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Technology and the Person-Centric Approach



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Scott Kay – Managing Director

Highly experienced national manager of Rehabilitation and Return to Work Providers including exposure to every legislation across Injury Management in the country.

Dr Boris Fedoric – Director

Highly regarded business owner specialising in RTWSA return to work services with a background in running a national Rehabilitation Provider.

Boris Kotevski – Director

IT Solutions business owner and technical specialist across global companies focusing on both software and networking capabilities.

Dean Mathieson – Director

Technologist, Entrepreneur and Business Owner specialising in creating solutions to increase efficiency across businesses using technology.





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What is WorkGoal Manager?

An opportunity for automation

The first injury management and health improvement mobile application and secure web based back-end system, used by injured people, designed explicitly to ease current communication, objective data analysis, and administrative burdens within compensable systems.

Medical Research - Psychology - Education - Information Technology



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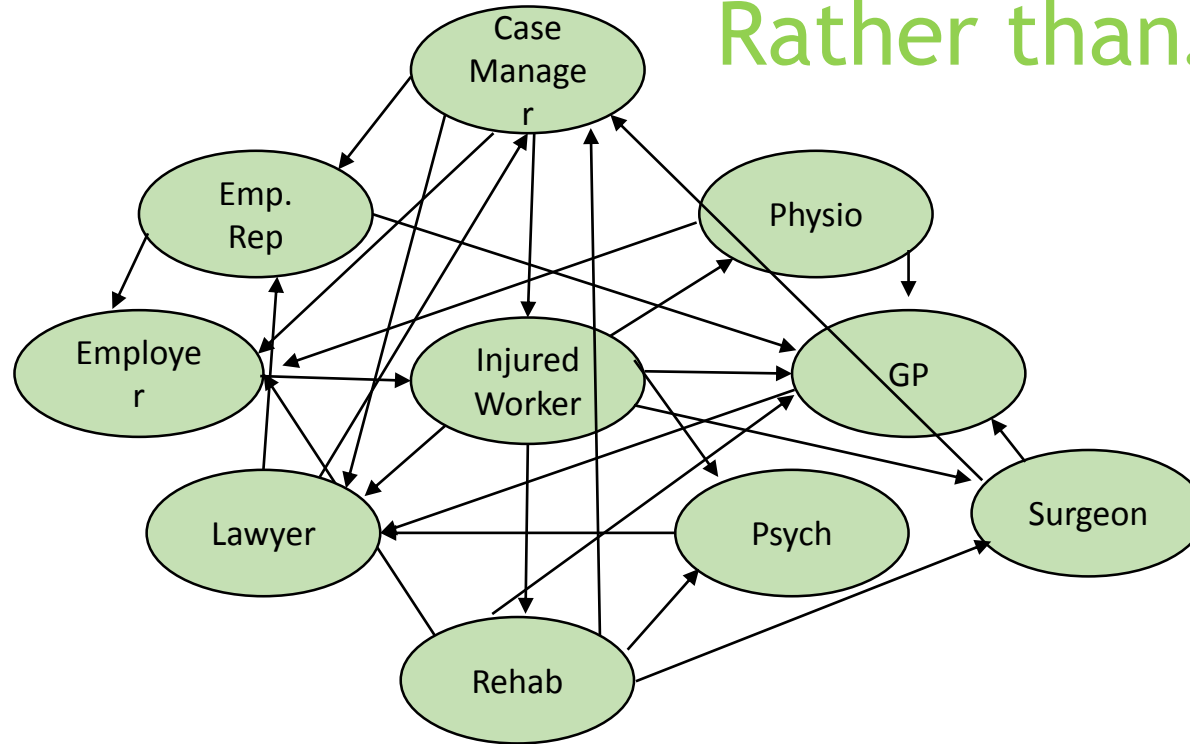
Injury Management

Enormous opportunity for automation

- Administrative tasking;
- Negotiation with employers;
- Negotiation with treaters;
- Identification of suitable work duties for injured people;
- Job seeking assistance/Vocational Counselling;
- Development of return to work programs;
- Support and positive reinforcement to injured parties;
- Identifying and arranging appropriate treatment;
- Arranging meetings for various purposes;
- Educate all stakeholders on injury prevention;
- Promote safety in the workplace;
- Workplace assessments;
- Identification of home-based coping mechanisms and plans;
- Sharing documentation;
- Updating all parties on progress.



