

Hays Report “EEOICPA Program Process Enhancements and Efficiency Improvements”

Significant Hays Recommendations (Grouped and Summarized)	Agree/disagree	Implementation plan/ Reason for disagreement
Case Management System—CMS <ul style="list-style-type: none"> • Computer system should provide additional functionality for case management staff. 	AGREE	<ul style="list-style-type: none"> • Some of the suggested functionality has already been provided in the September 2003 upgrade. DOE is evaluating additional functionality for the next upgrade (scheduled March 2004).
Hotline and Outreach— <ul style="list-style-type: none"> • Use Hotline for information gathering, dissemination • Suspend Traveling Resource Centers • Send mailing to applicants at end of QC process 	AGREE DISAGREE AGREE	<ul style="list-style-type: none"> • This is current practice; DOE will evaluate ways to improve its effectiveness. • DOE does not believe that restricting applicants from applying is the appropriate way to reduce its case backlog. • This is current practice in most cases; DOE will extend to all cases.
Intake/Mailroom— <ul style="list-style-type: none"> • Consolidate information related to a case in a single file • Work cases in batches, rather than first in, first worked 	AGREE AGREE	<ul style="list-style-type: none"> • DOE has already taken these steps. • The degree to which this will be implemented is under evaluation.
Records, File Room, QC— <ul style="list-style-type: none"> • Use Barcode File Tracking System • Use Different System for Records Room Organization • Use CMS for file tracking • Establish Recovery Process 	AGREE AGREE AGREE AGREE	<ul style="list-style-type: none"> • Implementation pending assessment of costs, benefits. • Implementation pending expansion of file storage capacity. • Functionality currently under development. • DOE is evaluating options for implementation.
Quality Control: Triage Cases to— <ul style="list-style-type: none"> • Identify ineligible • Accelerate simple cases • Eliminate cases with no possibility of toxic exposure • Start info requests from QC process 	AGREE AGREE UNDER CONSIDERATION AGREE	<ul style="list-style-type: none"> • DOE already conducts an initial eligibility review, and will look to implement an acceleration scheme. • See above. • DOE will evaluate whether it can eliminate such cases without Physician Panel review under current statute. • DOE is taking steps to implement.

<p>Case Development—</p> <ul style="list-style-type: none"> • Speed DOE Field Records Work by Using Financial Incentives and Penalties for Performance • Use Resource Centers to Request DOE data • Shift Burden of Proof to Applicants 	<p>PARTIALLY AGREE</p> <p>AGREE</p> <p>DISAGREE</p>	<ul style="list-style-type: none"> • DOE agrees with the intent and is evaluating contractually viable options to accelerate records retrieval. • DOE has already begun to develop this capability. • Conflicts with Secretarial direction provided during rulemaking process to treat these workers more fairly.
<p>Case Management—</p> <ul style="list-style-type: none"> • Restructure Staff Roles and Duties: Remove administrative burdens from Case Managers; elevate them to a review/ approval role, with admin support. 	<p>AGREE</p>	<ul style="list-style-type: none"> • Already being implemented. Case Manager role now emphasizes higher-level review, with additional staff added in support capacity. <p><i>(NOTE: Hays indicated that this is highest priority, highest payback of their recommendations)</i></p>
<p>Physician Panel Process—</p> <ul style="list-style-type: none"> • Standardize Panel Report Format • Bring MDs together (not “virtual” panel) • Use 1 physician per panel, not 3 	<p>AGREE</p> <p>AGREE</p> <p>UNDER CONSIDERATION</p>	<ul style="list-style-type: none"> • Already implemented. • DOE is setting up “in-residence” panels in DC area. • DOE is evaluating this suggestion, along with others that would improve Panel productivity. Implementation of this suggestion will require changes to DOE Rule with commensurate rulemaking comment time period.