



Ipsos Reid



Injured Workers: Wave 4: September 2014

Tables and Charts



Reported herein are the results of five waves of the Injured Workers survey. A total of 800 telephone interviews are conducted for the first two waves, followed by 910, 961, and 800 interviews conducted for the subsequent measures. Injured workers with the following types of claims are included in the sample:

- Allowed Wage Loss Claims that were active in the previous three months
- Claims 30 days or over, and
- Kept-on-Salary (KOS) claims that appear as medical-only are included.

Excluded from the research are injured workers with:

- Medical treatment-only claims
- Injured workers with legal representatives
- Injured Workers that reside outside of Washington State, and
- Respondents from previous waves of this survey that have been interviewed within the last 6 months.

The interviews were conducted from:

- Baseline: February 21 to March 8, 2012
- Wave 1: September 19 to October 5, 2012
- Wave 2: September 20 to October 12, 2013
- Wave 3: April 23 to May 2, 2014
- Wave 4: September 23 to October 7, 2014

The interviews are conducted in the respondent's choice of English or Spanish, and the proportion of Spanish interviews is controlled to correspond with the proportion of workers tagged as Spanish-speaking among L&I's injured worker customers.

The sample was selected in proportion to the distribution of claims by age over a two year period. The distribution used is that of claims opened between 2009 and 2011. This reflects the profile of claims opened during a two-year period, rather than all claims in the pipeline, which would result in a disproportionately high number of older claims.

Completion Rate

The final call dispositions for Wave 4 are as follows. The completion rate is high.

	Number	Percent
Completed Interviews	800	20%
Break-offs	28	1%
Disqualified	223	6%
Language Barrier	678	17%
Appointments	134	3%
Refusals	369	9%
Telephone Was Not Answered	1435	36%
Not in Service	317	8%
Total Sample Dialed	3984	100%

Margin of Error and Statistical Significance

Surveys based on random samples are subject to sampling error due to the fact that not everyone in the entire population was surveyed. The reliability of survey results is often reported as a range within which the actual result is expected to fall. This range is based on a specified level of probability, typically 95%.

Data based on the Wave 3 sample of 800 has a sampling error of $\pm 3.5\%$ at the 95% threshold. Thus, if a result of 50% is attained based on this sample, we can be sure, 95% of the time (or 19 times out of 20) that the result of a census would be between 46.5% and 53.5%.

Data based on sub-groups is subject to greater margins of error. Examples of sub-groups and the associated margins of error are provided to follow.

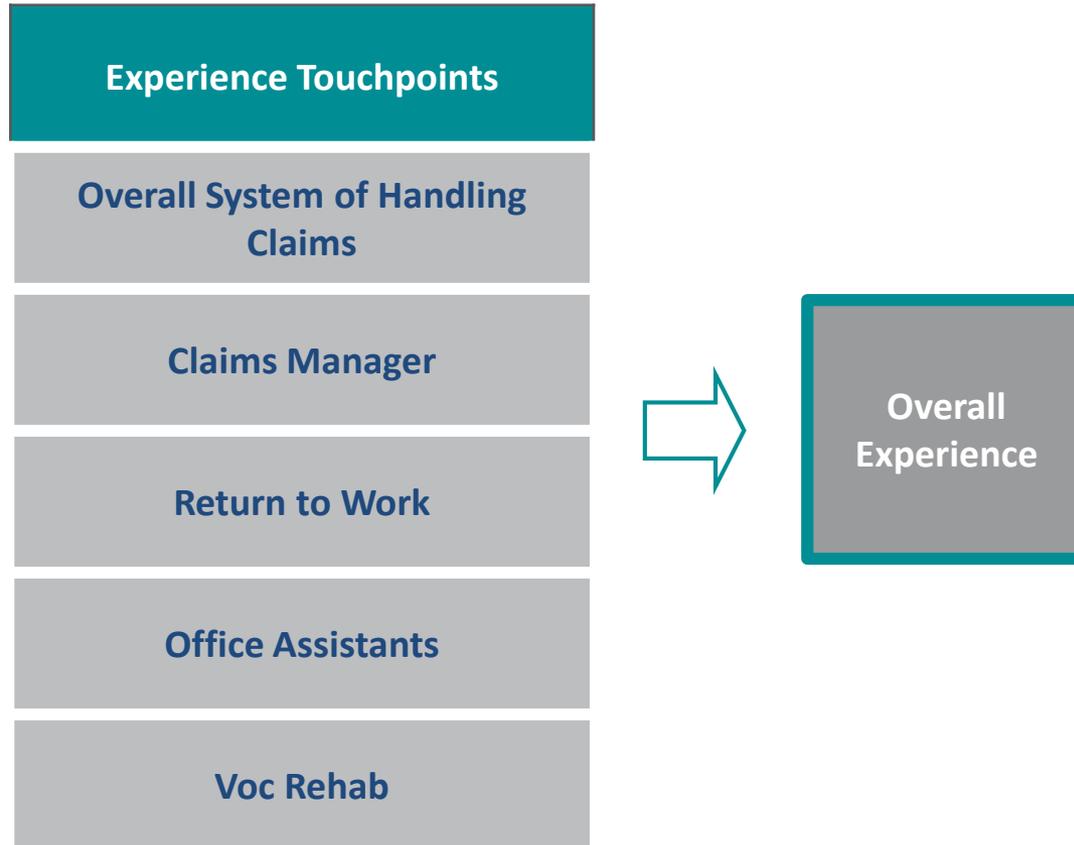
	Sample Size	Margin of Error*
Wave 4 Total	800	$\pm 3.5\%$
Claims 30 to 180 days	300	$\pm 5.7\%$
Smaller groups of respondents (e.g.)	100	$\pm 9.8\%$
* For a result of 50% at the 95% confidence interval.		

Throughout this report, circles  are used to denote sub-groups with scores that are statistically significantly higher than other sub-groups.

Arrows   denote statistically significant changes from wave to wave.

Note that the percentages for rating scale questions are based on respondents who gave a rating.

Injured Worker Model

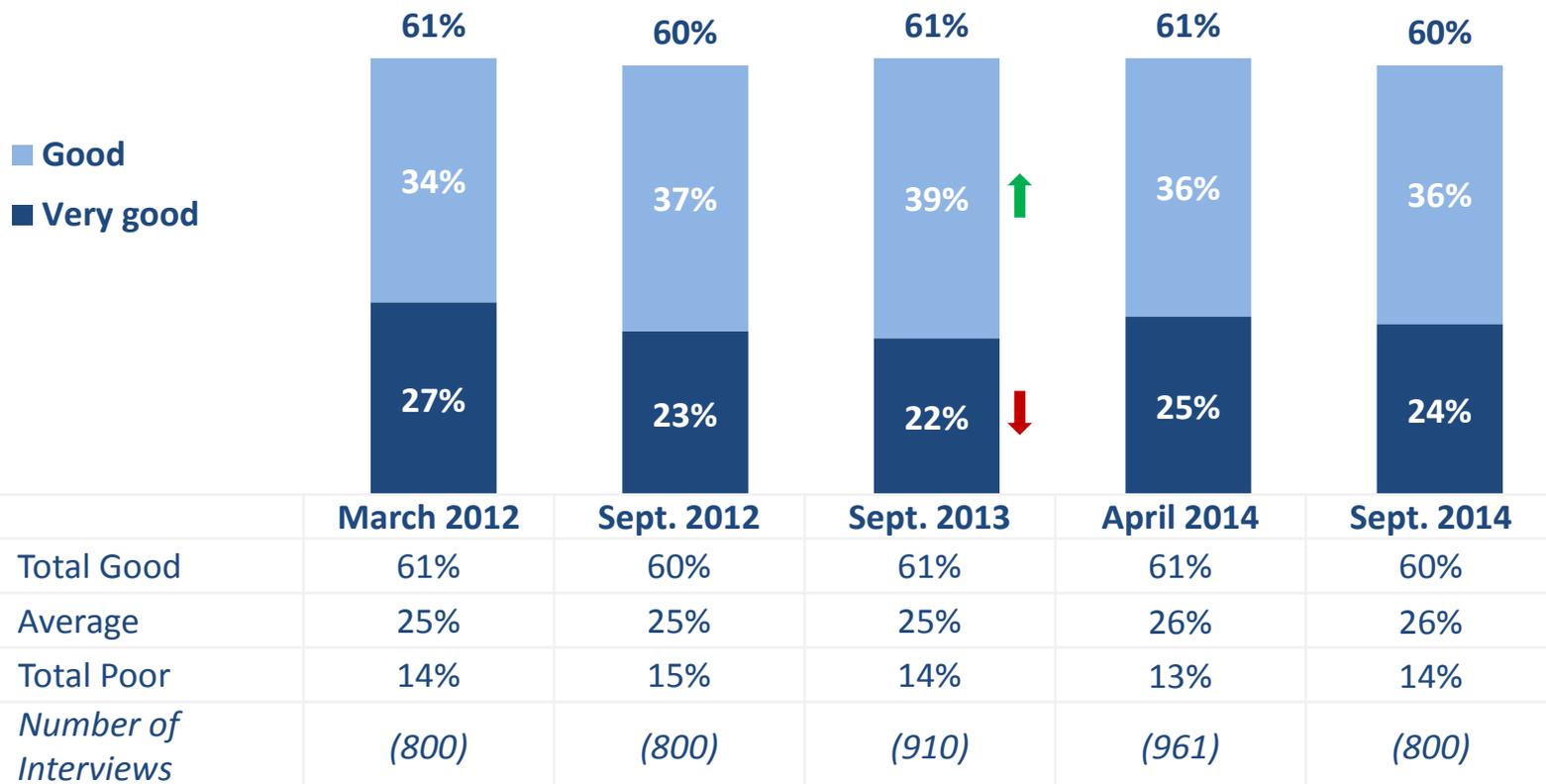


Injured Worker Model

Touchpoints	Drilldowns									
<p>System of Handling Claims</p>	Providing accurate information about your claim		Keeping you informed	How long it took to approve medical treatment			Having a clear, understandable claims process			
<p>Claims Manager</p>	Being helpful and friendly	Answering your questions	Listening to you and understanding	Explaining reasons for decisions	Getting back to you in a timely manner	Caring about your well-being	Asking about concerns about RTW	Letting you know what would happen	Actively involving you in discussing next steps	
<p>Return to Work</p>										
<p>Office Assistants</p>	Being helpful and friendly		Answering your questions or resolving your concerns							
<p>Voc Rehab</p>	Getting back to you in a timely manner	Listening to you and understanding	Letting you know what would happen next for you		Caring about your well-being	Discussing the possible outcomes of the AWA				

