



issa

EXCELLENCE IN SOCIAL SECURITY

ISSA Good Practice Awards Americas 2020

Competition results



www.issa.int/gp

Celebrating the best of social security

The ISSA Good Practice Award is a celebration of hard work and success in improving the ways that social security institutions work, in order to achieve excellence in delivering social security.

The Award recognizes good practices in the administration of social security carried out by ISSA member organizations, and provides a unique opportunity for institutions to present their significant administrative initiatives and innovative solutions to a global audience.

The ISSA Good Practice Awards are given out on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. With the postponement of the Regional Social Security Forum for the Americas to December 2021 due to the COVID-19 crisis, these competition results are presented at the Social Security Virtual Summit for the Americas on 3 December 2020.

The Good Practice Award Jury

For the 2020–2022 triennium, the Jury of the ISSA Good Practice Awards is composed of recognized social security experts with global and regional knowledge and experience.

ISSA Good Practice Award topical areas 2020–2022

- Actuarial
- Communication
- Compliance and contribution collection
- Demographic changes
- Digital economy
- Disability
- Employment
- Error, evasion and fraud
- Extension of coverage
- Family benefits
- Governance and administration
- Health
- Information and communication technology
- Investment
- Maternity
- Migration
- Mutual benefit societies
- Occupational accidents and diseases
- Old age - pensions
- Prevention of occupational risks
- Return to Work
- Service quality
- Shocks & extreme events
- Social assistance
- Social policies & programmes
- Workplace Health Promotion

Results of the ISSA Good Practice Award – Americas 2020

A record number of 138 entries from 30 organizations in 18 countries competed for the 2020 ISSA Good Practice Award for the Americas. The Jury decided to give the Award to Employment and Social Development Canada for *Service transformation: Design-thinking and the Acceleration Hub*. The Jury also gave 113 Certificates of Merit, 29 of which received a special mention.

Good Practices on the ISSA Web Portal

The winning entries of the ISSA Good Practice Award for the Americas are available on the ISSA web portal www.issa.int/gp, which also allows access to the ISSA Database of Good Practices from around the world.

Good Practices and ISSA Guidelines

The Good Practices provide a rich source of references for the ISSA Guidelines on various aspects of social security administration: www.issa.int/guidelines

Winner

Canada

Employment and Social Development Canada

Service transformation: Design-thinking and the Acceleration Hub

Summary

This is a comprehensive overview of Employment and Social Development Canada's (ESDC) multi-year Service Transformation Strategy, including good practices around design-thinking and innovation in engaging employees.

The process of Service Transformation goes beyond improving services to Canadians – it means building new organizational and governance structures, developing new capabilities, integrating service management, changing our workplace culture, breaking down silos between programs and branches/regions, listening to our employees, and applying an agile design process. Our target is to transform services across four pillars of modern service delivery:

- Experience – a world-class experience delivering benefits and services when clients need them;
- Quality – accurate and consistent service, no matter where clients live;
- Timeliness – issues resolved the first time clients contact us; and
- Access – clients have 100% accessibility, with digital-by-choice everywhere.

The main objectives for establishing the Acceleration Hub space and adopting the design-thinking, client-centric methodology for service design and solutions were to:

- Provide a venue and method to bring together clients, subject matter experts, and professionals from service delivery channels, policy, program design and information technology;
- Support an immersive, co-creation model;
- Disrupt the normal way of doing things and foster a “collaborative by default” approach; and
- Apply a design-thinking/client centric approach to implementing solutions.

Concrete results include:

- Creation of a department-wide transformation roadmap that details new solutions and modifications to existing solutions based on a co-design, collaborative process involving all departmental stakeholders.
- Implementation of technology to support cross-country collaboration, using smart boards and virtual meeting rooms.
- Introduction of automatic enrolment for the Guaranteed Income Supplement and Old Age Security so that recipients will receive benefits without having to apply.
- Launch of ESDC's first mobile app, the job bank job search app with the objective of helping Canadians find jobs at their fingertips

One of the main lessons learnt was that consultation and co-design of solutions with both stakeholders and clients is paramount to ensuring that the needs of the user are represented in the end state.

