

Changing injured workers' behaviour using digital reminders

A BI intervention by WorkSafeBC

November 2022

Understanding the importance of timely form submission



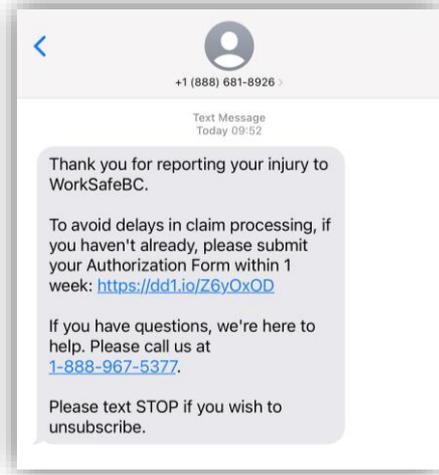
- As of 2019, **271,806-time loss injuries** have been accepted by Worker Compensation Boards across Canada.
- **Claims systems are often complex** and difficult to navigate.
- **Submission of key documentation (e.g., release forms) is critical** to help process the claim and help injured workers recover and return to work.



Our three BI solutions

1

Simple text message



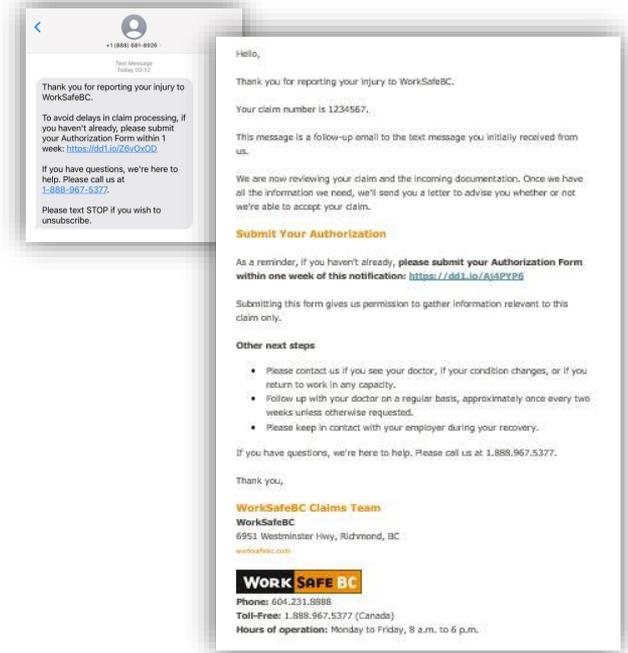
2

Simple email

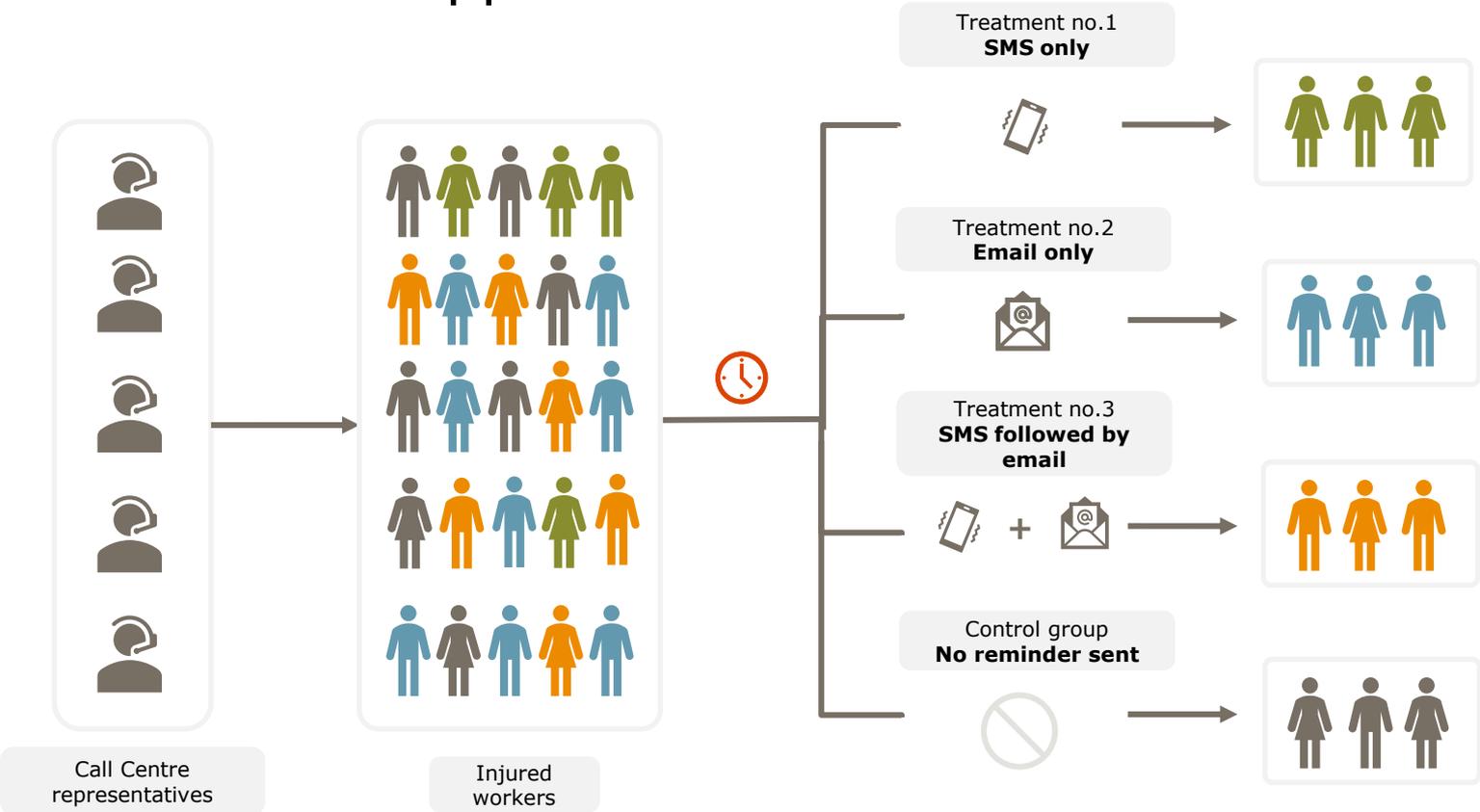


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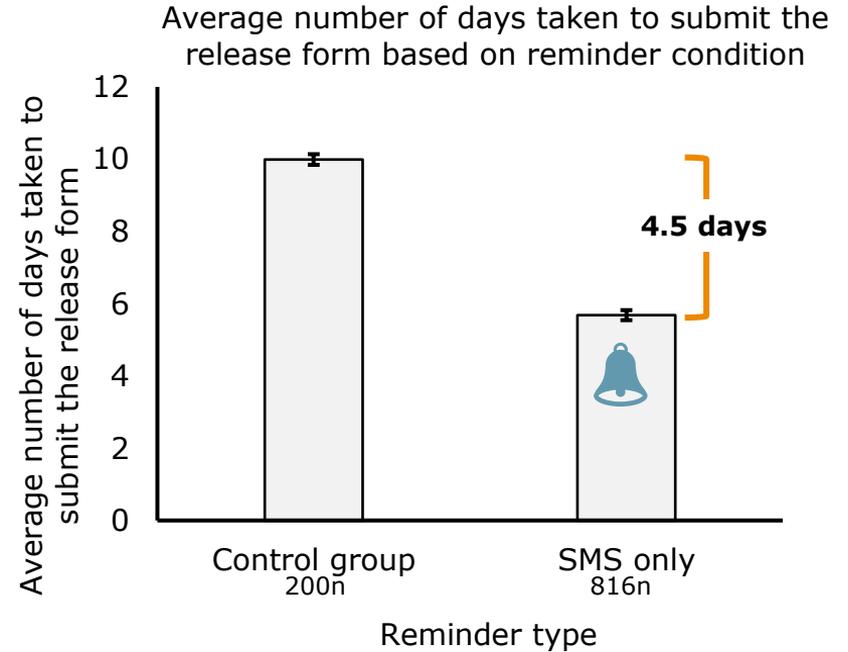
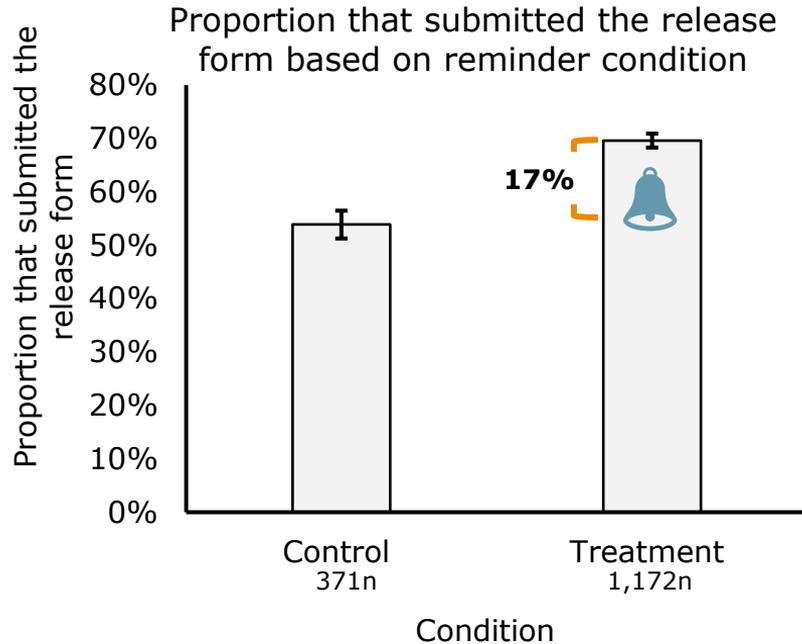
Simple text followed by detailed email 2 days later



