

The Emerging Role of Technology in Disability Management



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Where Does Technology Fit In?



PEOPLE

Expert Recovery Facilitators with medical backgrounds who closely manage each case with empathy and care

PROCESS

Proven processes and procedures that support fast, safe return-to-work outcomes. KPIs documented and reported

High-touch, responsive communications to keep the individual positive and moving forward

TECHNOLOGY

Robust claims software solution to drive efficiencies

Emerging Role of Technology

- Role in disability management (DM)
- What are the “rules”?
- Don't forget the person!

Benefits of AI in DM

Enhanced Efficiency: AI algorithms can automate processes involved in DM, such as data collection, analysis, and report generation. This streamlines workflows and reduces administrative burden

Improved Accuracy: Machine learning models can analyze vast amounts of historical data to identify patterns that may not be apparent to human assessors. This enables more accurate predictions regarding claim durations, return-to-work timelines and appropriate interventions

Personalized Interventions: AI-powered systems can consider individual employee characteristics along with their specific job requirements when designing rehabilitation plans or accommodations. This personalized approach enhances outcomes for disabled employees

Fraud Detection: By analyzing multiple data points across different claim files simultaneously, AI algorithms can detect suspicious patterns indicative of fraudulent activities or exaggerated claims

Continuous Improvement: As machine learning models continuously learn from new data inputs over time, they become increasingly refined at predicting outcomes accurately. This allows for ongoing improvement in DM practices

Turning Insight into Action

THE ROLE OF AI IN DM



Traditional AI

- Relies on predefined rules and patterns to perform specific tasks
- Largely restricted to an approach based on use cases, optimizing niches of existing operating models rather than fundamentally transforming them
- Designed to fulfil a specific purpose in a defined context and strong reliance exists on labelled data, human-crafted features
- Examples include automated insights, predictive modelling, intelligent alerting and platforms like Google, YouTube, Netflix or Amazon

Polling Question: Which Images Are AI-Generated?

a



b



c



d



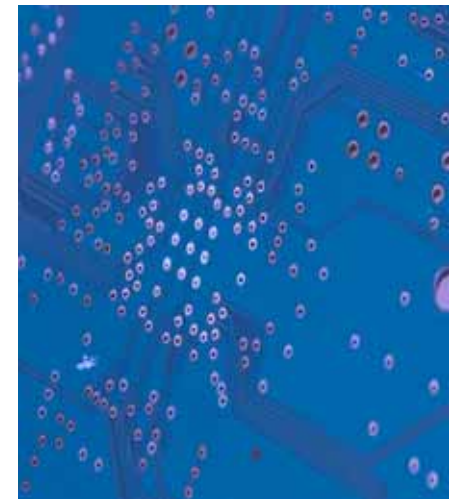
Generative AI



- Operates through deep learning models and advanced algorithms, often without the need for highly structured data input
- Catalyst for transforming and redesigning end-to-end operating models by creating new content based on past inputs
- Examples: Google Bard or ChatGPT
- Future iterations of generative AI are expected to include prescriptive technology that not only predicts outcomes, but also suggests actions to be taken based on the data it analyzes

Future of DM: AI and Machine Learning

- Revolutionize DM by the implementation of AI and machine learning technologies
- Advancements will enhance efficiency, accuracy and effectiveness in assessing and managing disabilities



The Power of Data



Beware of the Shiny Penny



What We Know—Where Claims Go Wrong

- Lack of management support/
unclear policy
- Claim initiation:
 - Wrong Dx
 - Incorrect or insufficient
information/decision
 - Not connecting the dots
- Claims management
- Return to work



Imagine . . .

- ID missing fields
- ID Dx not matching with drugs
- ID no treatment
- ID mismatch of Dx
- ID lack of progress and potential next steps

AI More Accurate Than Radiologist at Detecting a Rare Cancer

A study done by Mount Sinai Hospital in New York City demonstrated AI was 20% more effective than radiologist in detecting cancer



Important Considerations



- Don't use it for the wrong reasons
- Legal
- Privacy (PIPEDA)
- Fairness
- Individuality
- What if we don't want to know?

