



Sample IAIABC NextGen Award Nomination

This is an example of a winning IAIABC NextGen Award nomination. Nomination has been edited to remove names, organizations, and other identifiable information.

What notable projects/programs has the nominee worked on within their organization? Please provide a description, the nominee's role, and results, if applicable.

Since NOMINEE came to the ORGANIZATION in YEAR, he/she/they has been a vibrant, creative force for change and innovation. He/She/They has undertaken several notable projects as the TITLE of the DEPARTMENT, impacting the ORGANIZATION and workers' compensation across the nation in a very positive manner.

Beginning in YEAR, with legislative changes to the statute of limitations on medical provider claims, the ORGANIZATION has had inquiries in over X cases. Because of NOMINEE's innovative thought in designing the global mediation initiative, these medical provider claims and inquiries have been processed in the DEPARTMENT under this new global mediation strategy which NOMINEE researched and designed with our technical team.

NOMINEE's innovative thought and strong leadership have led to new and diverse mediation strategies, specifically including the development of a protocol for global mediation of many claims at once, and then automating that process. He/She/They led the team which provided the mediators involved with the information necessary to successfully mediate them to resolution. As a result of this global mediation strategy developed by NOMINEE, the ORGANIZATION was able to increase the number of successfully mediated ADR cases by X% between YEAR over YEAR.

NOMINEE's work in developing the global mediation process has streamlined many administrative processes and resulted in a quicker and more efficient resolution to thousands of medical provider claims, resulting in final settlements. The global mediation strategy has been shared with several jurisdictions across the country.

In addition to the establishment of the global mediation strategy, NOMINEE also led the automation of the global mediation strategy. Based on the YEAR experience, he/she/they worked collaboratively with staff in DEPARTMENTS to develop an automated process to mimic the manual one he/she/they initially developed. This automation required NOMINEE to detail the medical provider claims process and the mediation requirements, develop the automated requirements, test the proposed system and reporting requirements before going live.

Initially released in YEAR, X feature has since been refined and upgraded in YEAR releases. NOMINEE led the department in testing, training, and development of the automated system. Since its implementation, ADR has created batches of claims for processing, successfully

processing over X claims. In X situations the parties agreed to mediation with a X% rate of resolution.

What strengths and/or accomplishments has the nominee shown that have positively impacted their organization or the greater workers' compensation community? Please provide specific examples.

The creation and automation of a business process for handling the mass filing of medical provider claims has greatly increased the efficiency of the ORGANIZATION. NOMINEE's leadership and innovative thought creating this automated process has created a more efficient system of service delivery. The global mediation and automation of this process, as led by NOMINEE, has resulted in the tremendous staff and budget savings. ADR events have increased over X% during NOMINEE's tenure here in the ORGANIZATION. While this tripling of ADR events appears monumental, NOMINEE's development and automation of the global mediation initiative has eliminated the need to increase staff resources, which would have been required without it. Further, as a result of this initiative, the claims have for the most part been resolved in ADR, so that the judicial system is not overwhelmed by them.

Service delivery has been improved, it is more timely, and settlements have resulted in this new, innovative approach to thousands of medical provider claims which in the past would have taken months if not years to resolve. Processing has been achieved without an increase in ADR staff, saving several hundred thousand dollars for salaries, training and operational costs for the ORGANIZATION. These are the results of NOMINEE's initiative, drive and innovative thoughts being executed.

NOMINEE has also held leadership positions in other areas of the ORGANIZATION. He/She/They serves on the Leadership Team.

What qualities make the nominee stand out among their colleagues and/or peers?

He/She/They created a new systems analysis and review process which evaluated requests for system changes based on the ORGANIZATION's core values. These values include: integrity, accountable, respect, reliable, impartial, effective, innovative. ORGANIZATION is focused on its vision, mission and core values. Tying systems changes to our core values was creative and helped to ensure the focus of these changes would have a positive impact on our core values and ultimately our mission.

This process which NOMINEE developed also helped the collaboration between the different departments to improve as each Manager had to tie their system enhancements to core values and explain the relationship that existed and the impact on achieving our vision to "lead the nation as the most effective and innovative state agency." NOMINEE's leadership on this initiative has resulted in the highest priority system changes being implemented and the impact on our agency overall has been extremely positive, moving from a department centered change to a ORGANIZATION wide modification.

Statement of Support (required for finalist nominees only)

The ORGANIZATION has a secret worth sharing. Here it is: To life's iconic short-list of NOMINEE guarantees (death, taxes), we offer a counterbalancing force of nature, our NOMINEE. His/her/their positive attitude, contagious energy and generosity of spirit are transformative. As proof, we offer as Exhibit A, the success of our DEPARTMENT where NOMINEE works as a TITLE. NOMINEE created an administrative process that enabled us to globally mediated hundreds of claims, and then he/she/they designed the automation of that process. Although NOMINEE was the original creative force behind that project, he/she/they is a consummate team player. The employees he/she/they supervises, as well as those who supervise him/her/them and those from other departments, followed his/her/their lead. NOMINEE's leadership helps ORGANIZATION achieve our mission, and keeps us at the forefront of innovation in workers' compensation.