 = Top Priority
 = Secondary Priority

Overall Experience Working with L&I Workers

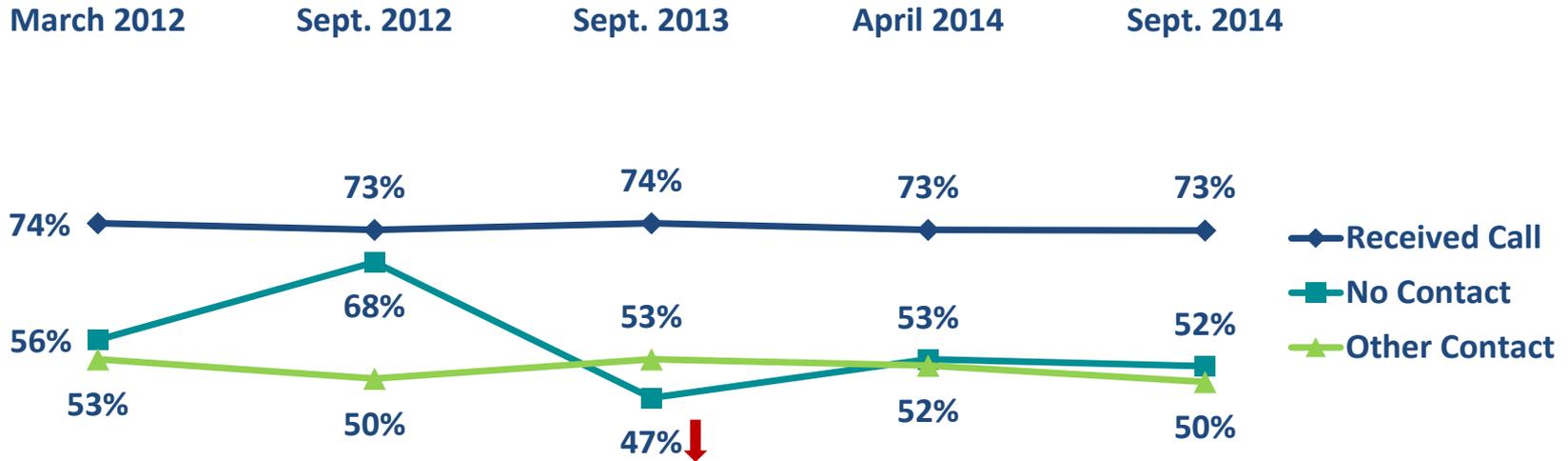


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents

Impact of Contact with Claims Manager on Overall Experience

Workers

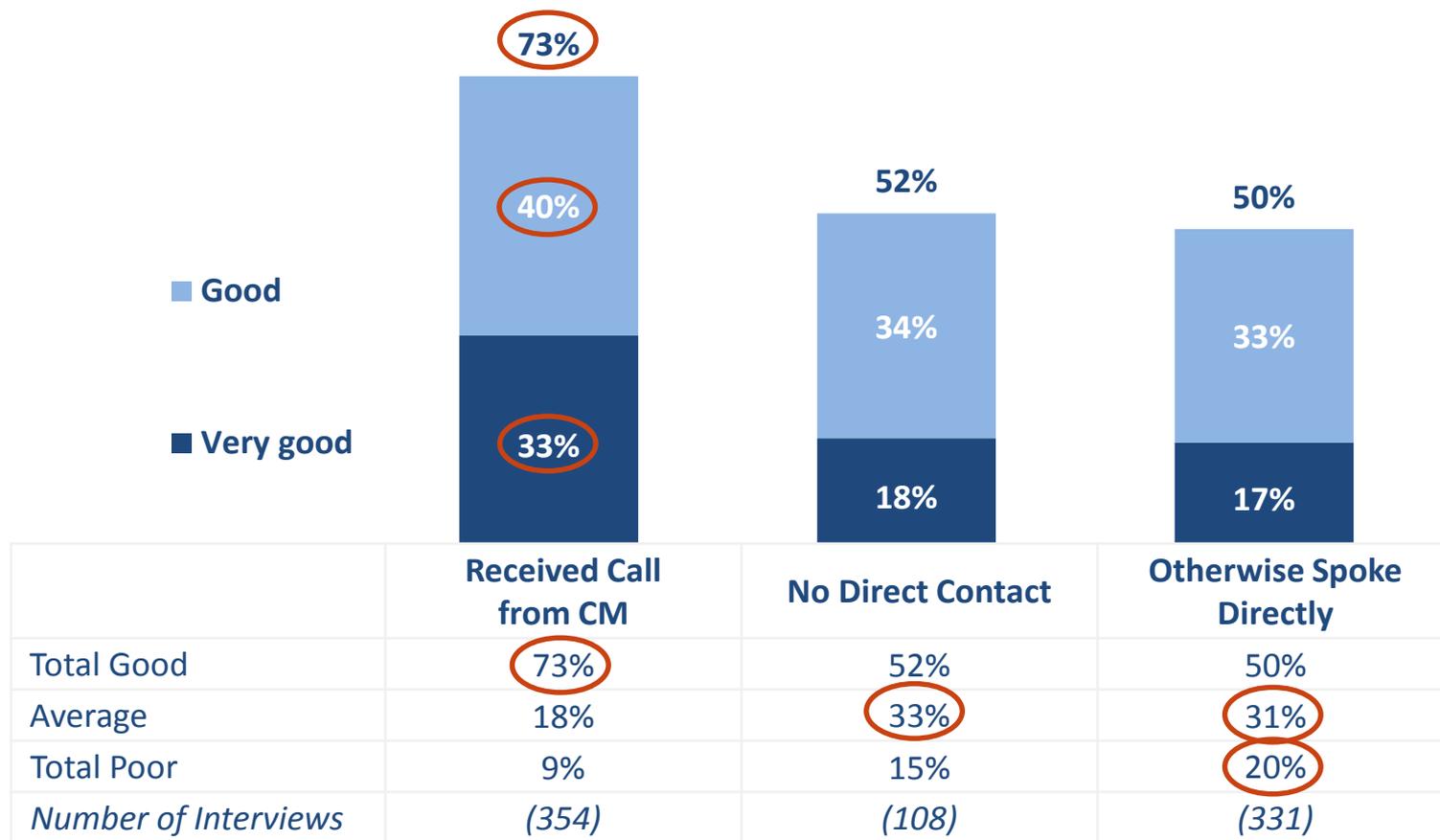


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents (n=800/800/910/961/800)

Impact of Contact with Claims Manager on Overall Experience

Workers: September 2014

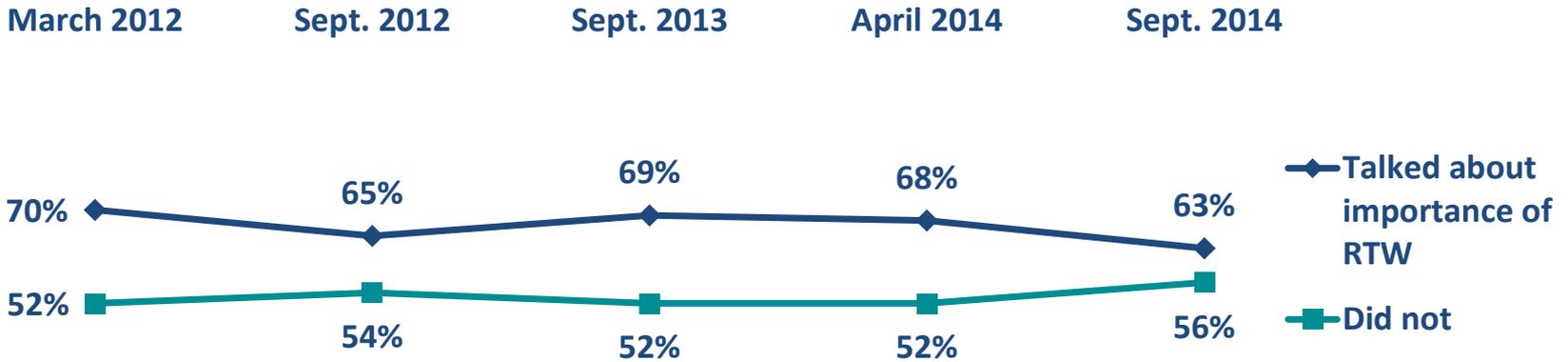


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents (n=800)

