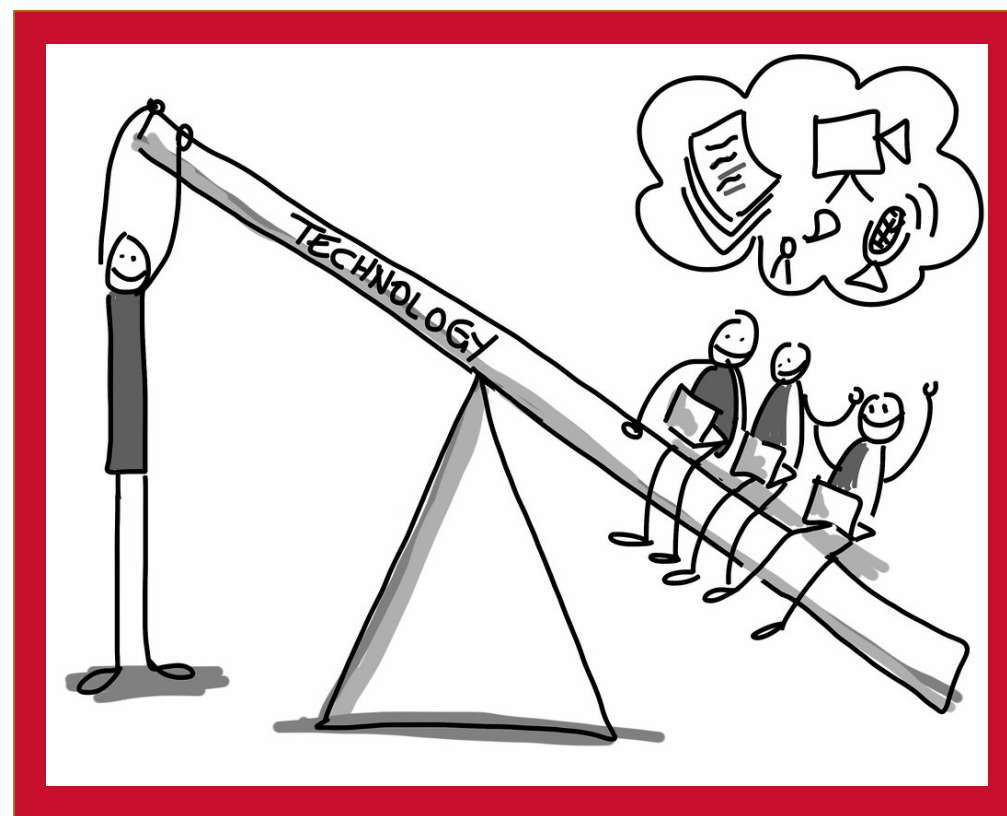


Data, LMS and Information Sharing – Under Utilized Tools

Presentation by Systemwide Learning & Development and Sedgwick Claims Management Inc.



Agenda

Learning Management System

Content and Standardization

Data and Dashboards

CSU Learn for Students

Sedgwick – Via One

Learning Management System

Assign

Report

Track

Hosting

CSULEARN

Develop

Train

Reduce Risk

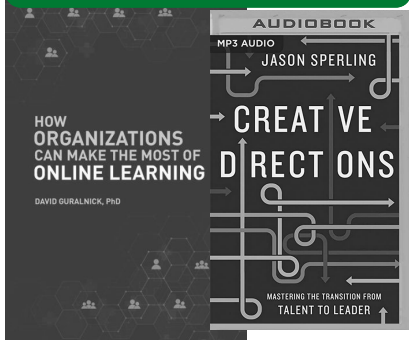
Educate

Development Content

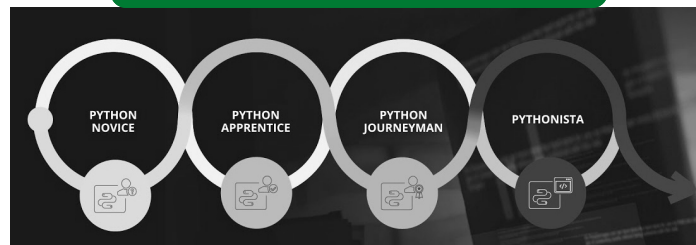
Certification Prep



Books



Journeys



eLearning

Bundles

Full listing of Core development content can be found on the Skillsoft Explore website



Content

Lab Safety

Ergonomics

Portable Ladder

CSULEARN

Hazardous Safety

Heat Stress

Injury & Illness Prevention Program

Bloodborne Pathogens

Compliance Content



25+



500+




Full listing of EHS content can be found on the [Percipio EHS Compliance Courses](#) spreadsheet

(CSU Login Required)



Skill Benchmarks-Example





SKILL BENCHMARK

8m

SKILL BENCHMARK

RISK MANAGEMENT

Completion Status **START**

Risk Management

DETAILS SIMILAR ACTIVITIES

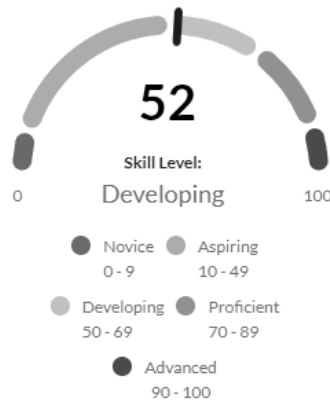
▼ **Full Description**

Managing risk well and risk taking requires identifying risk factors, evaluating potential impacts, and developing risk mitigation plans. When considering managing risk, it's important to include planning and global perspective. Expand your knowledge of risk management, and learn how to identify, assess, and prioritize risks and uncertainties while minimizing, monitoring, and controlling the impact of risk realities. Explore effective risk management strategies. This benchmark evaluates your understanding of this topic. Being aware of potential knowledge gaps allows you to better understand your current competency and areas for improvement, so you can find suitable content and curate your own learning path. The courses recommended at the end of this benchmark can help you fill potential gaps in your knowledge.

Skill Benchmarks-Example



BENCHMARK SCORE



Take this Benchmark again
after 30 day(s) to check your
progress!

Risk Management

Skill Benchmark | 8m | 8 questions

Your personalized recommendations are based on questions answered incorrectly within the benchmark.

- Watch short videos based on specific questions answered incorrectly
- Complete courses to build complete understanding of topics you missed

About this Skill Benchmark

Managing risk well and risk taking requires identifying risk factors, evaluating potential impacts, and developing risk mitigation plans. When considering managing risk, it's important to include pla...

