

Application for 2016 University of California Larry L. Sautter Award for Innovation in Information Technology

Project Title WorkStrong
Project Submitter Safa Hussain, Director
UC Risk & Safety Solutions
smhussain@ucdavis.edu
530-633-7232
Project Leader Safa Hussain, Director, UC Risk & Safety Solutions

Project Team Members

The team members listed below made up the product development team

- Jay Ballinger, UC Systems and Integration Architect
- Joan Burg, Agile Project Manager
- Diana Cox, Product Owner
- Pradeep Haldiya, Developer
- Priya Haldiya, Developer
- Cat Keeley, Product Portfolio Manager
- Max Matsumoto, Developer
- Suresh Pawar, Developer
- Nishanth Vincent, Developer

Project Description

WorkStrong is an occupational wellness initiative designed to promote recovery and prevent future workplace injuries. To be invited to participate in Workstrong, employees must have been injured on the job at least twice in the last two years. They must have an open workers' compensation claim, be medically cleared to participate and be employees in good standing. They must also demonstrate a commitment to follow through with the program. The WorkStrong application replaces a legacy product that had been in use for several years. Development began in early December 2015. The application was deployed to production on March 11, 2016.

How It Works

The WorkStrong application begins with the identification of a potential participant by a Sedgwick Claims Management staffer, who creates an online form for the individual that includes basic client information and injury history.

Most Recent Claim

Claim Number 135654987	Medical Record Number
ICD9 Code 12321.0	ICD10 Code
Date Of Injury 03/28/2016	
Injury Body Part Lower Extremity	Injury Body Part Sub Type Hip(s)
Nature of Injury Injury to Bones/Joints	Nature of Injury Sub Type Fracture
Incident Type Slip and Fall	Incident Sub Type Slip/Fall Same Level

Figure 1: Client Injury History

Once the client referral is submitted by Sedgwick the form appears in the queue for the Wellness Coordinator for the campus where the client is employed.




Reference ID	Created Date	Participant	Claim ID	
c7b920ab-ee9f-4f9e-abb2-601036ac8657	Apr 19, 2016	Klemmons, Eric	231654987	 
577e0c07-c05d-47a5-935c-0cd3207809e5	Apr 19, 2016	Evans, Claire	1326416541	 
753e10ea-89d7-4f42-84e8-9b84db5955a4	Apr 19, 2016	Hidalgo, Maricella	321649721	 
f33cfdda-3473-40a4-9ea8-caddcd13749d	Apr 19, 2016	Gonzalvez, Hector	123654454	 

Figure 2: Wellness Coordinator Table View of Pending Work

The Campus Wellness Coordinator now uses the client referral to record Human Resources and Medical program clearances and contact attempts.

Initial Review



Initial Review Date

Is Samantha a potential candidate? Yes No

HR/Risk Manager & Medical Clearance

Has Samantha been cleared as a participant by HR/Risk Management? Yes No Pending

Date Requested  Date Cleared 

Has Samantha been medically cleared for the fitness program? Yes No Pending


Date Cleared 

Figure 3: HR & Medical Clearance Information

If the client has passed the clearances and once they have been enrolled in the program, the application captures the estimated and final quantities of Program Types as well as the cost per session for each Program Type and the total cost.

Programs			
WorkStrong Coordinator			Edit
Estimated Sessions: 1	Final Sessions: 1	Amount Per Session: \$240.00	
Life Coaching			Edit
	No Data Entered		
Smoking Cessation			Edit
	No Data Entered		
Fitness			Edit
Estimated Sessions: 6	Final Sessions: 6	Amount Per Session: \$60.00	
Gym Membership			Edit
Estimated Sessions: 1	Final Sessions: 1	Amount Per Session: \$200.00	
Nutrition And Dietary Counseling			Edit
Estimated Sessions: 6	Final Sessions: 4	Amount Per Session: \$40.00	
Total amount: \$960.00			

Figure 4: Program Type and Cost Information

The application also captures dates and information about the program end, whether it was put on hold, terminated or completed.

Program Completion	
Samantha's program is ...	Date
Completed	04/04/2016

Figure 5: Program Completion Information

WorkStrong also includes a reporting feature that allows Sedgwick staff, Campus Wellness Coordinators and staff at UCOP to access all program data for each campus. Campus staff can create contact call lists for clients, create program completion and cost data, and use the information to provide information about average program cost, average program length and other metrics.

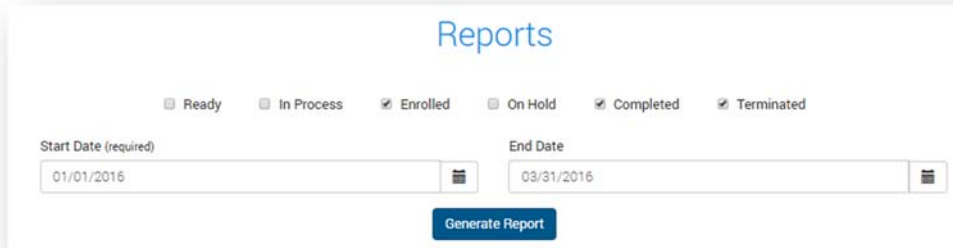


Figure 6: Reports

Efficiencies

After working with several subject matter experts to determine the pain points for their data collection needs, the development team opted to include a mechanism for collecting financial data that would track the cost of each program a user had access to, such as gym memberships and life coaching classes, as well as the total program cost per client. This feature eliminated the need to maintain a separate spreadsheet that tracked the cost-per-client metrics, which has been a significant time saver for users.

Campus coordinators did not have any reporting capabilities in the legacy product, which required them to manually maintain multiple spreadsheets for the WorkStrong program at their campus. The initial production release included detailed reporting capabilities, including the new financial data captured in the application that allows users to create weekly call lists, track the average program length and cost, and compile other trending data for UCOP.

The single most important issue for the Campus Wellness Coordinators was the unavailability of over 4,000 client referrals from the legacy product that were only accessible to Sedgwick Claims Adjusters. While each campus had paper records for these referrals they had no way of including that data in the online form. This issue created a blocker when it came to providing true metrics and trending data for the entirety of the WorkStrong program at the University of California. The new WorkStrong was able to provide access to all of the missing referrals to every campus at the initial release, which allows each campus to backfill this information from the original paper files. In addition, now that the application has the ability to capture program costs, the total data available in WorkStrong is more robust.

“(The development team was) able to solve a big problem about importing old data that had plagued us for years,” said Alison Frink UCOP WorkStrong Center for Excellence4 and UCLA WorkStrong Coordinator. “It took them a couple of weeks to strategize about it and like magic, all the old data appeared. Truly amazing!”

Partnerships

The WorkStrong application was developed in collaboration with Sedgwick Claims Management Service, UC Office of the President Staff and subject matter experts from multiple campuses.

Technology Used

WorkStrong was developed using Agile methodology, which is based upon short iterations of work with ongoing user feedback. This process ensures that the most important aspects of a product are prioritized and developed in order,

eliminating waste. WorkStrong is in continual development and continues to benefit from end users' suggestions for enhancements and improvements. The technology utilized is a MySQL database with Java 8 and Spring on the server side with Angular JS for dynamic web application design and Bootstrap for compatibility with mobile devices.

Relevant URLs

To request a demo of WorkStrong, please contact erm@ucop.edu