Impact of Talking about RTW on Overall Experience

Workers

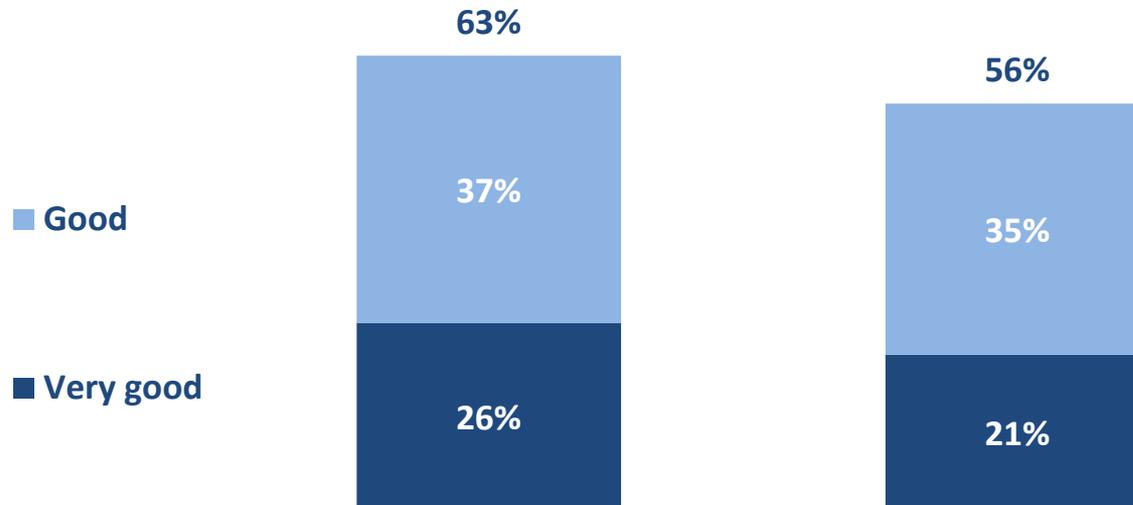


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents (n=800)

Impact of Talking about RTW On Overall Experience with L&I

Workers: September 2014



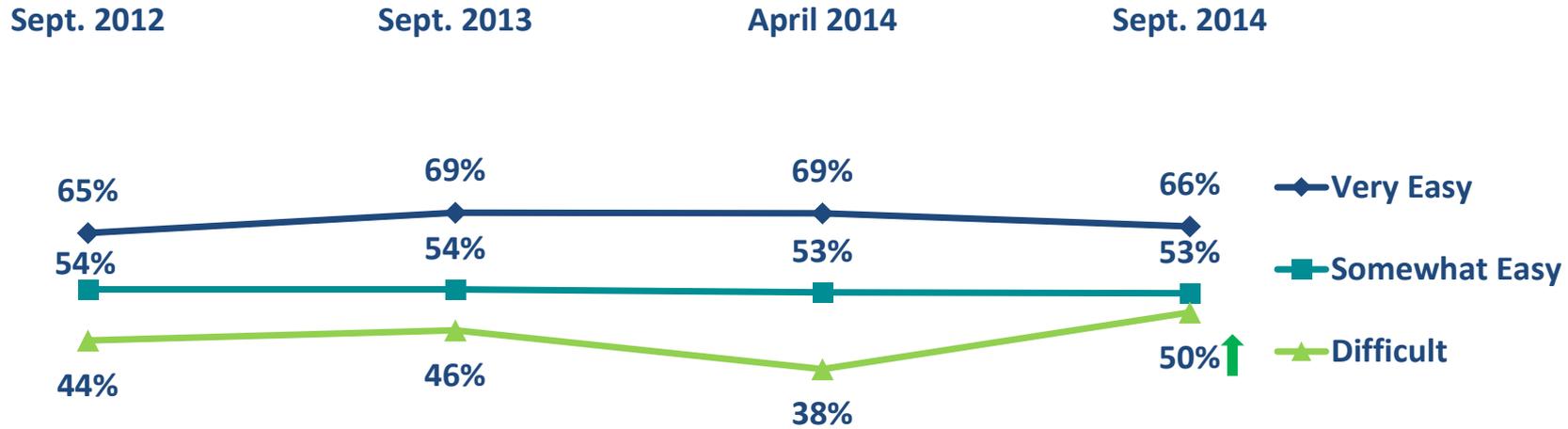
	L&I talked about importance of RTW as soon as medically possible	Did Not
Total Good	63%	56%
Average	25%	28%
Total Poor	13%	16%
Number of Interviews	(329)	(350)

Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents

Impact of Ease of Finding a Medical Provider on Overall Experience

Workers

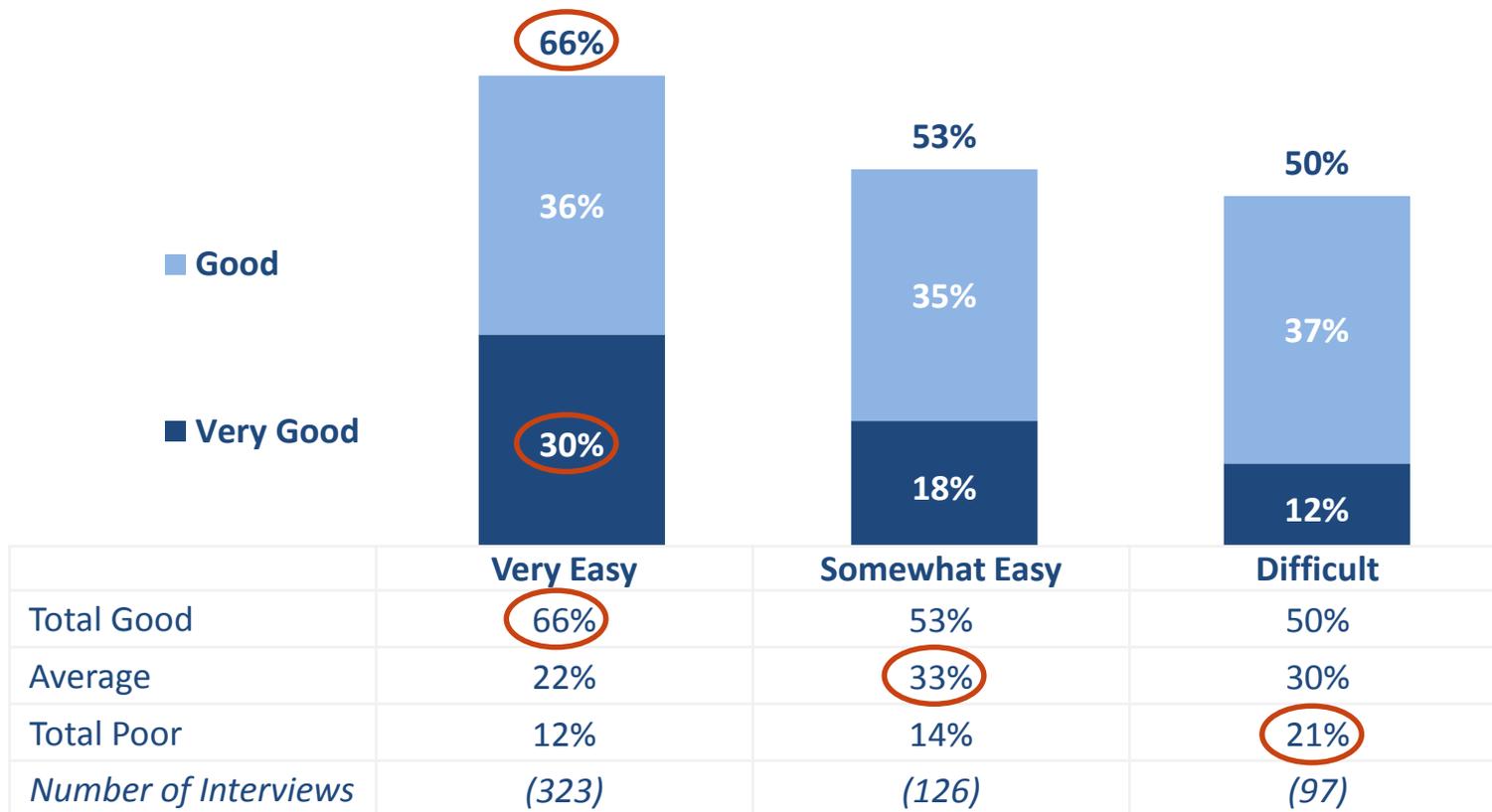


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: Injured workers who used a medical provider other than their regular doctor (n=592/652/676/546)

Impact of Ease of Finding a Medical Provider on Overall Experience

Workers: September 2014



Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: Injured workers who used a medical provider other than their regular doctor