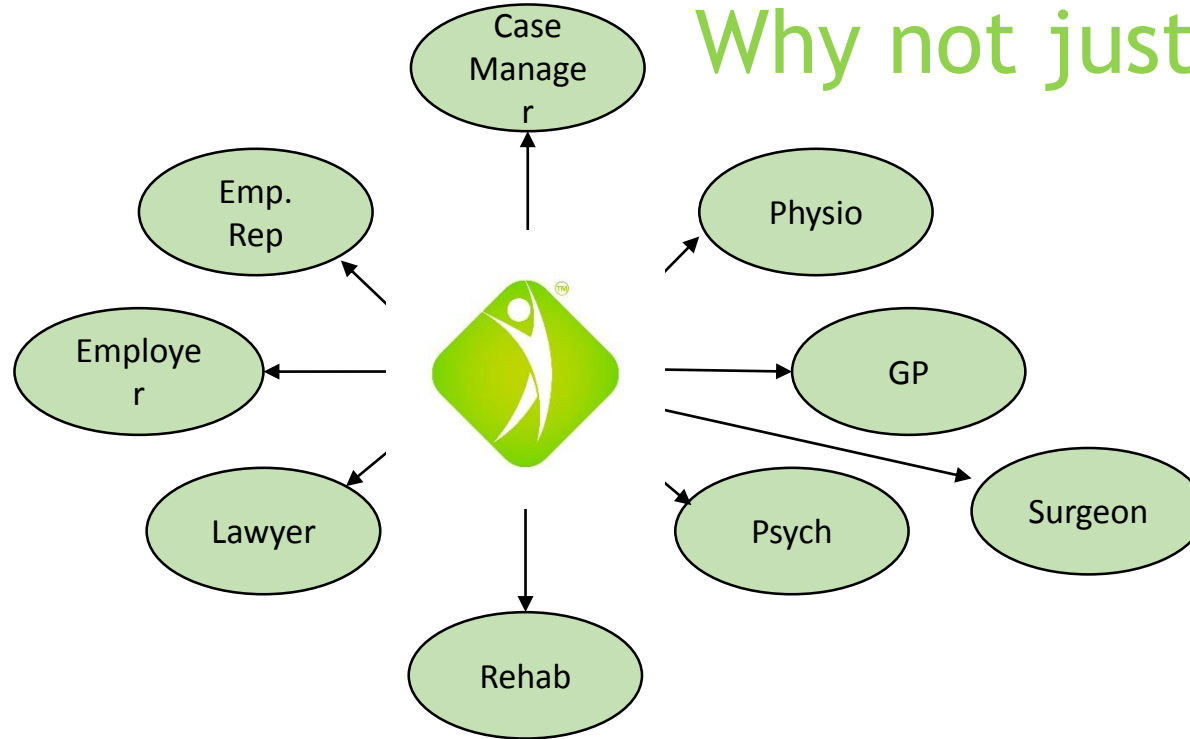
Rather than..





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Why not just...





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In their pockets anywhere, anytime...

Work Goals:

Return to Work Plans, Recovery Diaries, Scheduling and Reporting

Activity Goals:

Health and activity logs, clinically valid testing tools, activities of daily living, access to external resources.

Communication tools:

Shared calendars, documentation sharing, reimbursement tracking, sharing of recovery data.

Administrative Ease and Accountability Tools:

Push reminders, notifications, centralised claims management tools

Simplification



And why?

- Create efficiency in case management, vocational rehabilitation and medical management;
- Decrease claims costs and/or reduce or prevent LTI;
- Increase consumer satisfaction – quicker return to work;
- Provide clear overview of current barriers;
- Increase accountability for workers;
- Identify and manage ineffective treatment early;
- Quick identification of industrial issues;
- Increase effective communication between all stakeholders;
- Provide opportunities to resolve issues BEFORE picking up the phone;
- Create closer links between case managers and treaters;
- Map industry trends and provide comparative data;
- The list goes on...