[View more](#) ▼

Skill Benchmarks-Example



Learn fast with 3-8 minute videos



VIDEO

Strategic Thinking
Characteristics



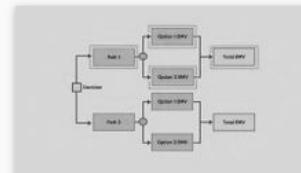
VIDEO

Using Brainstorming and
Interviews



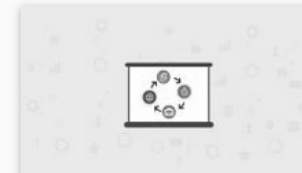
VIDEO

Inputs to Monitor Risks



VIDEO

Decision Tree Analysis



VIDEO

Sample Risk Management
Plan





Skill Benchmarks-Example



Cover key concepts with 20-90 minute learning



COURSE

Thinking Strategically as a Manager

To resolve many of the threats and challenges that your organization will likely have to face, it's essential that you develop a business strategy that incorporates a clear vision, new ideas, and innovative solutions. This course explores the characteristics of strategic thinking, as well as the traits you need to plan and implement an effective strategy. It al...

22m 23s Skillsoft Everyone Feb 2017

From Channel: [Strategic Thinking](#)

From Aspire Journey:

[ML Programmer to ML Architect](#) [Core DevOps Skills](#) [Residential Community Manager Journey](#) [Infrastructure Support Engineer to CloudOps Engineer](#) [DevOps Engineer to Cloud Architect](#) [Product Management Journey](#) [Public Relations Manager Journey](#)



COURSE

Identifying Risks in Your Organization

Risk is an inevitable aspect of any business. As a manager, it's important that you mitigate or avoid the potential impact of a risk if it comes to pass, to ensure the long-term survival of your organization. This course focuses on the first step in managing risk, identifying risks to your organization. You'll explore the difference between internal and ext...

18m 53s Skillsoft Everyone Feb 2017

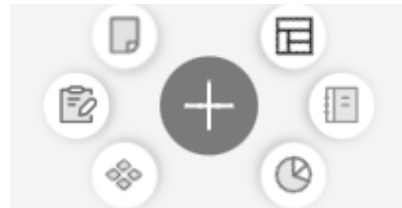
From Channel: [Strategic Thinking](#) [Managing Risk](#)

From Aspire Journey:

[Security Essentials for Decision-makers and Leaders](#) [Building a SecOps Toolbox](#) [Web App Vulnerability Analyst](#) [Web App Vulnerability Analyst - 2022 Update](#) [Accountant Journey](#) [Product Management Journey](#) [Marketing in the Digital World](#) [Penetration Tester to SecOps Engineer](#) [Sustainability and Restoring Our Earth](#) [Public Relations Manager Journey](#) [Security Analyst to Security Architect](#) [Customer Service Representative Journey](#)

Data and Dashboards

CSULEARN



Course Being Assigned

Standardized Course

Percentages of Completions



EHS Compliance Dashboard

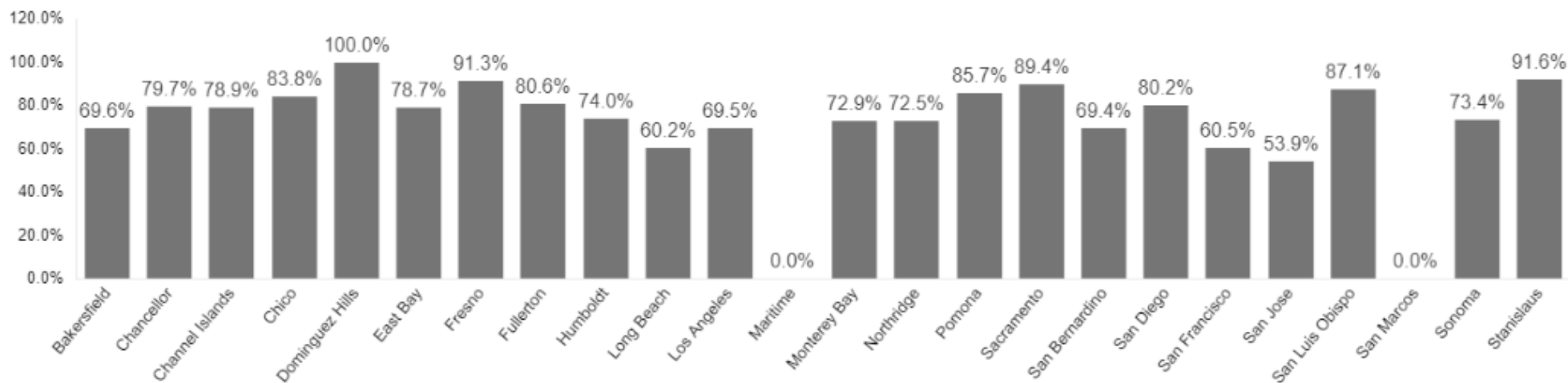
This dashboard displays completion percentages for the compliance courses listed below. The dashboard is updated weekly for your convenience. requirements for these courses, please refer to the [compliance table](#).

The following percentages are pulled from our learning management system, however, these percentages have not been audited by the campus. Please refer to the following [document](#) which outlines the criteria for calculations and instructions on how to pull reports for the courses listed below. We encourage campuses to [contact us](#) if they have questions about their compliance numbers.

Last Updated: 4/3/2023

- Annual Campus Compliance Report
- Compliance Dashboard

Injury and Illness Prevention Program



End-User needs a Smartsheet account to view campus specifics

Completion Percentage - Campus View

☆ EHS Completion % Campus ⓘ

Filter [Grid Icon] [Refresh Icon]

Activity Name	# of Attended/Satisfied Users	Total Assigned Users	Completion %
Injury and Illness Prevention Program	1389	1996	69.6%

☆ EHS Completion % for CSU ⓘ

Filter [Grid Icon] [Refresh Icon]

Activity Name	# of Attended/Satisfied Users	Total Assigned Users	Completion %
Injury and Illness Prevention Program	63392	83717	75.7%