Certificates of Merit with Special Mention from the jury

Argentina

Federal Social Insurance Council

Transparency portal: The value of open data

Superintendency of Occupational Risks

Julietta Lanteri, Argentina's first civil service chatbot

Brazil

National Social Security Institute

Automation of benefits: End-to-end digital transformation

Meu INSS – Service Centre

Canada

Employment and Social Development Canada

Using artificial intelligence (AI) to identify vulnerable Canadians

Chile

Mutual for Safety CChC

Model of Mutual for Safety CChC to manage occupational health and safety for workers in micro, small and medium-sized enterprises: Mass approach to risk

Colombia

Colombian Pension Administrator

BEPS Naranja: Extending social security coverage to informal workers in the creative economy through Periodic Economic Benefits (BEPS)

Welfare programme for pensioners

Costa Rica

Social Insurance Fund of Costa Rica

Home delivery of medicines to patients with chronic pathologies and older adults in the COVID-19 context

Impact of a pharmacotherapeutic monitoring programme for hypertensive patients using an ambulatory blood pressure monitor at Cariari healthcare centre, from May 2018 to February 2019

Integrated mobile family record system (*SIFF Móvil*)

Leave of absence granted under Law 7756: Benefits for caregivers of terminally ill patients and seriously ill minors

Single Digital Health Record application (*Expediente Digital Único en Salud* – EDUS app)

Strengthening risk management in the three levels of healthcare, pensions and the institutional administrative component: Management of operational and strategic risks

Ecuador

Ecuadorian Social Security Institute

Innovation in the humanization of services offered by the *Centro Clínico Quirúrgico Ambulatorio Hospital del Día Central Loja*

Mexico

Mexican Social Security Institute

COVID-19 patient update service for family members: Nursing registration, information and care sheet

My Digital Pension

Pilot programme: Incorporation of domestic workers

Peru

EsSalud - Social Health Insurance Institute

A spread alert for COVID-19: The heat map of the Business Intelligence and Data Analytics Unit

Business Intelligence and Data Analytics Unit: Discovering what lies beneath the data

“Changing lives”: Social and labour market inclusion of persons with disabilities

No-Red-Tape Breastfeeding Benefit: Prioritizing newborn baby care with a timely financial benefit

Strengthening of comprehensive care for patients with rare diseases: Systemic lupus erythematosus at Guillermo Almenara Irigoyen Hospital

Virtual integrated platform for insured persons (VIVA)

Uruguay

Social Insurance Bank

Automation of the receipt and uploading of applications from citizens and users (through Robotic Process Automation – RPA)

Good practices and successful experiences in extending coverage to domestic workers

Improving the agility and quality of the delivery of ICT services

National register of support providers (RENOA)

The use of disruptive technologies towards the monitoring of inclusion and compliance with social security obligations

Certificates of Merit

Anguilla

Anguilla Social Security Board

Unemployment/Underemployment Assistance Benefit (UAB) COVID-19: A web-based application

Argentina

Federal Social Insurance Council

Contributions Control System (SICA): Integrated personal and employer contributions system

Digital transformation of pension services: Online pension services

Online collection system: Declaration of personal and employer contributions application

Mutual Association for the Protection of the Family

System to optimize access to medical appointments

National Social Security Administration

Emergency family income (IFE)

Virtual assistance platform

Secretariat for Social Security

Improvements to Unemployment Insurance

Increasing levels of equity: Reform of special pension schemes

Superintendency of Occupational Risks

Virtual reception

Bahamas

The National Insurance Board

Shocks and extreme events: COVID-19 crisis

Brazil

DATAPREV - Social Security Information and Technology Enterprise

Meu INSS: A success story in the digital transformation policy of the Brazilian State

Ministry of Finance – Secretariat for Social Insurance

Diligence Crisis Cabinet (GCD)

National Campaign for the Prevention of Accidents at Work (CANPAT)

Online unemployment benefit procedures

National Social Security Institute

Artificial intelligence (AI) and health management: Combating fraud in social security

Challenges for the return to work of persons with a significant reduction in their working capacity: Case of a quadriplegic worker who returned to work

Helô, the National Social Security Institute's virtual assistant

Project *Escuta*: Qualified online listening for National Institute of Social Security staff