Overall Experience by Age of Claim Workers

March 2012 Sept. 2012 Sept. 2013 April 2014 Sept. 2014

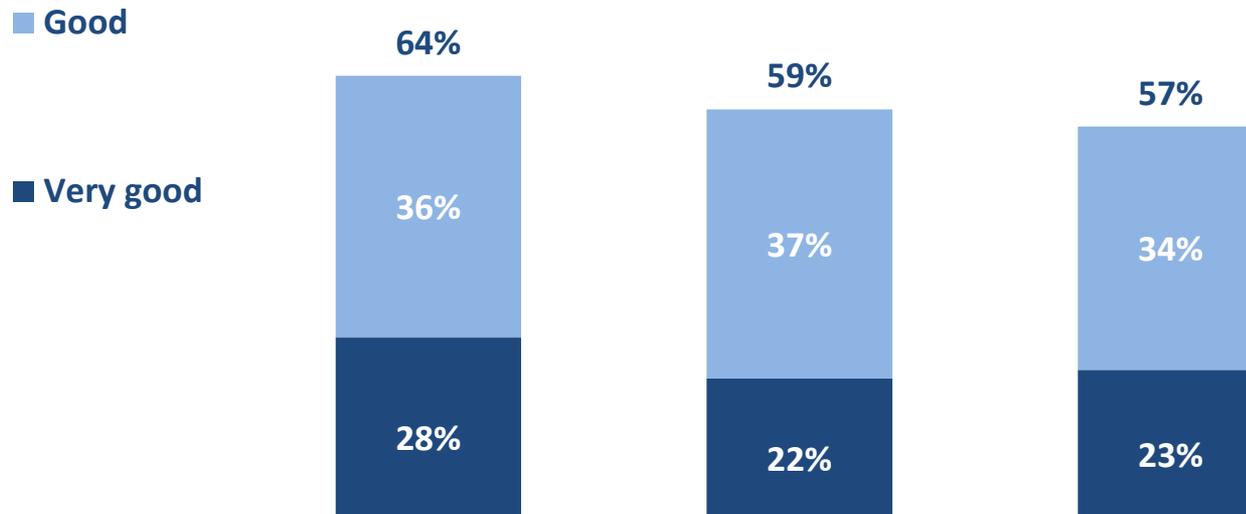


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents (n=800/800/910/961/800)

Overall Experience by Age of Claim

Workers: September 2014



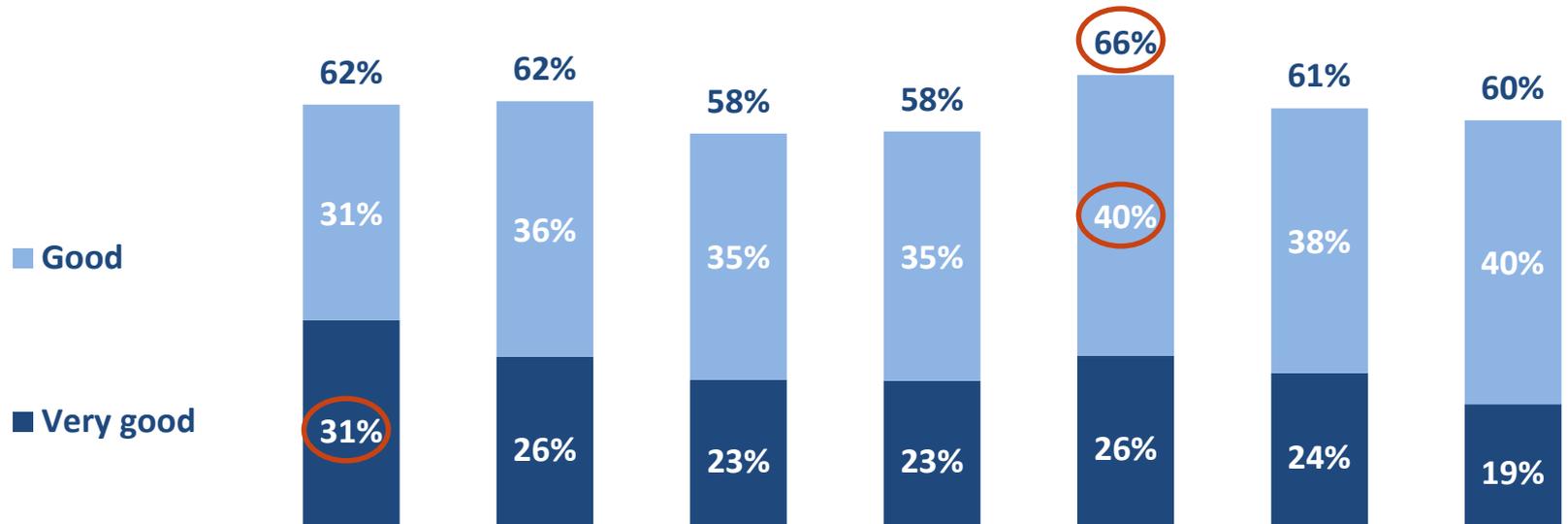
	30 to 180 Days	181 to 730 Days	Over 2 Years
Total Good	64%	59%	57%
Average	24%	27%	26%
Total Poor	13%	14%	17%
Number of Interviews	(300)	(345)	(155)

Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents

Overall Experience by Delivery Service Area

Workers: April and September 2014 (Combined)



	DSA 1	DSA 2	DSA 3	DSA 4	DSA 6	DSA 7	DSAs 14 and 17
Total Good	62%	62%	58%	58%	66%	61%	60%
Average	25%	25%	28%	25%	22%	24%	32%
Total Poor	13%	13%	15%	18%	12%	14%	8%
Number of Interviews	(211)	(233)	(298)	(213)	(293)	(183)	(134)

Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents

Overall Experience by Whether Employer is TPA or Retro Workers

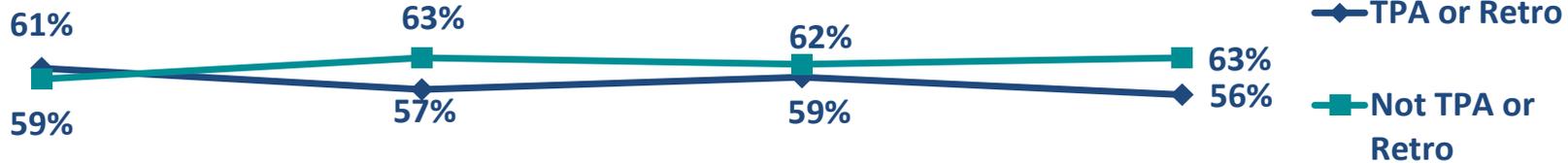
Sept. 2012

Sept. 2013

April 2014

Sept. 2014

Percent
Good or
Very Good



Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

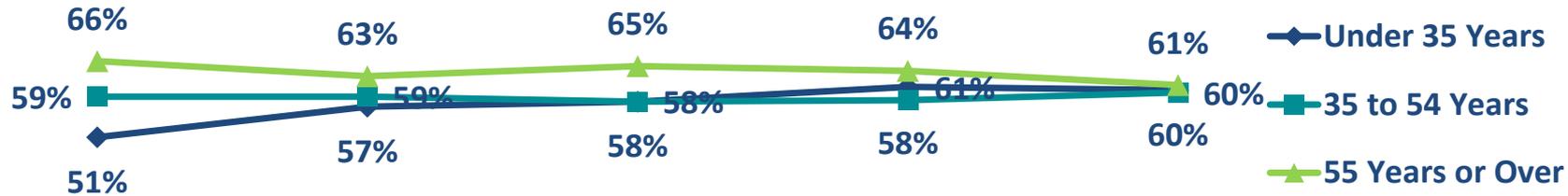
Base: All respondents (n=800/910/961/800)

Overall Experience by Age of Worker

Workers

March 2012 Sept. 2012 Sept. 2013 April 2014 Sept. 2014

Percent
Good or
Very Good

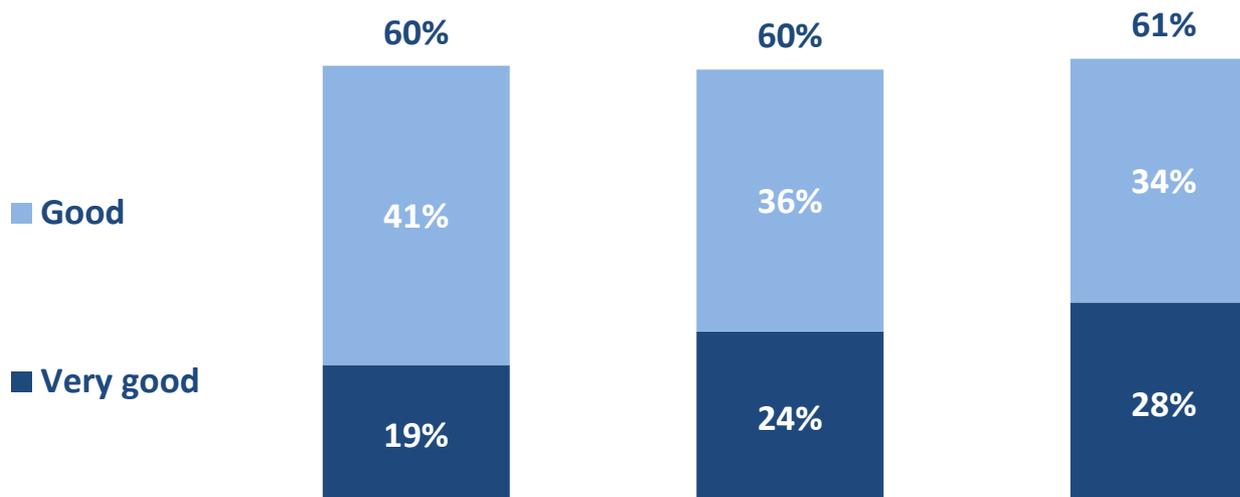


Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents (n=800/800/910/961/800)