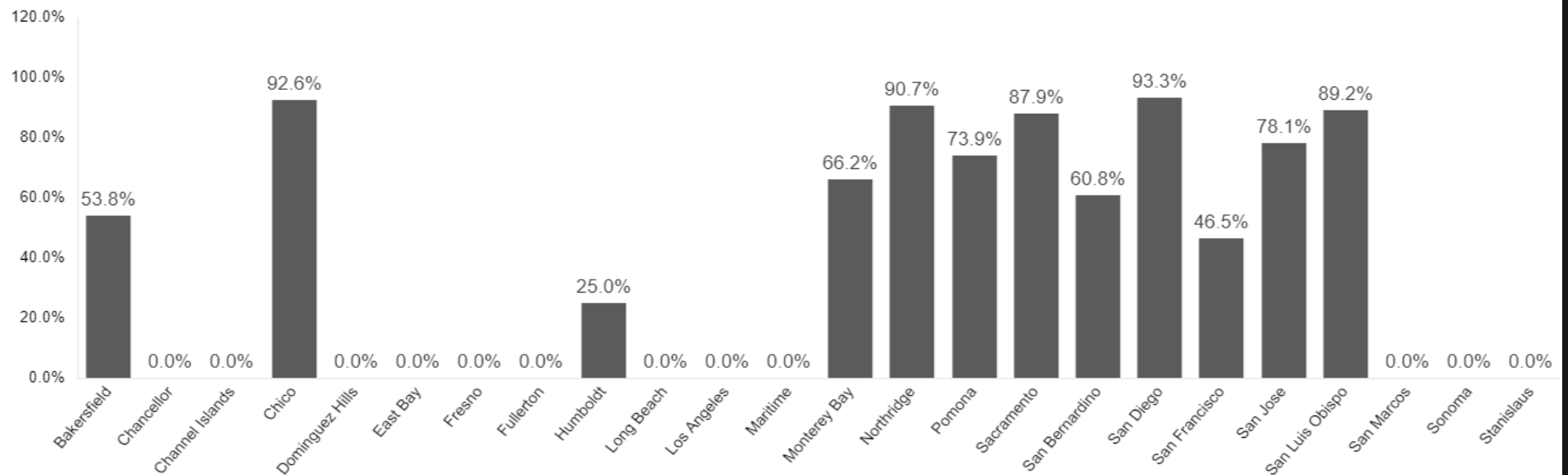
EHS Hazardous Safety Dashboard



Disclaimer

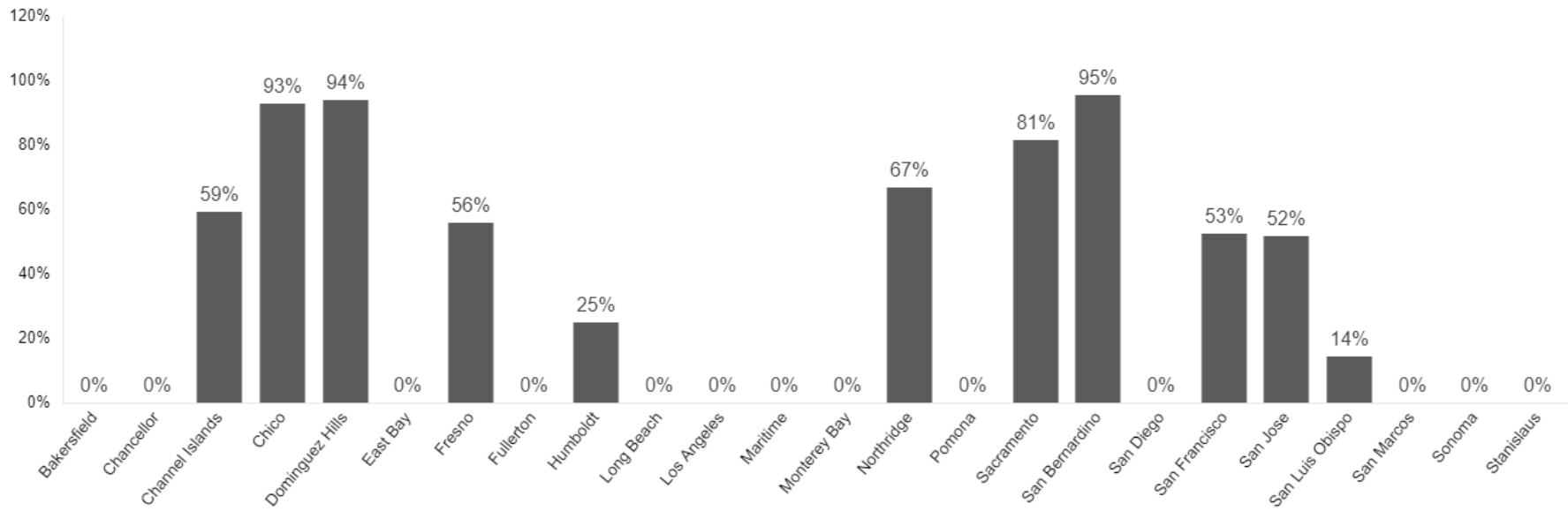
This dashboard only reflects data points recorded in CSU Learn that are visible through the Systemwide Learning Management System. If a campus offers a separate training program (such as an instructor-led training, or an on-line training using a different provider), or if the campus tracks the training programs through a mechanism other than CSU Learn, the completion data is not recorded in CSU Learn and will not be reflected in this dashboard.