Service Gate: Revolutionizing the work of the National Social Security Institute

Trails of learning

Canada

Employment and Social Development Canada

One-time tax-free payment for seniors

Chile

Mutual for Safety CChC

Development of emergency mechanical ventilators during the COVID-19 pandemic: Joint effort by the Mutual for Safety CChC and the TECCAP-TPI Engineering Consortium

Mobile Critical Risk Training Centres

Occupational safety and health training in times of COVID-19: Digital transformation in training processes

Preventing occupational risks during the COVID-19 pandemic: Applying the COVID-19 preventive guidelines at businesses

Colombia

Colombian Pension Administrator

Digital transformation for special protection in old age: 100 per cent online pension application

Receiving your pension without leaving your home: Bank payment of pensions

COLSUBSIDIO - Colombian Family Allowances Fund

Inclusive COLSUBSIDIO pharmacy service for the inclusion of people with disabilities: Colombia's first inclusive pharmacy

Costa Rica

Social Insurance Fund of Costa Rica

Automated solutions for intelligent health analytics: Support for managing the COVID-19 pandemic in Costa Rica

Implementing the programme "Active Breaks" in the Human Talent Management Unit at San Juan de Dios Hospital, Costa Rica

Incorporation of change management methodology into the process for implementing the Single Digital Health Record of the Social Insurance Fund of Costa Rica: People first

Record of the Social Insurance Fund of Costa Rica: People first

Use of QR codes in patient education

Curaçao

Social Insurance Bank

Embedding mandatory feedback reporting and optional referral note appraisal as data input in pursuit of value-based healthcare

Dominican Republic

Superintendence of Pensions

Road map to promote pension education: Projects and initiatives

Ecuador

Ecuadorian Social Security Institute

Automated cross-check for available funds when an employer or affiliated person is in arrears with their contributions

Correct patient identification in health care

Integrated management model for monitoring evasion, under-declaration and complaints: Error, evasion and fraud

Managing agreements with collection agencies for the recovery of payments in favour of the Ecuadorian Social Security Institute, as well as monitoring and controlling compliance

Virtual medical consultation: Teleconsultation

Virtual procedures

Grenada

National Insurance Board

Implementation of unemployment benefit

Guatemala

Social Security Institute of Guatemala

Medication home delivery system for affiliates of the Social Security Institute of Guatemala

Service quality: Non-conformities

The monitoring and evaluation management information system SIGME, an effective tool for achieving the goals of the Institutional Strategic Plan for 2018–2022

Mexico

Mexican Social Security Institute

Competitive selection process for delegates of the Mexican Social Security Institute

Course to enhance the treatment of pregnant women

Design and manufacture of a low-cost video laryngoscope: A project implemented by the Biomedical Engineering Division of the UMAE Paediatric Hospital CMN *Siglo XXI* of the IMSS

Developing competencies for nursing staff caring for patients with COVID-19

Digital survey to assess the organisational climate: A practice by Sevilla Childcare Centre 35 of the Mexican Social Security Institute

IMSS Analytics: The importance of data in the provision of care during the COVID-19 pandemic

IMSS Massive Open Online Courses Platform (CLIMSS): Health literacy

Institutional model for competitiveness

Interim algorithms for dealing with COVID-19

National Research Committee of the Mexican Social Security Institute: Electronic evaluation and monitoring of health research protocols

Preliminary Report Authorised Support Unit (UHAP): Formalisation of collaboration agreements with the pharmaceutical industry and preliminary reports on research protocols from the Federal Commission for the Protection against Sanitary Risks (COFEPRIS)

Processing of maternity and COVID-19 leave via digital platforms

Programme for the improvement of care for people living with HIV

Registration system for users with COVID-19

Systematic approach to CV evaluation of Mexican Social Security Institute researchers

State Employees' Social Security and Social Services Institute

Access to health and social security protection with equality and without discrimination against lesbian, gay, bisexual, transgender, queer, intersex, asexual and pansexual (LGBTQIAP) people who are beneficiaries of the State Employees' Social Security and Social Services Institute

Comprehensive care strategy to respond to the COVID-19 epidemic

Electronic personal loan allocation system

Healthy ageing: Gerontological modules

Project to reduce delays in the enforcement of pension rulings

Supervision and medical auditing

Panama

Social Insurance Fund

Advanced technologies for the automation of the implemented processes
Home delivery of medicines