Overall Experience by Age of Worker

Workers: September 2014



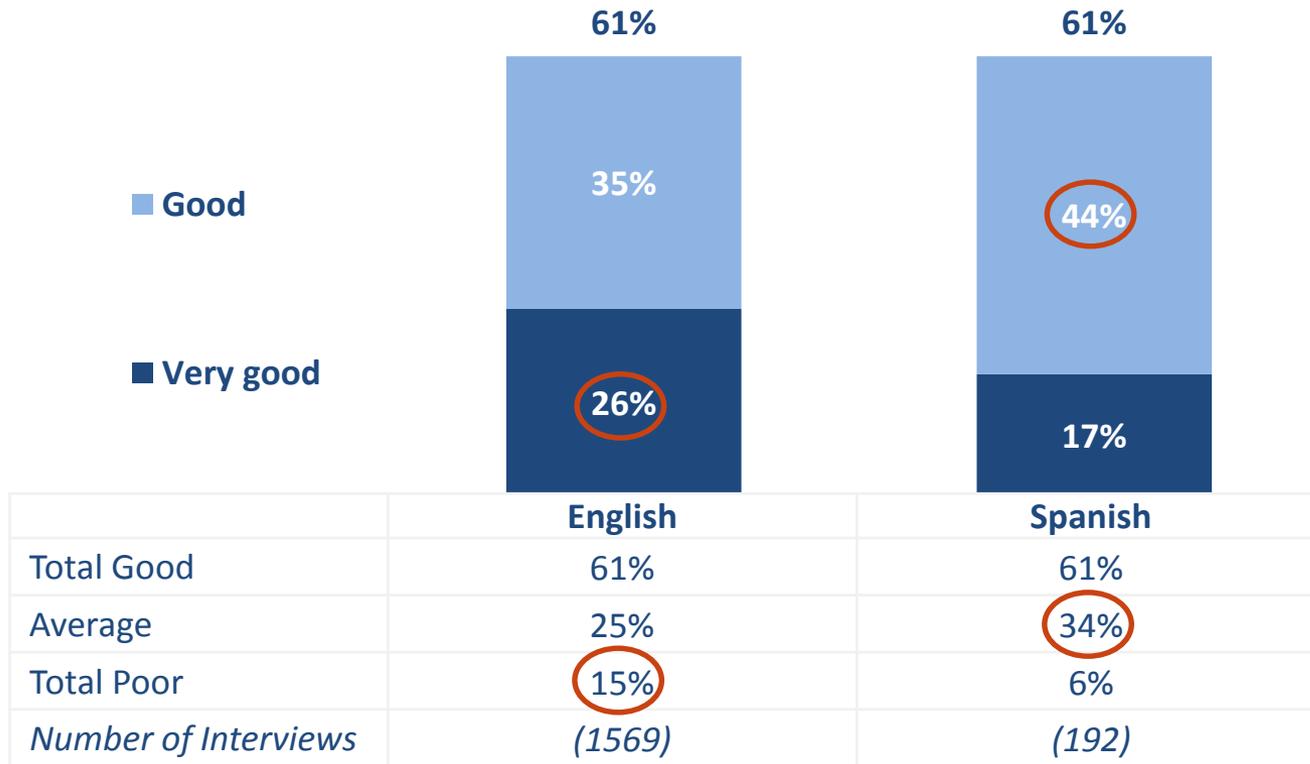
	Under 35 Years	35 to 54 Years	55 Years or Over
Total Good	60%	60%	61%
Average	27%	26%	26%
Total Poor	13%	15%	13%
Number of Interviews	(136)	(388)	(274)

Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents

Overall Experience by Language of Claimant

Workers: April and September 2014 (Combined)



Q1a. Taking everything into account with this claim, how would you rate your overall experience of working with L&I?

Base: All respondents



Top Positive Comments About Overall L&I Experience

Workers: September 2014



Q1b. Why did you rate your overall experience with L&I as [INSERT Q1a RESPONSE]?

Base: All respondents (n=800)

Top Negative Comments About Overall L&I Experience

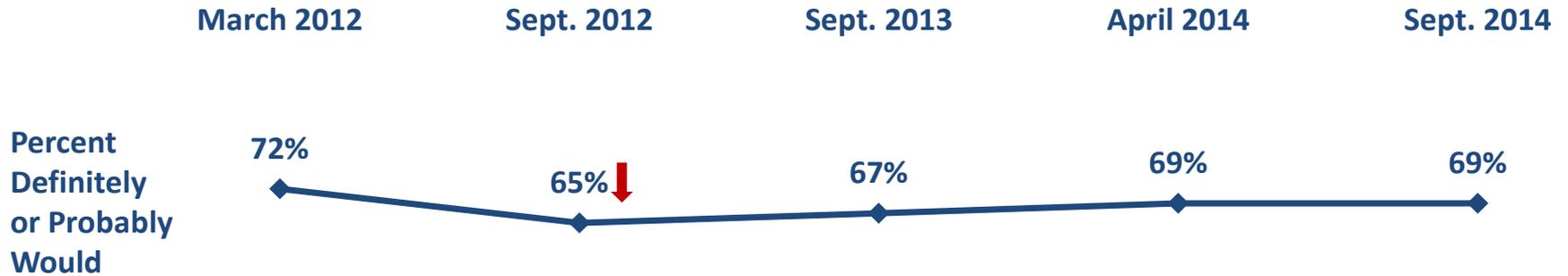
Workers: September 2014



Q1b. Why did you rate your overall experience with L&I as [INSERT Q1a RESPONSE]?

Base: All respondents (n=800)

Whether Would Speak Positively About L&I Workers



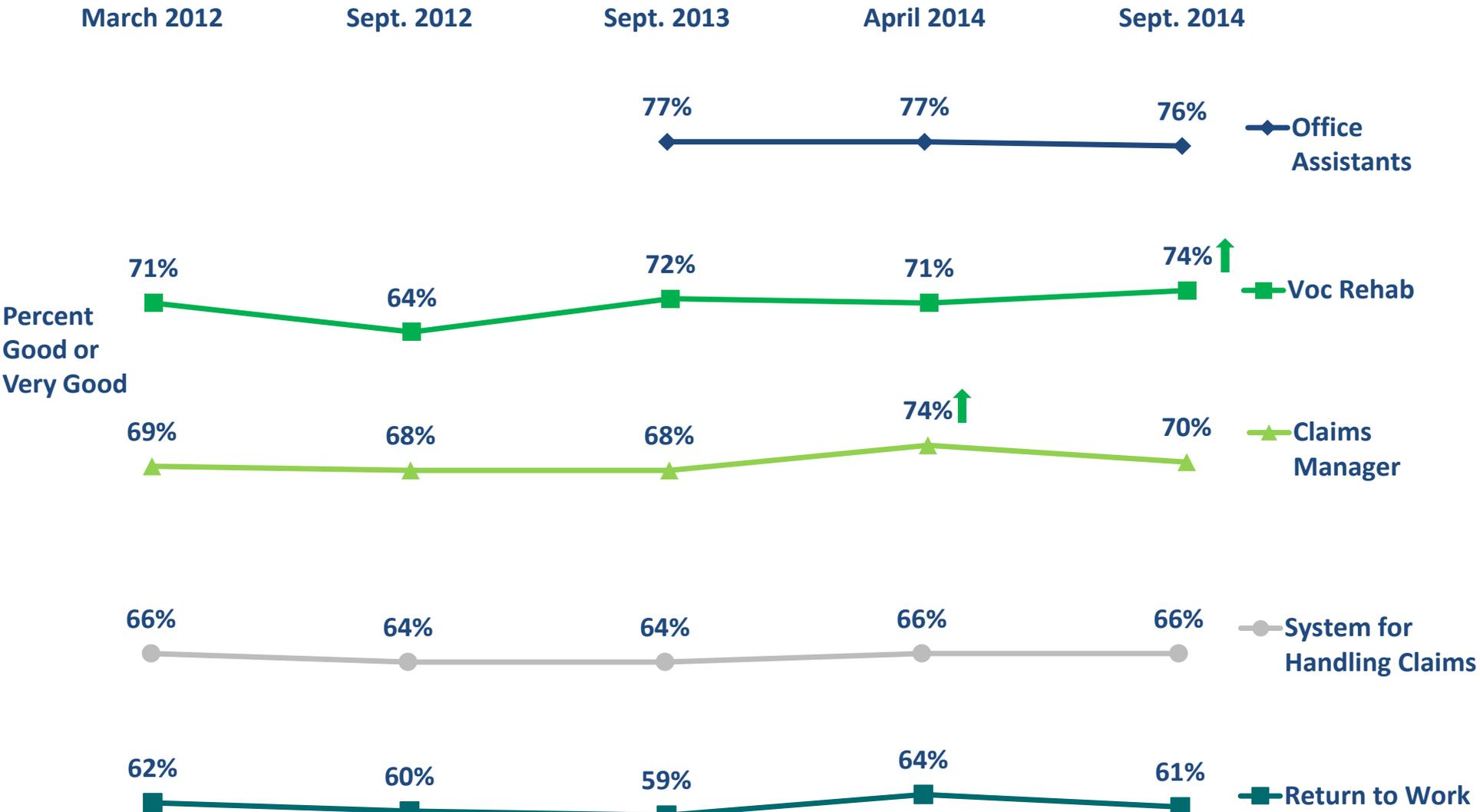
Q40. *If you were speaking to a friend or co-worker about L&I, how likely is it that you would speak positively about the organization? Would you say you--*

Base: All respondents (n=800/800/910/961/800)