EHS Hazardous Communication



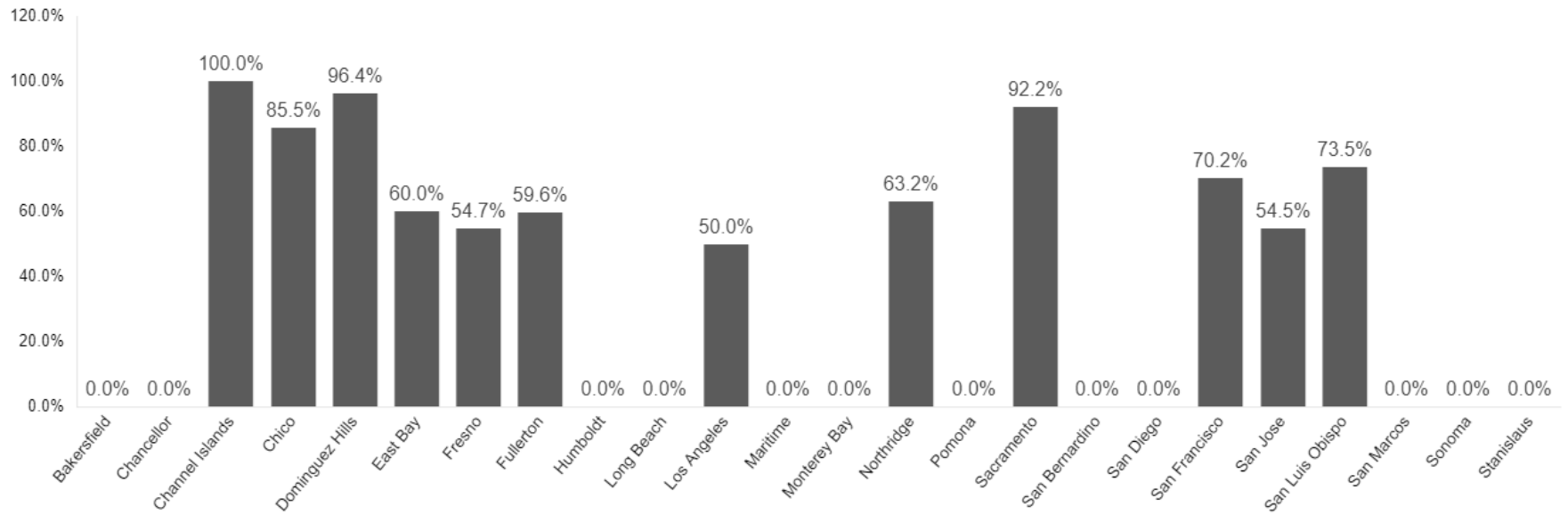
EHS Hazardous Safety Dashboard

EHS Hazardous Waste



EHS Hazardous Safety Dashboard

EHS Laboratory Safety



Completion Percentage - Campus View

% for CSU



End-User needs a Smartsheet account to view campus specifics

Activity Name	# of Attended/Satisfied Users	Total Assigned Users	Completion %
EHS Hazardous Communication	13333	20778	64.2%
EHS Hazardous Waste	1135	1617	70.2%
EHS Laboratory Safety	922	1208	76.3%

☆ Completion Percentage ⓘ

Unnamed filter(3 of 72)

% Campus

Campus	Activity Name	Activity Code(s)	# of Attended/Satisfied Users	Total Assigned Users	Comp
	EHS Hazardous Communication	CURRIC-EHS-HAZARD-COMM	189	204	92.6%
	EHS Hazardous Waste	·SCORM-EHS-AnnualHazardousWaste_Refresher-2019	253	273	92.7%
	EHS Laboratory Safety	CURRIC-LABSFTY	159	186	85.5%

QR Codes

Skillsoft Core Development



CSU Learn Benchmarks



Hazardous Safety
Dashboard



Full listing of EHS content
(CSU Login Required)



EHS Compliance
Dashboard (IIPP)



CSULEARN *for Students*

How are students receiving required training now?



Blackboard



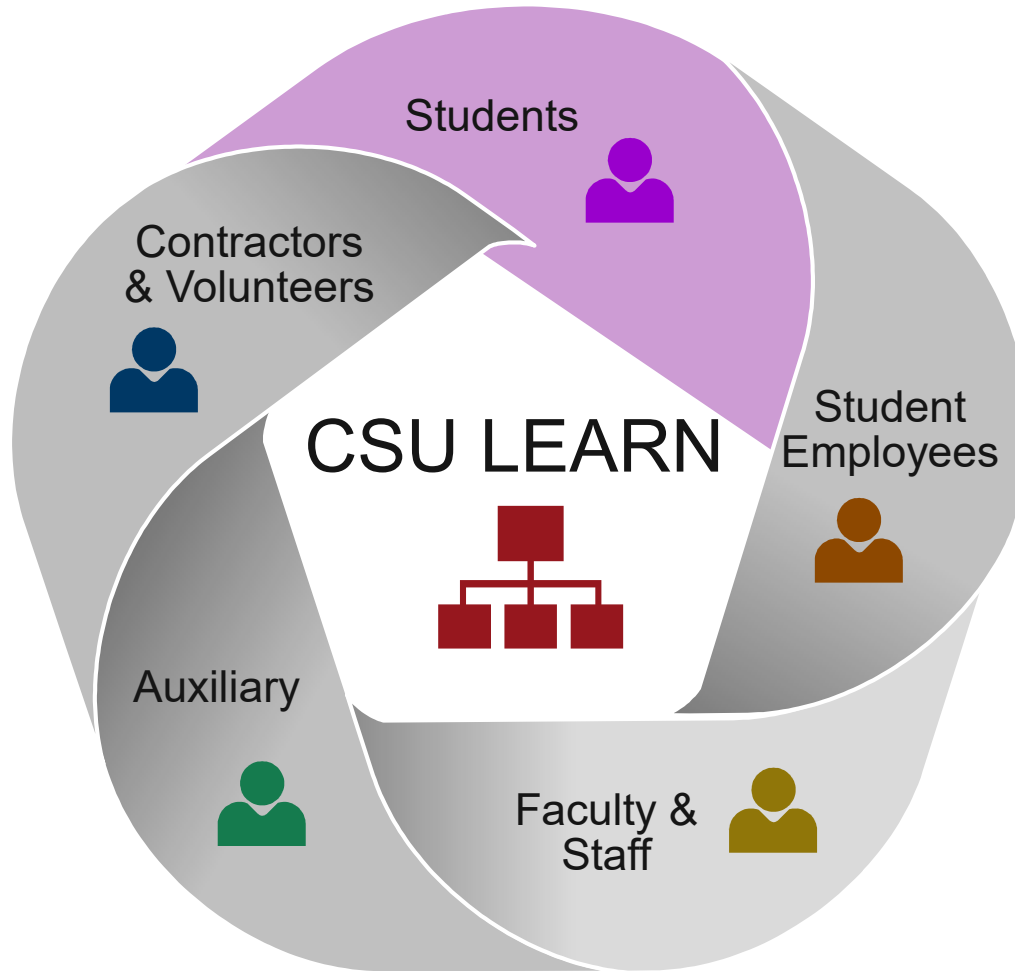
Academic Platforms not
supportive for training



