



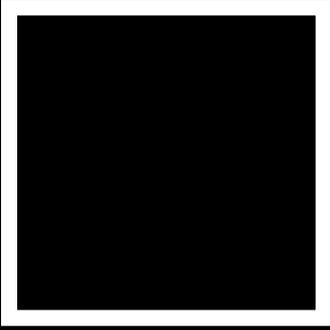
sedgwick®

## Sedgwick introduces Performance 360

*Delivering quality from every angle*

PERFORMANCE

360



# Is your quality experience nothing more than an exercise in box checking?

At Sedgwick, we know that audits are vitally important to ensure proper reserving of claims and to identify those that could end up in litigation. Sedgwick Performance 360 puts the spotlight on performance metrics while ensuring that all of your basic compliance requirements are met.

Our focus shifts from a traditional audit of claims to one focused on performance, service and outcomes.



## It's time for a new approach to quality –

and once again – Sedgwick is leading the way with an innovative solution.

The established industry standard for compliance auditing consists of a retrospective review of claims handling activity. But in the fast-paced claims industry, to be able to effectively impact the outcome of a claim, work needs to be evaluated as close as possible to when it is performed.

Sedgwick's approach to quality takes the assessment of claims management performance far beyond meeting basic industry compliance requirements by concentrating on program performance as well as conventional compliance principles. And our real-time process gives team leads the chance to coach examiners on the techniques that lead to better outcomes on all claims, not just those audited.

Here's an overview of the traditional industry approach – and the way Sedgwick is redefining quality in the claims industry.

## Compare for yourself.

## THE INDUSTRY WAY

## VS THE SEDGWICK WAY TODAY!

### Task-Focused Reviews

Traditional industry audits measure only compliance or the basic blocking and tackling of claims.

VS

### Outcomes-Focused Reviews

Sedgwick's Performance 360 quality approach focuses on a combination of performance and traditional compliance measurements. The primary enhancement is a shift to outcomes-focused reviews versus compliance-based audits only.

### Compliance Audits

The standard audit process puts little emphasis on the role quality and performance play in producing the best possible outcomes. Compliance audits are only viewed as tasks to be accomplished.

VS

### Performance Metrics

Performance 360 reviews performance separately from the compliance auditing process. Performance reviewers evaluate on key performance metrics including effective communication, proactive engagement, and results to determine whether claims are on track to the best possible outcomes. With a just-in-time evaluation process activities are promptly evaluated and adjusted to improve results.

### Process Management

The industry's supervisors are in many files regardless of the potential severity of claims and the schedule is often based on arbitrary time-frames. The number of audits required takes supervisors away from their primary responsibilities.

VS

### Focused Leadership

Sedgwick team leads play a key role by providing continuous guidance and training to examiners, not just through the evaluation of files, but through daily interactions and coaching. And by utilizing predictive analytics our team leads can determine when to review files to drive quality outcomes.

### Lack of Ownership

Due to a lack of ownership in the claims process, examiners check the appropriate boxes, but don't take the process further to intervene to improve outcomes.

VS

### Empowered Professionals

Sedgwick creates empowered examiners. We give our claims professionals the tools they need to succeed including access to team leads who provide support and ongoing guidance, a chief performance officer to oversee every aspect of quality, and predictive analytics.

### Retrospective Auditing

Within the timeframe of traditional auditing, outstanding issues are found long after they occur – when it could be too late to intervene. There are no processes in place to predict possible outcomes and to better identify potential problem areas.

VS

### Real-Time Lifecycle Auditing

Performance 360 stresses operational speed, as well as quality. By frequently reviewing key claim segments Sedgwick ensures a faster resolution while giving clients and ourselves the best opportunity for successful outcomes. This includes auditing via a three-tiered approach to evaluate performance in relevant claim lifecycles: initial development, mid-claim management and resolution.

### Vague Measurements

The audit process has no way to give clients the "big picture" or to measure success through the lifecycle of claims. Measurements may only occur at routine or planned intervals.

VS

### Documented Performance Analysis

Sedgwick offers performance scorecards that supplement the compliance program with performance analysis. By combining tiered auditing to measure compliance to industry, client, carrier and regulatory expectations with performance reviews to evaluate claim outcomes, Performance 360 provides a view of claims handling quality from every angle.

### To-Do Lists

The focus is on simply completing required audits.

VS

### "Ta-Da" Outcomes

Performance 360 impacts the outcomes of the file by focusing on how to achieve positive financial results.

### Hindsight

Feedback is not provided to examiners in "real-time." Recommendations for improvement come after the activity has taken place.

VS

### Progressive Foresight

Our tiered approach targets real-time behavioral changes and ensures examiners learn from current claims so they can better impact the next life phase of the file.

### Task Overloads

There is little focus on helping the examiner manage a caseload or in recognizing the challenges they face in their daily tasks.

VS

### Task Optimizations

Sedgwick actively evaluates work processes to ensure examiners focus their energy on tasks that add the most value to our clients.

## CHECK THE BOXES

&

## CHECK THE OUTCOMES TOO

**Performance 360 . . .  
redefining quality  
by shifting the  
focus from  
compliance alone  
to quality outcomes.**



If you'd like to find out more about our Performance 360 approach, visit our website or call us today.

**800-625-6588**  
[www.sedgwick.com](http://www.sedgwick.com)



360



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