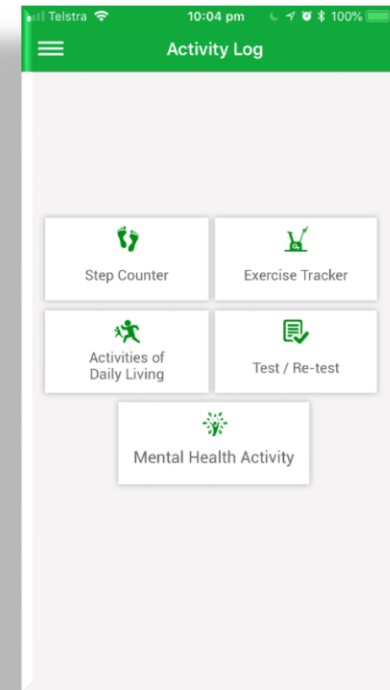
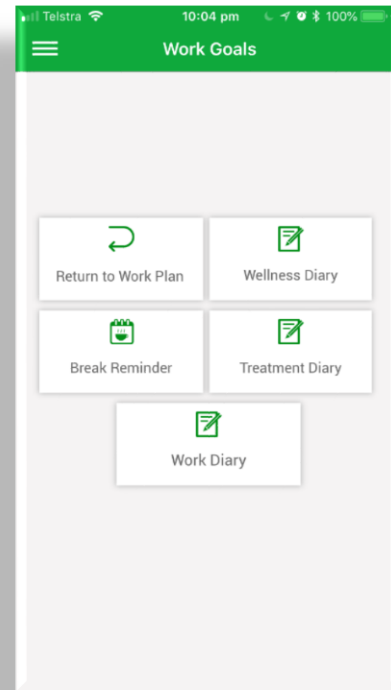
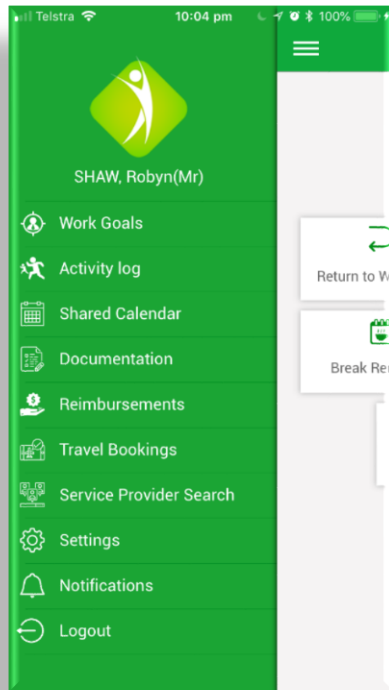
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Screenshots



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At a glance...





Return to Work Plans

Return to Work Plan

Stage: Stage 1
Start Date: 04/06/2018
End Date: 08/06/2018

Schedule

Day	Activity	Start Time	End Time	Action
Monday	Work	08:00	18:00	Activity
Tuesday				
Wednesday				
Thursday				
Friday	Attend Conference	08:30	12:00	Activity
Friday	Lunch	12:05	13:00	Break