Sends Link



Various
websites/vendors



**CSU Learn for
Students**

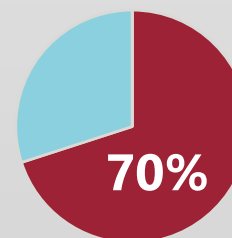
CSU NEWS



Tuesday April 11, 2023

FREE

CSU Learn for Students Successful Pilot at Chico



Student
Completion
Rate

70%



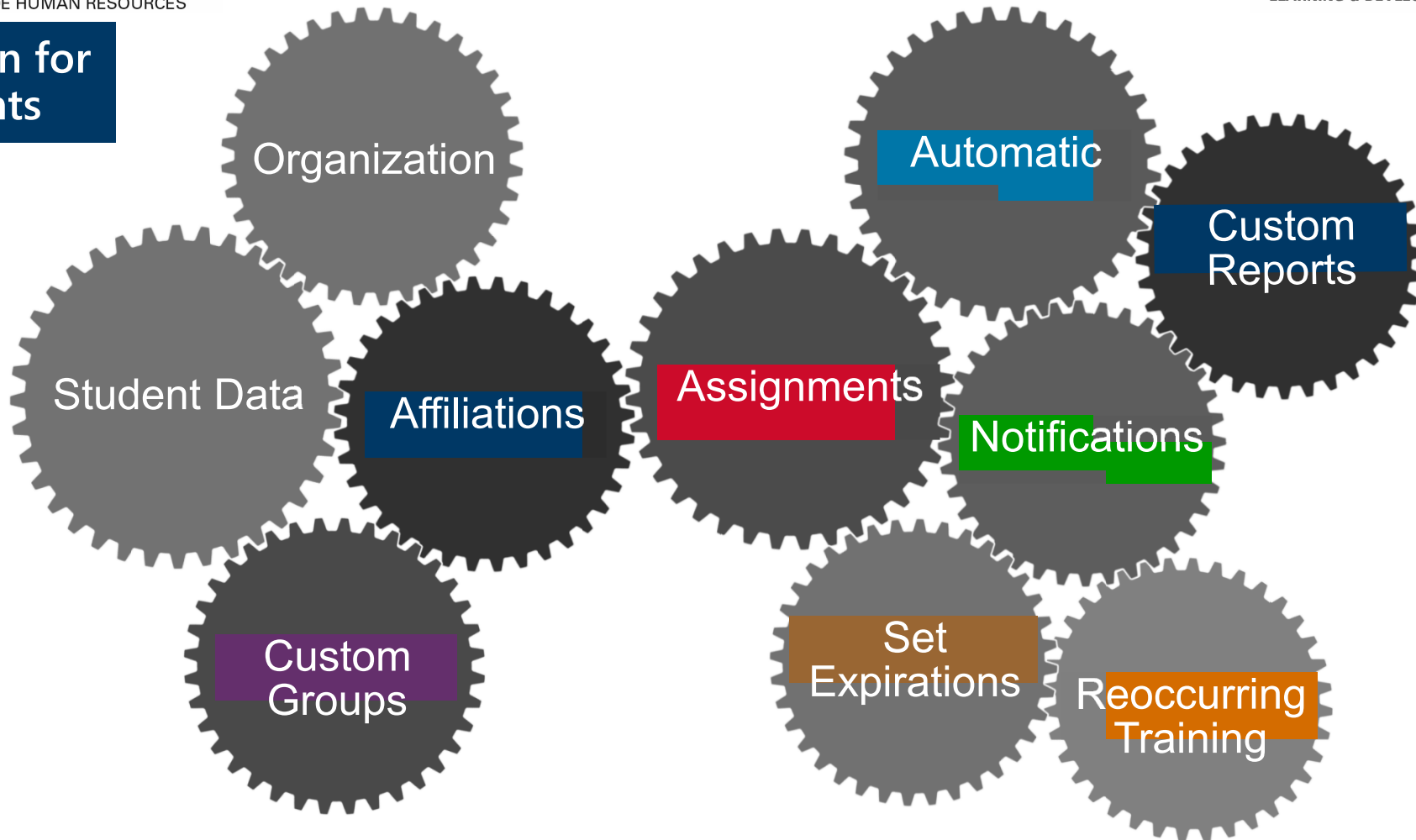
Title IX
Alcohol Edu
Lab Safety

Centralized LMS Support
Consolidation of Platforms



Cost Savings
Lower Risk

CSU Learn for
Students



Eliminate Manual Process

Target Go-Live



**Projected 2-4
Months per Campus**



**LMS and Technical
Teams will Work in
Parallel**



**Campuses will be
Grouped for
Implementation**

Ready to Start!