Paraguay

Social Insurance Institute

Payment of financial compensation to insured persons owing to the suspension of employment contracts

Peru

Derrama Magisterial

A culture of good corporate governance and compliance
Collection management: Automating the collection of pension contributions
Implementing the model for excellence in management
Optimizing the pension management process: Online granting of death benefits
Pension management: Affiliation system for teachers

EsSalud - Social Health Insurance Institute

Improving the timeliness and safety of extra-hospital care for EsSalud users via permanent monitoring strategies
Teleconsultation at EsSalud: Building a key process for the care of patients with chronic illnesses in the context of the COVID-19 pandemic
The process of managing pregnancy and post-pregnancy in the Juliaca Healthcare Network – EsSalud
Towards the management of safe hospital facilities: Implementing an excellence management model – GEMSES
Villa Panamericana: Increasing hospital supply via the launch of the Care and Isolation Centre for COVID-19 Patients

Uruguay

Bank Employees' Pension Fund

Electronic file processing: A new era, as paper files are consigned to history

Catholic Workers' Circle of the Uruguay Mutual Fund

A comprehensive approach to gender-based and generational violence
Implementation of institutional policy in the COVID-19 pandemic, applied to the employees of a health insurance mutual fund in Uruguay
Strengthening the existing service providing differentiated care for teenagers and young people
The power of communication in a pandemic: The experience of a health insurance mutual fund in Uruguay with the use of social media as a basis for internal and external communication

Attestations

Argentina

Federal Administration of Public Resources

- Digital occupational communications: Closer to employees
- Digital submissions
- Tool for publishing non-system communications

Mutual Association for the Protection of the Family

- Workshop for 8 March: International Women's Day

Costa Rica

Social Insurance Fund of Costa Rica

- 2019 annual evaluation of the Institutional Strategic Plan for 2019–2022 of the Social Insurance Fund of Costa Rica: Results and opportunities for improvement
- Implementing the research project ESTAMPA, a multicentre study, within the organizational structure of the Central Pacific Region
- Patient safety in the prevention and monitoring of pressure sores
- Programme to monitor the state of health of the population with COVID-19 during their isolation
- Thinking about my community: Protocol for the disposal of syringes and sharps

Ecuador

Ecuadorian Social Security Institute

- Acquisition and implementation of a corporate integrated technological solution for information, communication and storage of radiological images (RIS PACS) in healthcare centres of the Ecuadorian Social Security Institute

Guatemala

Social Security Institute of Guatemala

- Response of the Social Security Institute of Guatemala to the COVID-19 pandemic: Flexibility measures for the benefit and protection of pensioners in the Invalidity, Old-Age and Bereaved Families Programme
- Technology for development: Use of electronic form to confirm, in real time, the right to be a voluntary contributor to the Invalidity, Old-Age and Bereaved Family Programme

Mexico

Mexican Social Security Institute

- Application for support from the Education Development Fund (FOFOE) for educational processes
- Specialist care for pregnant women at high risk, with complications or obstetric emergencies affiliated to *IMSS-BIENESTAR* in second- and third-tier hospitals of the Mexican Social Security Institute

State Employees' Social Security and Social Services Institute

- COVID-19 telephone assistance programme
- Decent and quality treatment in emergency waiting rooms at second- and third-level care units
- Generation, dissemination and training of operational guides and institutional guidelines for the provision of care during the SARS-CoV-2 (COVID-19) epidemic
- Integrated COVID-19 care strategy for the elderly
- Interinstitutional liaison and relations strategy
- One-Stop Shop for Beneficiaries: Pilot programme, Buenavista office, Mexico City

Promotion of active ageing among the beneficiaries of the State Employees' Social Security and Social Services Institute: Improving living and health conditions at the Centre for Studies and Support of Elderly Adults (CEAAM)

Peru

Derrama Magisterial

Pension management: Expanding coverage of pension services

Programme of face-to-face relations with teachers

Sustained scheduled implementation of Derrama Magisterial's comprehensive quality management system

Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي



ISSA General Secretariat

4 route des Morillons
Case postale 1
CH-1211 Geneva 22

T: +41 22 799 66 17

F: +41 22 799 85 09

E: issa@ilo.org

www.issa.int



The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 160 countries.