Overall Ratings on Touchpoints

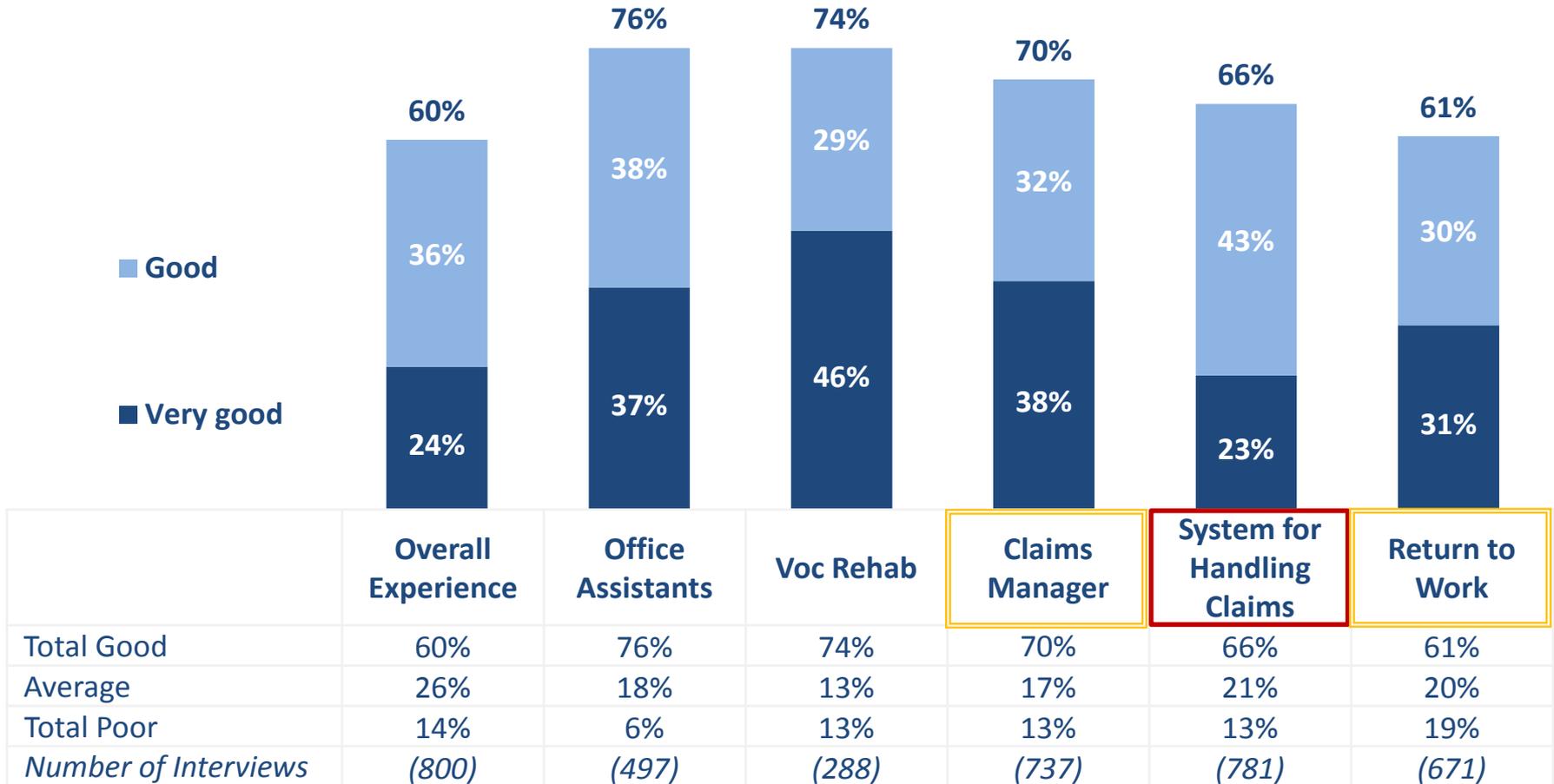
Workers



Base: Respondents who provided a rating.

Overall Ratings on Touchpoints

Workers: September 2014



Base: Respondents who provided a rating.

 = Top Priority = Secondary Priority



Claims System Drilldowns

Workers

March 2012

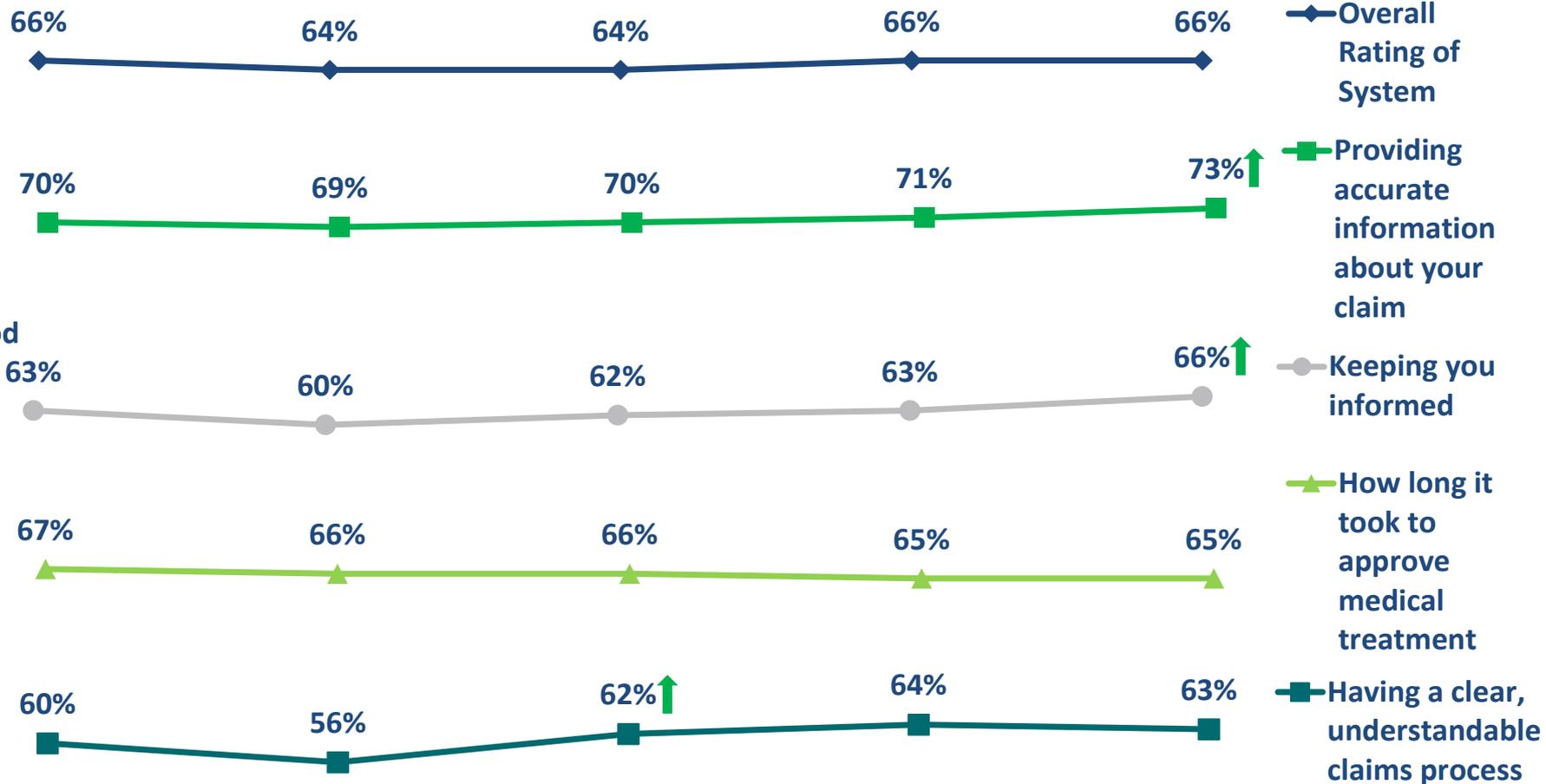
Sept. 2012

Sept. 2013

April 2014

Sept. 2014

Percent Good or Very Good



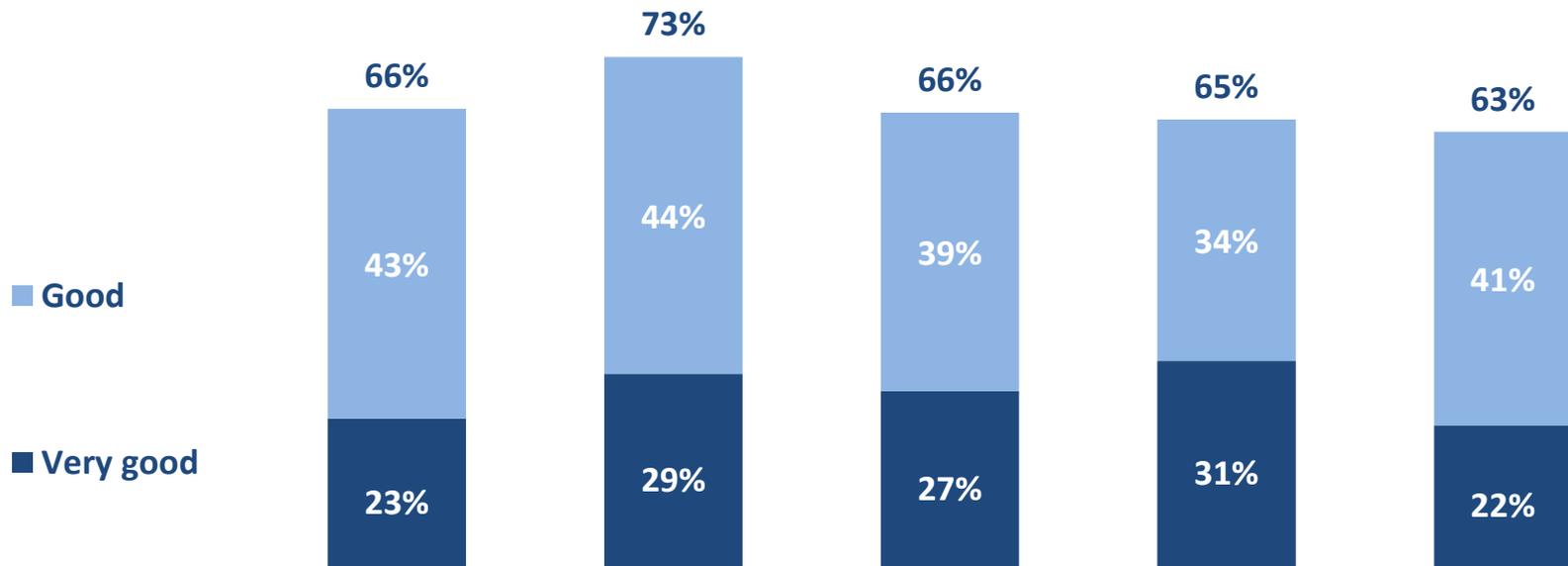
Q6. How would you rate your overall experience with L&I's system for handling claims?