Email



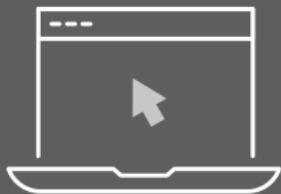
Systemwide Learning and
Development



Sedgwick Data and Dashboards



Dashboards



Advanced
analytics



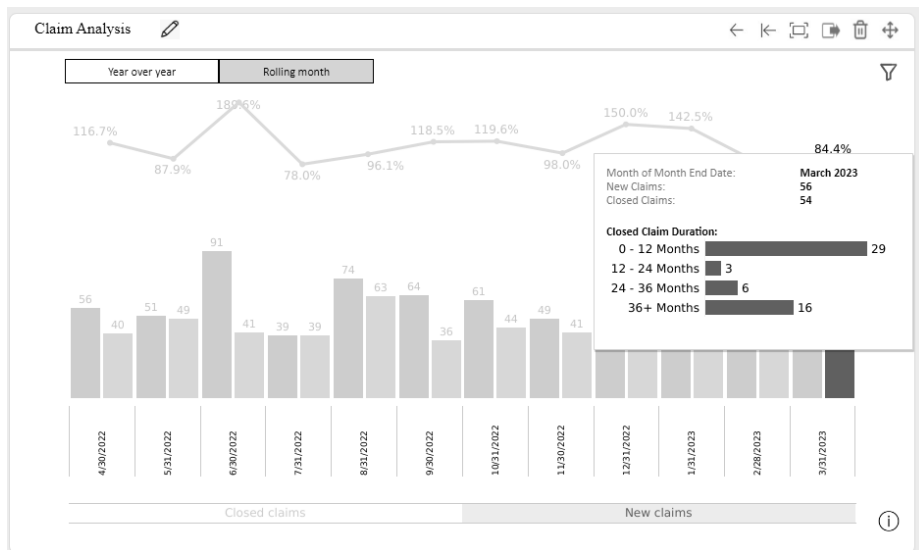
Search claims



viaOne Dashboards



Multiple customizable "Widgets" including analytics functions



Add Widgets

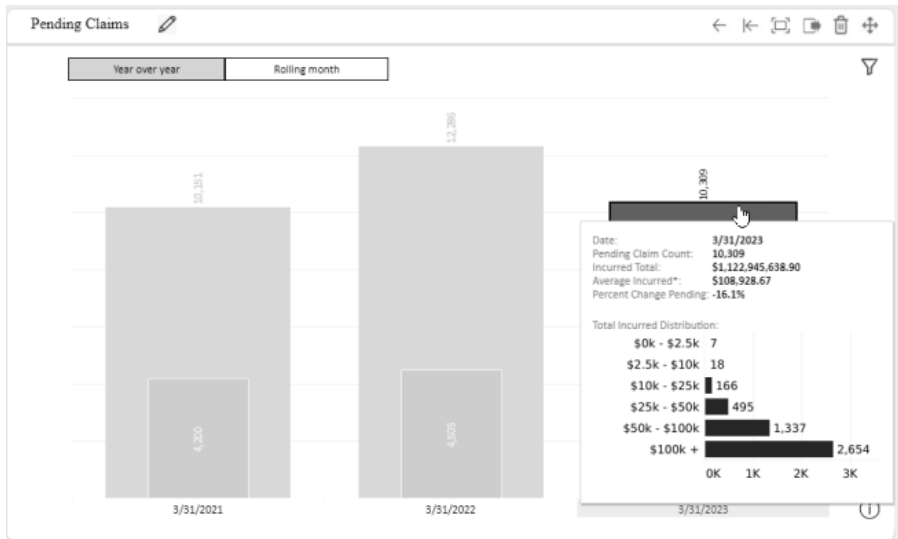
A maximum of 10 widgets can be added to a dashboard.

Name	Description	Category	Select
Claim Analysis	Provides a graphical representation of closed claims vs new claims during the period. Includes a closing ratio.	Casualty	<input type="radio"/>
Closed Claims	The Closed Claims widget displays information for closed claims. In the specific period view you can select different elements to group by and view claim counts.	Casualty	<input type="radio"/>
New Claims by Body Part or Target	Claim frequency by the top N body part or target groups	Casualty	<input type="radio"/>
New Claims by Cause	Claim frequency by the top N cause groups	Casualty	<input type="radio"/>
New Claims by Line and Claim Type	Frequency of new claims grouped by line of business and type of claim. Displays current year, as well as two full years prior. Line depicts claims year to date.	Casualty	<input type="radio"/>
New Claims by Litigation	The New Claims by Litigation widget will provide a graphical visualization of the litigation status of new claims.	Casualty	<input type="radio"/>
New Claims by Nature or Result	Claim frequency by the top N nature or result groups	Casualty	<input type="radio"/>
New Measure by State	The New Measure by State widget will provide a map visualization of new claims by state	Casualty	<input type="radio"/>
Payment Analysis	Displays total allocations paid within the period grouped by pay category.	Casualty	<input type="radio"/>
Pending Claims	Displays the claims pending at multiple valuations as well as the claims which have been pending for over 2 years	Casualty	<input type="radio"/>

viaOne Dashboards (cont.)



Additional drill-down brings detail



Pending Claims

Details
3/31/2023

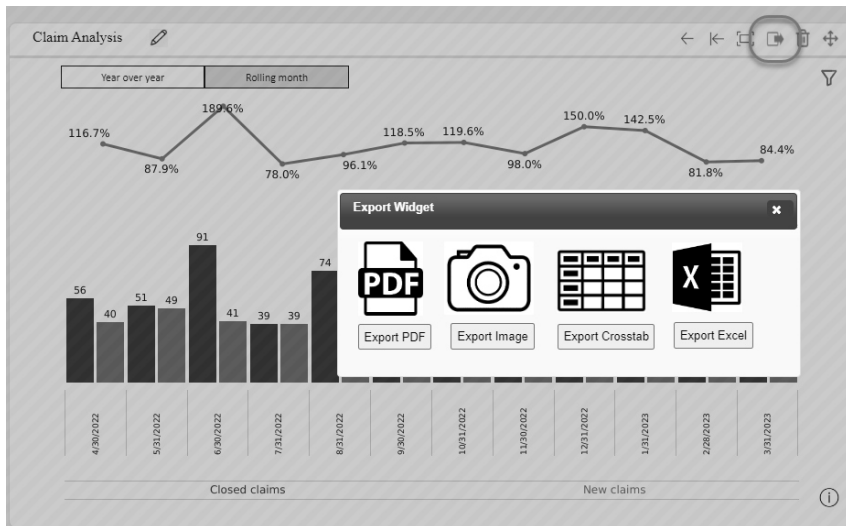
Row	Name	Claim Number	Date of Loss	Line Of Business	Coverage Code	Claim Type	Claim Status	P f
1			11/1/1973	WC	WC	IN	O	Y
2			8/10/1977	WC	WC	IN	O	Y
3			1/10/1978	WC	WC	IN	O	Y
4			1/5/1979	WC	WC	IN	O	Y
5			12/15/1981	WC	WC	IN	O	Y
6			4/24/1983	WC	WC	IN	O	Y
7			11/3/1983	WC	WC	IN	O	Y
8			2/27/1984	WC	WC	IN	O	Y
9			5/7/1984	WC	WC	IN	O	Y
10			1/22/1985	WC	WC	IN	O	Y
11			10/11/1985	WC	WC	IN	O	Y
12			11/1/1985	WC	WC	IN	O	Y
13			1/8/1986	WC	WC	IN	O	Y
14			9/15/1986	WC	WC	IN	O	Y
15			12/31/1986	WC	WC	IN	O	Y
16			8/20/1987	WC	WC	IN	O	Y

This list will display up to the first 1500 claims. In order to narrow your results, please return to the chart and apply additional filters.

viaOne Dashboards (cont.)

