements.
- Establish and maintain funding at appropriate levels
- Establish best practices in communication with claimants, employers and physicians.
- Resolve all claims in the most efficient and effective manner possible.

Short Term Goals (2007)

Safety:

- Provide appropriate training to keep employees safe.
- Facilitate the set up and training regarding computer kiosks citywide.
- Promote safety as a part of personnel evaluations.

Workers' Compensation:

- Publish and RFP to RMIS program.
- Review all vendor contracts, including Genex.
- Automate all periodic reports to customers.
- Review payment process and reporting levels.
- Conduct semi-annual claim reviews.
- Review reserve and allocation procedures.
- Develop and write plan for increasing reserves to appropriate funding level.
- Emphasize Return to Work.
- Train payroll clerks regarding codes related to workers' compensation.
- Train Workers' Compensation Specialist to handle hearing loss claims.

Benefits:

- Launch wellness program.
- Phase II software upgrade for open enrollment.
- Continue payroll clerk training for open enrollment.
- Conduct two wellness fairs.
- Distribute bi-monthly wellness newsletter.
- Implement OZ gym membership discounts.
- Introduce Washington Health Foundation online tracking & competitions.
- Conduct enrollments and reconciliations electronically.
- Educate LEOFF I members on Premera and their services.
- Educate LEOFF I members on Medicare.
- Create a LEOFF I Benefits newsletter.
- Continue working on advanced benefit design with broker and unions.

Liability:

- Review and evaluate RMIS for increased efficiencies.
- Review funding levels and allocation system to increase assets without straining departmental finances.
- Formalize claim review process.