Q7. How would you rate L&I's system for handling claims when it comes to [INSERT ITEM]?

Base: Respondents who provided a rating for each drilldown.

Claims System Drilldowns

Workers: September 2014



	Overall Rating of System for Handling Claims	Providing accurate information about your claim	Keeping you informed	How long it took to approve medical treatment	Having a clear, understandable claims process
Total Good	66%	73%	66%	65%	63%
Average	21%	16%	19%	17%	22%
Total Poor	13%	10%	15%	18%	15%
Number of Interviews	(781)	(773)	(773)	(755)	(767)

 = Top Priority

Q6. How would you rate your overall experience with L&I's system for handling claims?

Q7. How would you rate L&I's system for handling claims when it comes to [INSERT ITEM]?

Base: Respondents who provided a rating for each drilldown.



Claims Manager Drilldowns

Workers

March 2012

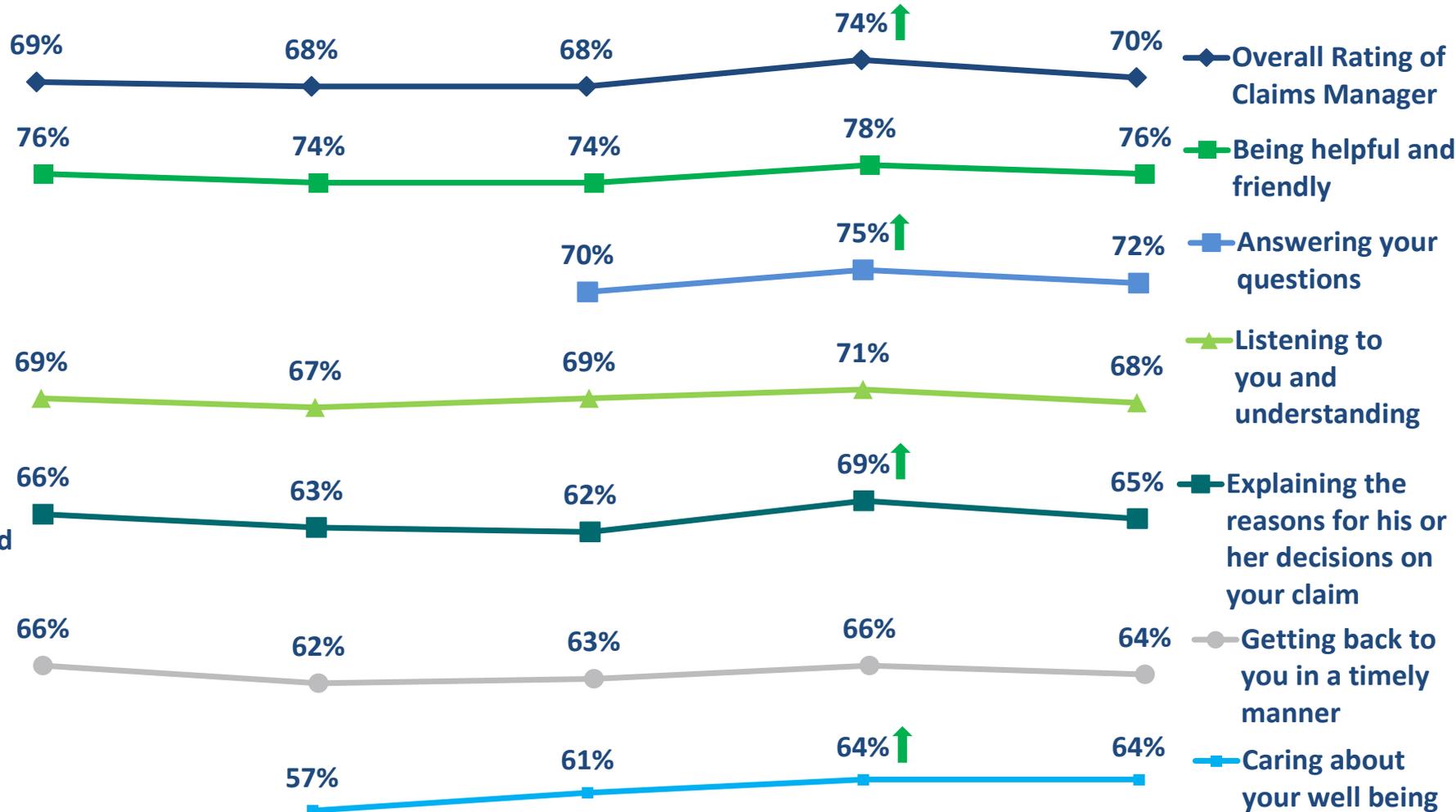
Sept. 2012

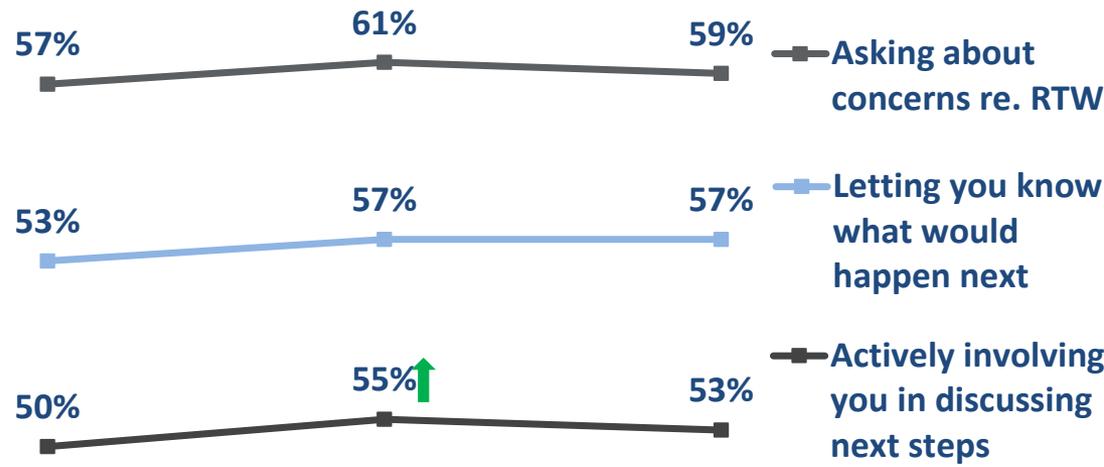
Sept. 2013

April 2014

Sept. 2014

Percent Good or Very Good





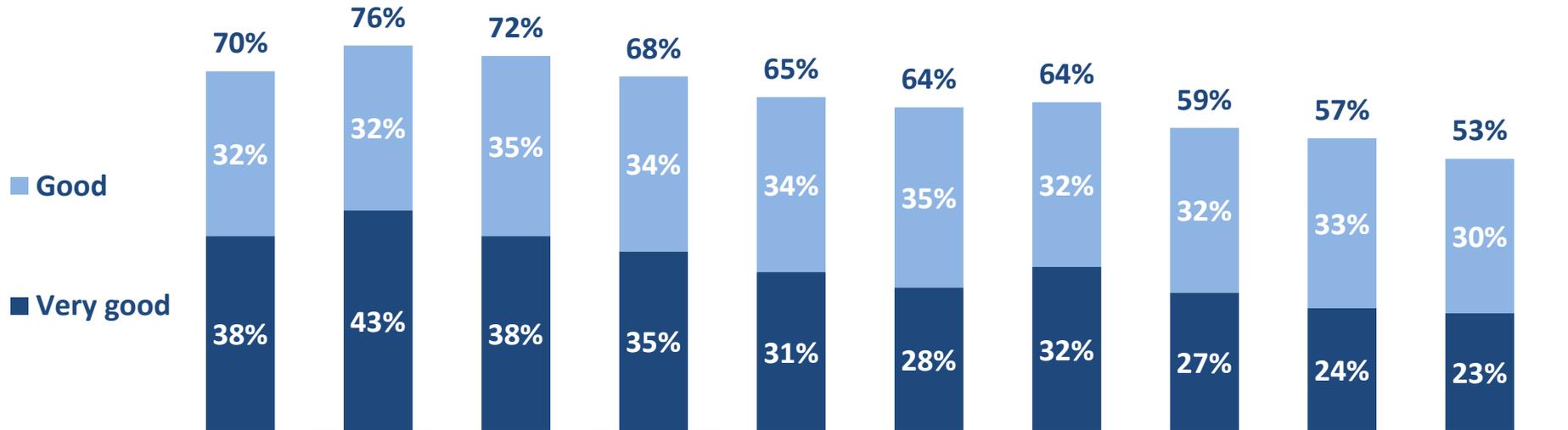
Q12. *Your Claims Manager is the person that oversees the ongoing management of your claim. Overall, how would you rate your Claims Manager ?*

Q13. *How would you rate your (most recent) Claims Manager in terms of [INSERT ITEM]?*

Base: Respondents who provided a rating.