Work Schedule

Stage 1
Start Date: 04-Jun-2018
End Date: 08-Jun-2018

Monday

Activity	Start Time	End Time
Work	08:00	18:00

Tuesday

Wednesday

Thursday

Friday

Activity	Start Time	End Time
Attend Conference	08:30	12:00
Lunch	12:05	13:00



Simple Information Sharing

Telstra 10:05 pm 100%

Work Goals Treatment History

08-Jun-2018 15:30

Provider Psychologist

Treatment Counselling

Comments First session

01-Jun-2018 02:30

Provider Physiotherapist

Treatment Exercise

Comments Weights

31-May-2018 09:15

Provider GP

Treatment General Checkup

Comments New medication prescribed

New Treatment Diary Entry

Telstra 10:07 pm 100%

Shared Calendar

June

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
01	02	03	04	05	06	07

Return to Work Plan

Attend Conference 08:30 To 12:00

Lunch 12:05 To 13:00

Exercises Scheduled

Yoga
Time 17:30 Duration 1 Hour
Description Bikram Yoga

Treatments Diary

Psychologist
Counselling

Add Appointment

Telstra 10:08 pm 100%

Reimbursements Stored Receipts

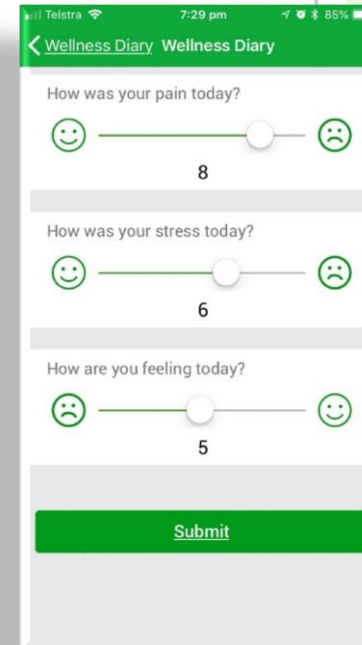
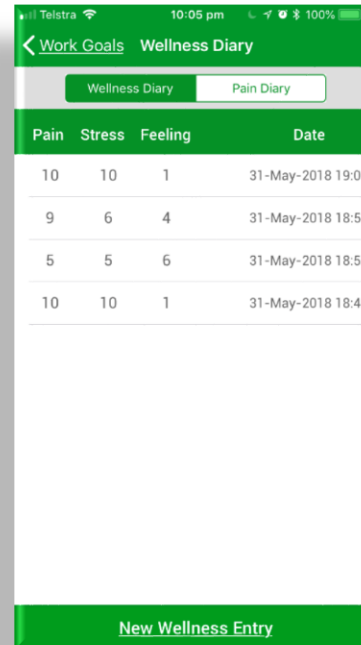
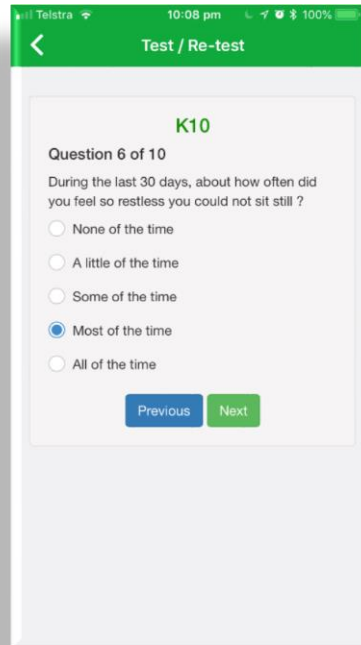
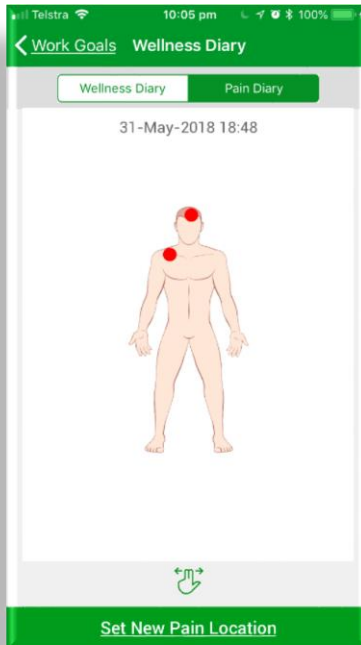
RECEIPTS TRAVEL RECEIPTS

Travel Reimbursement
31-May-2018 09:40
Rejected (Completed)