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Legal Considerations

- Rigorous process
- Code of conduct
- Data access requires responsibility—
Transparency of algorithms

Predicting Return to Work

- Can machines accurately predict return-to-work timelines for disabled employees?
 - Machine learning models can analyze historical data—Including factors such as the nature of the disability, treatment plans and individual characteristics—To make accurate predictions regarding return-to-work timelines
- Predictions should be considered along with professional judgment and the “human condition”

We Are All Unique

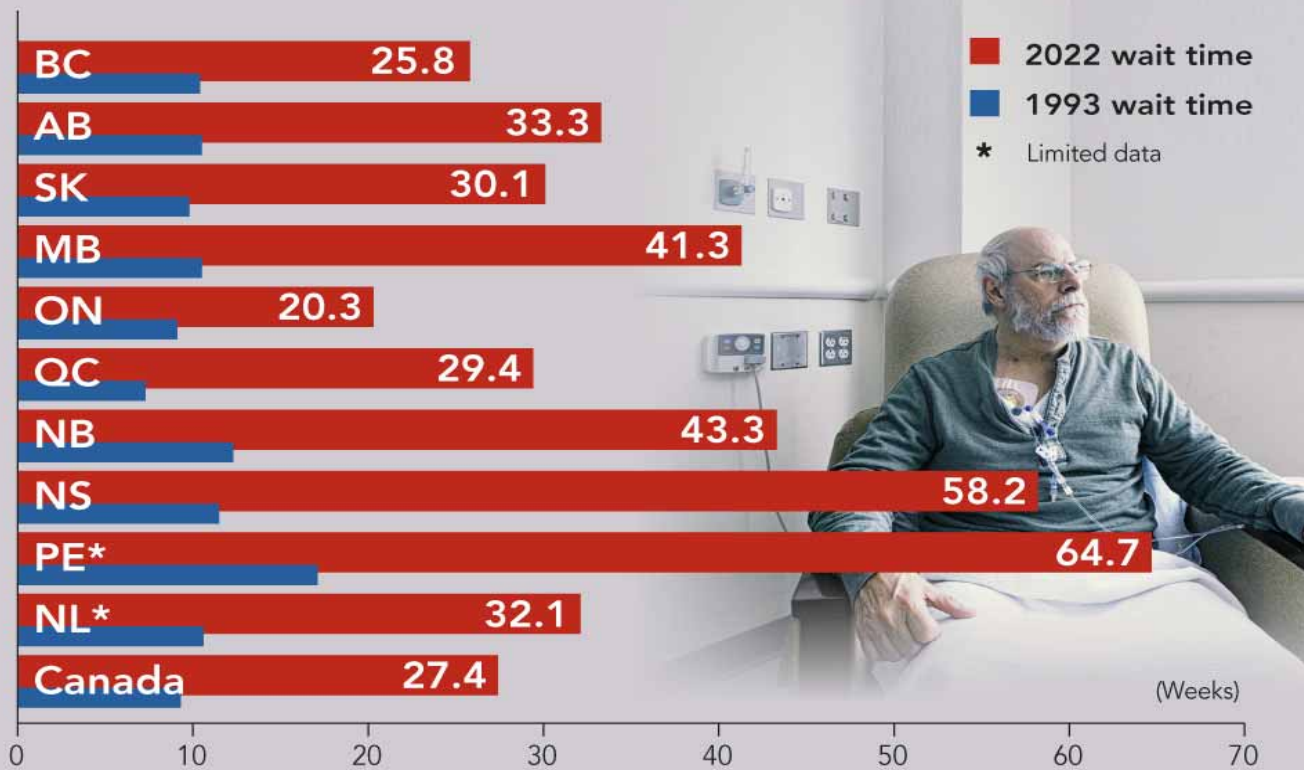


Remember the person and the process

Remember the reality of the Canadian
health care system

Waiting Your Turn

Canadian Health-care Wait Times in 2022



Treatment Plan

Addresses specific health issues

- Appropriate treatment and care
 - Evidence-based
- Prepare employee to return to work
 - Machine can't replace self-efficacy
- Help employee find new ways of thinking and behaving in the workplace



Key Takeaways

- The future of DM is set for transformation with the integration of AI and machine learning technologies
- These advancements offer enhanced efficiency, accuracy, personalized interventions, fraud detection capabilities along with continuous improvement opportunities in assessing disabilities across various jurisdictions within Canada
- Proceed with knowledge and precautions

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