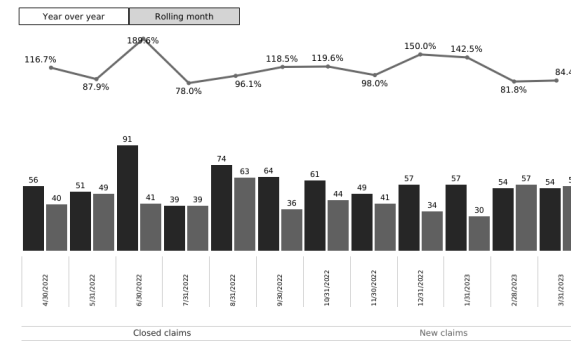


Results exportable in multiple formats



	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023
Closed claims	56	51	91	39	74	64	61	49	57	57	54	54
New claims	40	49	41	39	63	36	44	41	34	30	57	56

Export Excel – data can be used in calculations

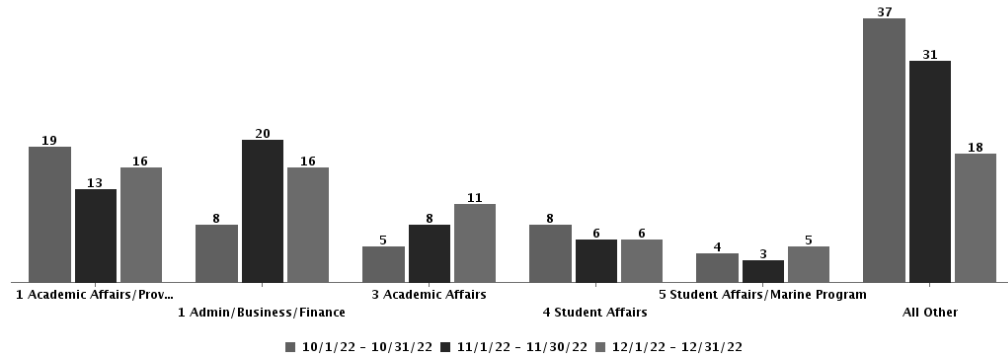


Export Image – image can be used to enhance reports

viaOne Advanced Analytics



New Claim Count by Top Frequent Structure and Year



Clear, graphical output

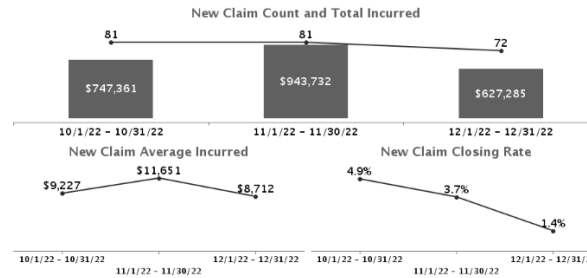
California State University
Workers' Compensation Claims Performance Summary

Measurement Period:
10/1/2022 - 10/31/2022 as of 10/31/2022
11/1/2022 - 11/30/2022 as of 11/30/2022
12/1/2022 - 12/31/2022 as of 12/31/2022

New Claims	10/1/22 - 10/31/22	11/1/22 - 11/30/22	12/1/22 - 12/31/22	% Change
Indemnity Type Claims	44	41	34	-17.1%
Total Claims	81	81	72	-11.1%
% Indemnity Type of New Claims	54.3%	50.6%	47.2%	-3.4%
Average Incurred	\$9,227	\$11,651	\$8,712	-25.2%
Average Paid on Closed Claims	\$11	\$61	\$11	-81.5%
Total Claims w/incurred > \$100K	2	1	1	-50.0%
Total Incurred	\$747,361	\$943,732	\$627,285	-33.5%
Total Paid	\$21,822	\$15,462	\$17,853	16.5%
% Litigated on Indemnity Only	9.1%	12.2%	2.9%	-9.3%
Closing Rate	4.9%	3.7%	1.4%	-2.3%
Average Days Open	15	16	17	7.8%
Average TTD Days on IN Claims	4	3	3	-10.2%

Filters Selected:

New Defined: By Date Claim Opened Indemnity Claim Defined: By System Code Closed Claim Option: Excluding Reopened and Closed WC Claim Type: IN,MO Claim Duration: 0-12 Months; 12-24 Months;24-36 Months;36+ Months Incident Indicator: Claims Financial Indicator: Gross Financial Option: No Cap Duration Option: By Date Opened Duration Selection: Include Reopened Days TTD Claim Statistics Based On: IN Claims



viaOne Advanced Analytics (cont.)



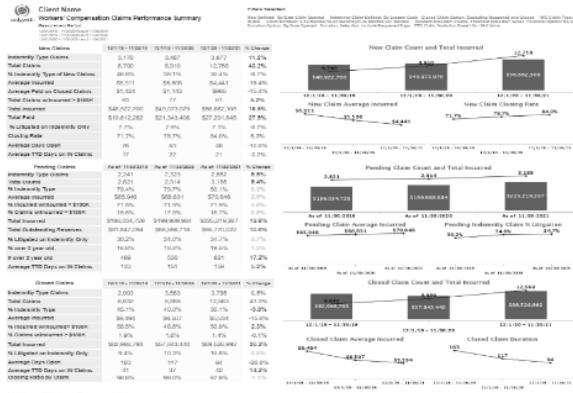
Minimal selection parameters required

Highly customizable output

Claim Performance Analytic Tool - Combined

The Claim Performance Analytic Tool contains a suite of reports that provide insight into performance and cost-drivers of new, pending, and closed claims with monthly, quarterly, or year-to-date comparisons of key metrics.

Fiscal Selection



Line of Business:

Valuation Choices:

Valuation Periods:

Monthly Selections (End Month):

Valuation Order:

Include:

For month-to-month trends for the end of 2023: Select the Monthly valuation option in Sequential order, and specify December 2023 as the end month. The report will return data for October 2023, November 2023, and December 2023.

Input Controls

Map Reset

Document Input Controls (28)

Client Name:

WC Claim Type:

Subtype:

Claim Substatus:

Report Input Controls (9)

Date Option for New Clai...

WC Claim Type Selection

Closed Claim Option

Financial Indicator (Net/Gr...

Financial Cap or Exclusion

Financial Cap/Exclusion A...

Duration Option for Claim ...

Duration Selection

viaOne Advanced Analytics (cont.)