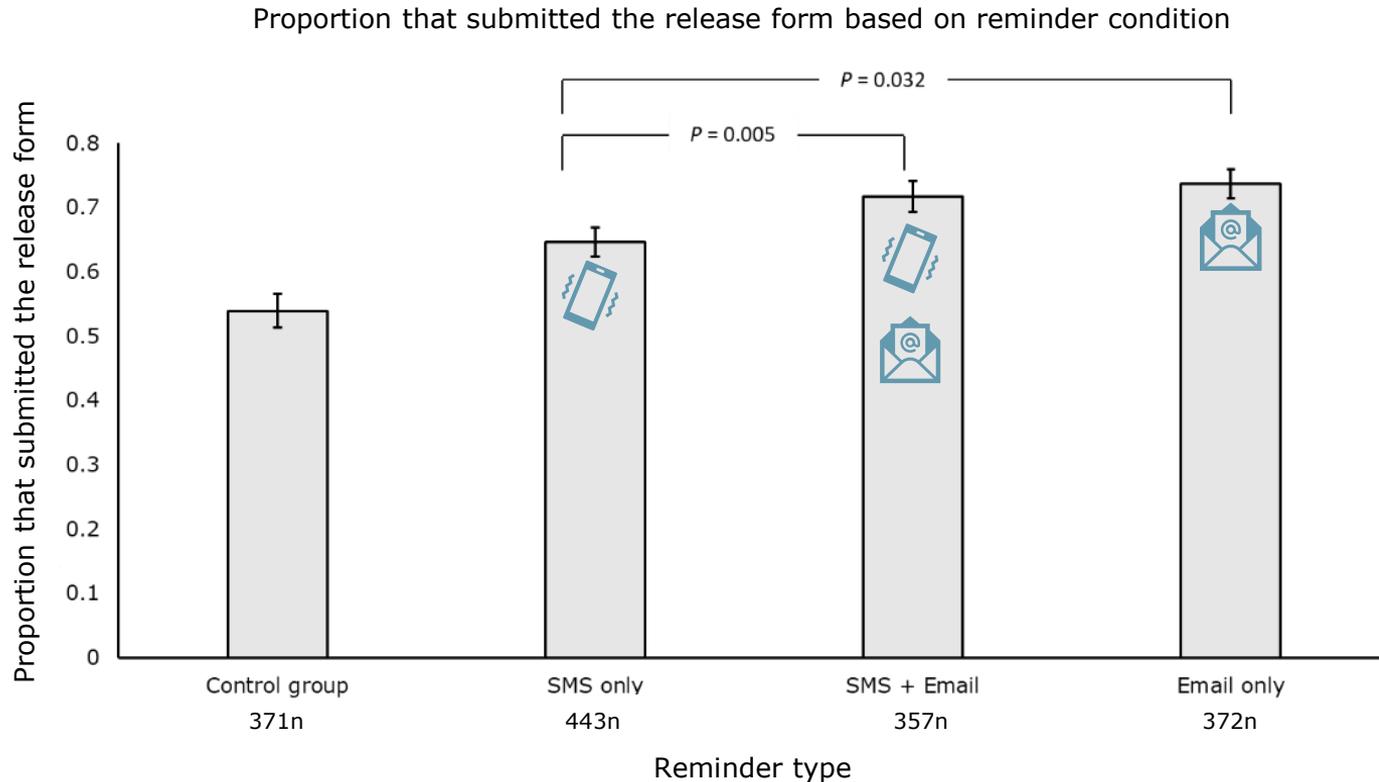
Our distribution approach



The use of reminders proved to be successful in increasing timely submission



Those who only received an SMS reminder were significantly less likely to submit the release form



**Incorporating reminders
into claim experiences**

We recommend introducing email reminders and continuing exploration of SMS



Change behaviour with reminders

Email is the most successful, cost-effective BI solution



Conduct follow-up research

When and how do injured workers interact with SMS?



Monitor post-implementation

Evaluate if reminders remain effective, including in other contexts

Our research team



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