Medication
31-May-2018 09:39
Approved



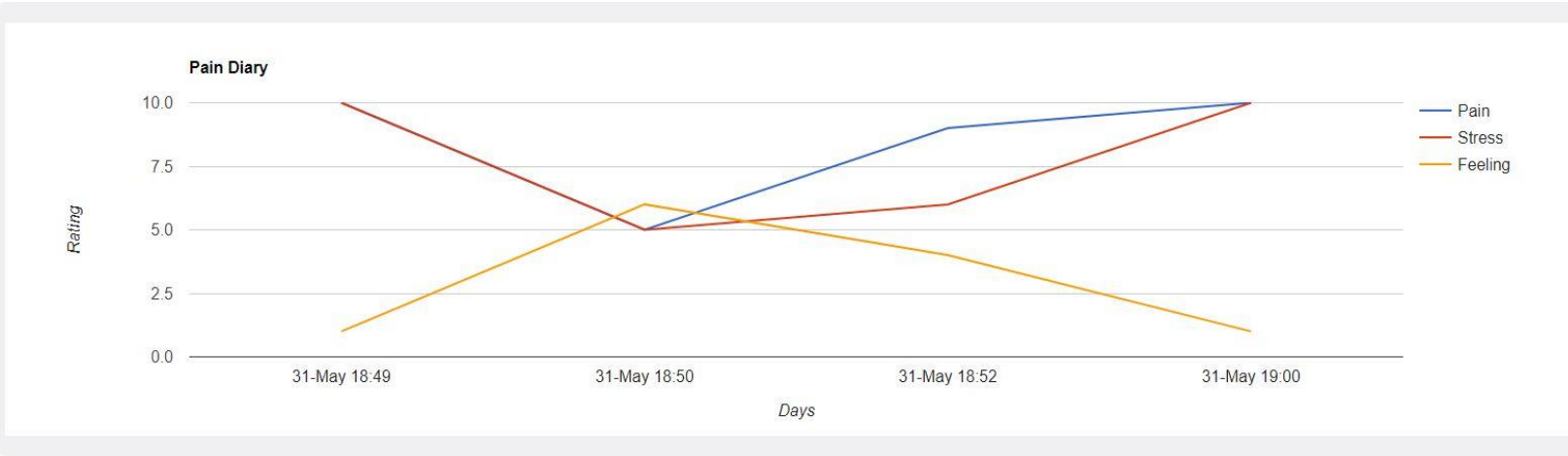
Health Data



Wellness Diary

Pain Details

Week | Month | Lifetime



Date	Pain	Stress	Feeling
31-May-2018 18:49	10	10	1
31-May-2018 18:50	5	5	6
31-May-2018 18:52	9	6	4
31-May-2018 19:00	10	10	1



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Telstra 10:08 pm 100%

Test / Re-test

K10

Question 6 of 10

During the last 30 days, about how often did you feel so restless you could not sit still ?

