

Work Comp Campus update

Michelle Doheny | Business Technology Office director

Jeffrey Hendrix | Product manager

Summary of February update

- Transition from the vendor 2023
- Results of the user experience survey provided areas for improvement
- Approach and focus of the Business Technology Office
- Creation of the Work Comp Campus roadmap

Progress since February 2024

- Completed major user enhancements focused on:
 - Enhancement of security and performance to underlying supporting technologies
 - Document availability and navigation
 - Entity record clean-up
 - Access management for partners and stakeholders working with the Workers' Compensation Court of Appeals
 - Cultural change with investment in user-focused staffing
- Coming (2024 Q4) enhancements focused on:
 - Access management and ease of use for qualified rehabilitation consultants (QRCs)
 - Effective training for state and external partners

Enhanced funding

- Awarded \$1 million from the Technology Modernization Fund for these goals:
 - Improve the Campus user experience
 - Improve external reporting capabilities
- Executive summary
 - Opportunity: Improve external user satisfaction and experience within Campus by adding functionality, dashboards and reports
 - Objective: Provide users a complete record of workers' compensation claim in one screen or view and a streamlined experience when completing their daily tasks
 - Success: Users can more readily view the relevant information in Campus needed to meet their statutory obligations and can navigate through the system with ease; users have access to dashboard tracking and reporting to manage their workload appropriately

Investments

- Increased development staff
- Increased quality assurance staff
- Focus on
 - Three enhancements that improve access and views of claim information
 - Three enhancements that improve system navigation
 - Improvements to reporting and dashboards
- Establishing a space for users (internal and external) to learn Campus

Staffing updates

- Business Technology Office
 - User interface design
 - User experience research
 - Communication strategist
 - Electronic data interface analysts
- Minnesota IT Services @ Labor and Industry
 - Additional developers
 - New lead developer
 - Data portfolio supervisor

Thank you

Michelle Doheny
michelle.doheny@state.mn.us
651-284-5219

Jeffrey Hendrix
jeffrey.hendrix@state.mn.us
651-284-5224