Wide variety of data sets, reporting periods, and output

- Executive Summary**
 - Executive Summary
- Claim Analysis**
 - Summary & Detail
 - Summary Only
- Claim Performance Analytic Tool**
 - Combined
 - New Claims
 - Pending Claims
 - Closed Claims
- Payment Summary & Analysis**
 - Summary Only
 - Detail Only
- Additional Reports**
 - Loss Run
 - Reserve Change Report
 - Loss Triangle
 - New Claim Comparison
 - Litigation Scorecard
 - Check Register
 - Claim & Expense
 - Return to Work Report

Line of Business: Workers' Comp

Valuation Choices: Monthly

Quarterly

Year To Date

2023

Valuation Order: Sequential

Include: Claims Only

Line of Business: Workers' Comp

Valuation Choices: Monthly

Valuation Periods: 3

4

5

Valuation Order: Sequential

Include: Claims Only

Export

Select

- Reports
- Data

Select All

Definition and Filter

Total Program

Total Program Financials

WC

AU

GL

PR

MC

File Type: PDF

Excel (.xlsx)

Excel (.xls)

CSV Archive

Text

From: 1 To: 1

Images DPI: Default

OK Cancel

WC Closed Claim - Excluding	
Pross Financial Cap or Exclusion, No	
Duration Selection: Include	
\$44,157,786	-1.2%
Reserving Reserves	% Change From Prior Period
\$252,006	-1.4%
Expense Paid in	% Change From Prior Period
Current Period	

72

115 101

2.4 - Months

24 14 22

Definition and Filter Total Program Total Program Financials WC AU GL PR MC



viaOne Advanced Search/Filters

Quick, detailed data exportable in a loss run format

VIEW REPORT DASHBOARDS QUERY DOWNLOADS MY TASKS ALERTS APPLICATIONS

Recent Claims Watch List **Search**

Simple **Advanced** Filter

> Claim Status
 > Line of Business
 > Workers' Comp Types
 > Disability Types
 > Leave Types
 > Case Types
 > Sub Status
 > Claim Flags

Claimant Info

Last Name: Employee ID:
 First Name: Examiner:
 Phonetic Name Search Policy Number:
 Date of Birth:

Recent Claims Watch List Search **Search Results**

Click on a row to view the claim details
[Customize Display Columns - View](#)

Refresh This List **Export**

Quick Links	Date Rept to TPA	Date Opened	Loss Date	Watch List	Claim/Case/Event Number	Last Name	First Name	Line	Cov	Claim
	01/22/1985	01/22/1985	01/22/1985	+	[REDACTED]	[REDACTED]	[REDACTED]	WC	WC	IN
Loss Description: LOW BACK - FM										
Nature/Result Desc: All Other (Specific) Injuries, NOC										
Account Name [REDACTED]										
Part/Target Desc: Low Back Area (Incl. Lumbar & Lumbo										
	01/24/2002	01/24/2002	01/24/2002	+	[REDACTED]	[REDACTED]	[REDACTED]	WC	WC	IN
Loss Description: FELL ON SIDEWALK - Spine										
Nature/Result Desc: Strain										
Account Name [REDACTED]										
Part/Target Desc: Upper Back Area (Thoracic Area)										

viaOne Advanced Search/Filters (cont.)



Customizable output based on search Display Columns menu

Recent Claims | Watch List | Search | **Search Results**

Click on a row to view the claim details.

[Customize Display Columns - View](#)

Customize Display Columns - View

Available Fields

- Acct #
- ADA Initial Request**
- Appealed Flag
- Apport Flag
- Approved Begin Date
- Approved End Date
- At Risk Date
- Auto Driver Name
- Case Type
- Cause Code
- Cause Description**



Selected Fields

- Date Rept to TPA
- Date Opened
- Loss Date
- Watch List
- Date Accessed
- Claim/Case/Event Number
- Last Name
- First Name
- Line
- Cov
- Claim Type

Restore Defaults

- Move To Top
- Move Up
- Move Down
- Move To Bottom

Fields will appear on screen in this order.

**These fields will be represented as rows underneath the claim number as opposed to additional columns.

[Return to Previous Screen](#)

Save Cancel

viaOne Advanced Search/Filters (cont.)



Use search parameters to easily narrow results

▼ Claim Status

- Open
- Closed
- Incident
- Rescinded

- › Line of Business
- › Workers' Comp Types
- › Disability Types
- › Leave Types
- › Case Types
- › Sub Status

▼ Claim Flags

- Litigation
- At-Risk
- ERISA Appealed
- Subrogation
- Managed Care
- Overpay Balance
- Relapse

📅 Dates

Claim Loss: to

Date Opened: to

Date Closed: to

Reported to Client: to

Reported to TPA: to

First Absent: to

Approved Begin: to

Approved End: to

Last Worked: to

Return to Work: to

💰 Financials

Incurred: From: To:

Reserve: From: To:

Paid: From: To:

👤 Claimant Info

Last Name: Employee ID:

First Name: Examiner:

Phonetic Name Search Policy Number:

Date of Birth:

Driver/Claimant SSN: Driver Name:

Use Last Four

Claimant Status: ⓘ Claimant has multiple claims/cases

Client: State of Payroll/Premium:

Account: State of Loss:

Unit: Work State:

viaOne Advanced Search/Filters (cont.)



“Filter” function allows user to create and save Search Filters for easily repeatable data collection

Client:

Available Filters:

[Create Filter](#) [Modify Filter](#)

[Customize Display Columns - View ?](#)



Select Filter

Standard Filters

- All Claims[Standard Filter]
- All Liability Claims[Standard Filter]
- Auto Claims[Standard Filter]
- Claims Closed in the Last 1 Month[Standard Filter]
- Claims Open More Than 24 Months[Standard Filter]
- Claims Opened in the Last 1 Month[Standard Filter]
- Disability Claims[Standard Filter]
- General Liability Claims[Standard Filter]
- Litigated Claims[Standard Filter]
- Open Claims[Standard Filter]
- Property Claims[Standard Filter]
- Watch List Claims[Standard Filter]
- Workers Compensation Claims[Standard Filter]

Your Filters

- 30166279079-0001
- 30177139433-0001
- AIG Closed Claims
- AIG_Claims

viaOne Data Collection: Demonstration/Q&A



viaOne client training sessions - April 2023

Thursday, March 16, 2023

We are hosting viaOne training sessions in April. There will be three training modules offered this month.

viaOne Training - Casualty (Basic)

Learn the basics of viaOne functionality, such as navigating preferences, view, my diary and alerts.

Host: David Gurecky

Date: **Monday, April 17, 2023**

Time: **1 p.m., Central Daylight Time (Chicago, GMT-05:00)**

[Click here to register for training](#)

Once you are approved by the host, you'll receive a confirmation email with instructions for joining the session. Sessions are limited to 500 attendees.

viaOne Training - Casualty (Advanced)

Learn how to view claim data and customize the information based on your needs through viaOne reports, advanced analytics and dashboards.

Host: David Gurecky

Date: **Tuesday, April 18, 2023**

Time: **10 a.m., Central Daylight Time (Chicago, GMT -05:00)**

[Click here to register for training](#)

Once you are approved by the host, you'll receive a confirmation email with instructions for joining the session. Sessions are limited to 500 attendees.