None of the time

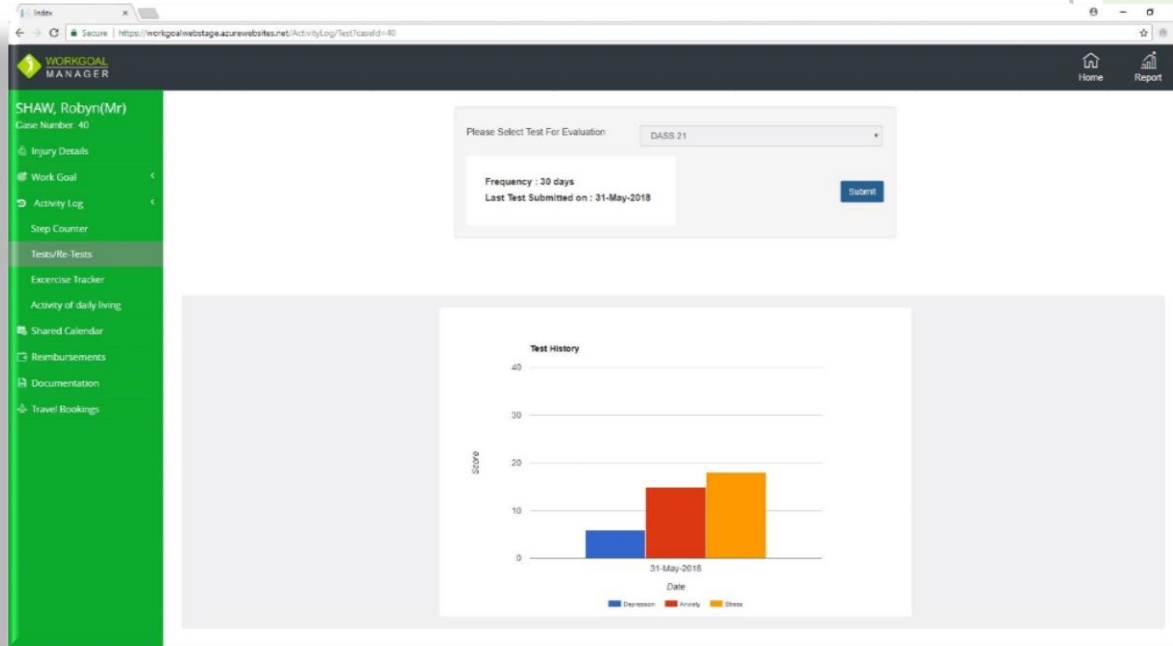
A little of the time

Some of the time

Most of the time

All of the time

Previous Next



Test/Re-test



Browser tabs: New Tab, CaseDashBoard
Address bar: <https://workgoalwebstage.azurewebsites.net/Patient/Index?caseld=40>
Case No: 40

Injured Worker

Name SHAW, Robyn(Mr)
Address 123 Blep Blah SA 5000
Phone 0411223344
Mobile 0411223344

Stakeholders

Insurer [Archer Savery](#)
Rehabilitation Provider [Blake Short](#)
Consultant [George Loughlin](#)
Treater [George Wann](#)

Return to Work Plan

Name	Start Time	End Time
Work	08:00	18:00

[View More](#)

Wellness Diary

10 Pain
10 Stress
1 Feeling

Latest Score Recorded on
31-May-2018 19:00

[View More](#)

Step Counter

5612 Steps walked

Latest Score Recorded on
03-Jun-2018

[View More](#)

Treatment Diary

Treatment Counselling
Provider Psychologist
Treatment Date 08-Jun-2018
Comment: First Session [Read More](#)

[View More](#)

Recent Test/Retest

K10
27/50

Last test taken
04-Jun-2018

[View More](#)

Reimbursements

You have no new request for reimbursement


[View More](#)

Travel Bookings

1 new travel booking request

[View More](#)

Documentation


Medical Certificate
Last document is uploaded on 31-May-2018

[View More](#)



What Happens Next?

Data is collected, de-identified, and used to recommend:

- Trends across employers;
- Most-probable barriers based on claimant variables;
- Most effective treatment modalities;
- Day-dot risk analysis;
- Recommendations to address both work and psychosocial barriers;
- Patient-Provider matching;
- Medication and referral frequency;
- Treatment to outcome ratios;
- Provider effectiveness on work and non-work barriers;



Short term benefits...

- Usable data for Case Managers to better manage claims
- Evidence of treatment effectiveness and recovery rate
- Empowerment for Injured Workers to manage their own recovery
- More efficient compliance management
- Real time data for more targeted intervention from Agents
- More efficient scheduling and information sharing
- More effective treatment and negotiation with Treating Doctors
- A strong focus on collaboration and working at a common project (health!)
- Quicker, more transparent return to work
- Less of an “Us vs. You” mentality when managing workers
- Decreased spend on providers of all varieties
- Higher satisfaction due to decreased rehashing
- The list goes on...



Medium-Long Term Outcomes

- Predictive technology to identify health and claim risk based on injury and individual variables from day one;
- Trend identification from medication to treatment modalities to key risk areas dependent on micro and macro-factors;
- Patient-treater-service provider matching to achieve best outcome based on historic data and predictive technology;
- Interstate/international scheme comparison using real time and historic data;
- Massive cost reduction to improve the state of insurer-view from all stakeholders;
- Ultimately – bridging the gap between “normal injuries” and “compensable injuries”.



Long term benefits...

- Big data collection for live review of scheme/agency effectiveness
- Cross border comparative data
- Risk ratings available from date of claim submission
- Better Case Manager recommendations and involvement based on historical data
- Instantaneous access to critical information pertaining to employers/treaters/providers against previous performance
- Evolving product growing in line with the needs of clients
- Real, useable information leading to more efficient return to work

Essentially; the more you use it, the better it becomes!



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Thank you!