Claims Manager Drilldowns

Workers: September 2014



	Overall Rating of Claims Manager	Being helpful and friendly	Answering your questions	Listening to you and understanding	Explaining reasons for decisions	Getting back to you in a timely manner	Caring about your well-being	Asking about concerns about RTW	Letting you know what would happen	Actively involving you in discussing next steps
Total Good	70%	76%	72%	68%	65%	64%	64%	59%	57%	53%
Average	17%	15%	17%	17%	19%	20%	17%	17%	18%	19%
Total Poor	13%	9%	11%	15%	16%	16%	19%	24%	25%	28%
Number of Interviews	(737)	(713)	(709)	(702)	(662)	(714)	(681)	(605)	(662)	(639)

 = Top Priority = Secondary Priority

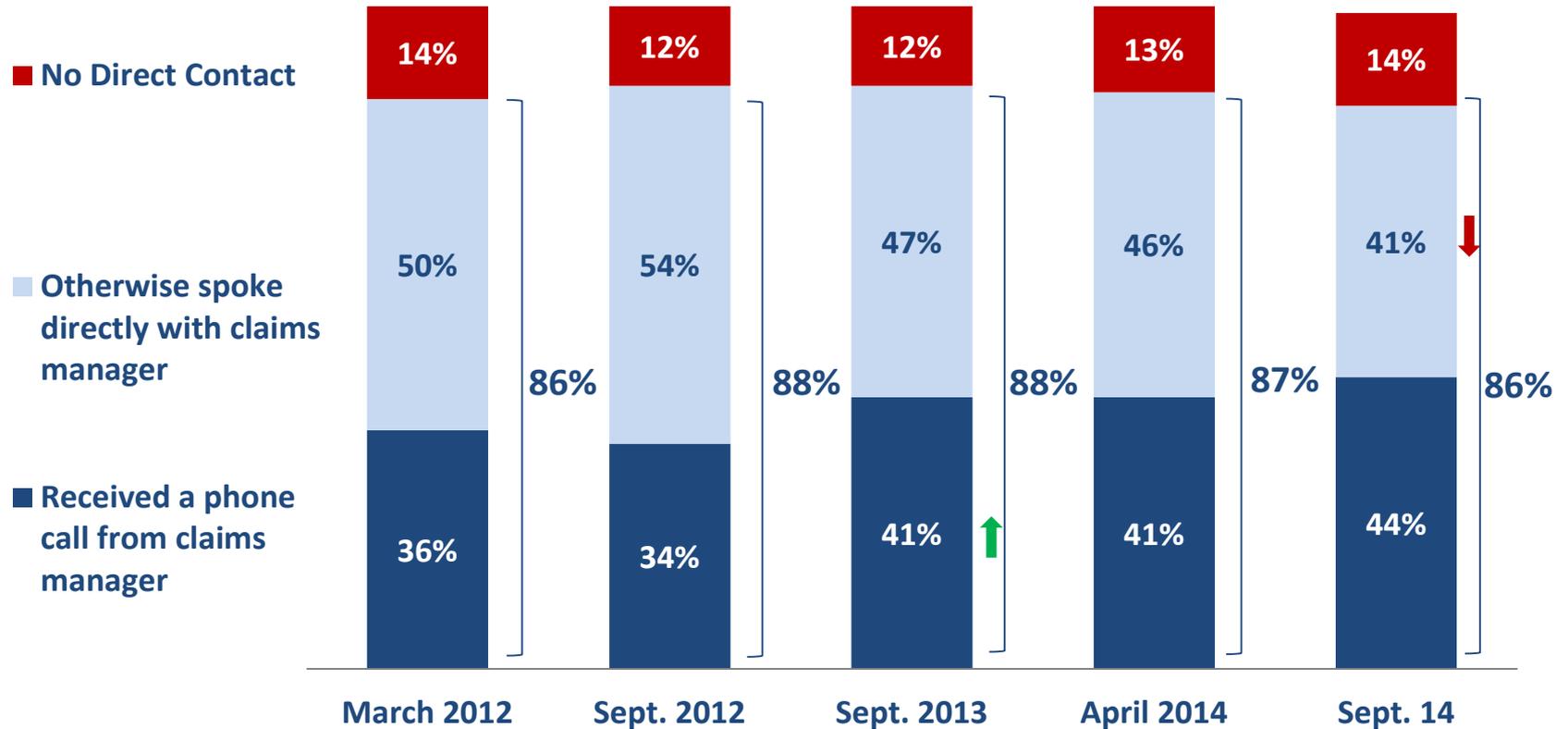
Q12. Your Claims Manager is the person that oversees the ongoing management of your claim. Overall, how would you rate your Claims Manager ?

Q13. How would you rate your (most recent) Claims Manager in terms of [INSERT ITEM]?

Base: Respondents who provided a rating.

Contact with Claims Manager

Workers: September 2014



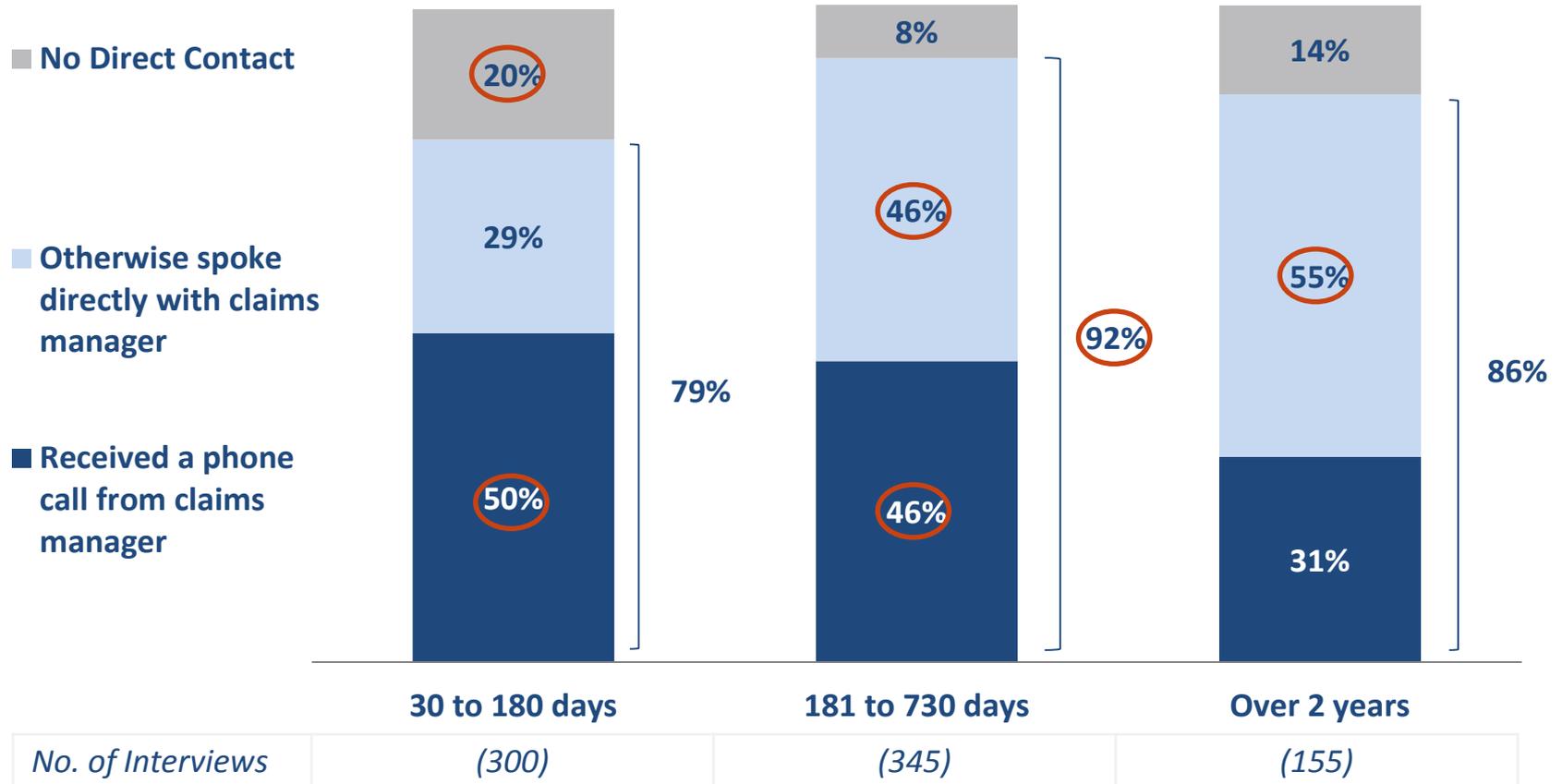
Q14. During this claim, did you receive a telephone call from (one of) your Claims Manager(s)? By this I mean a call that your claims manager initiated, not a response to you leaving a message or to you requesting a call

Q15. [IF NO] Have you spoken directly with (one of) your Claims Manager(s), either in person or over the phone?

Base: All respondents (n=800/800/910/961/800)

Contact with Claims Manager by Age of Claim

Workers: September 2014



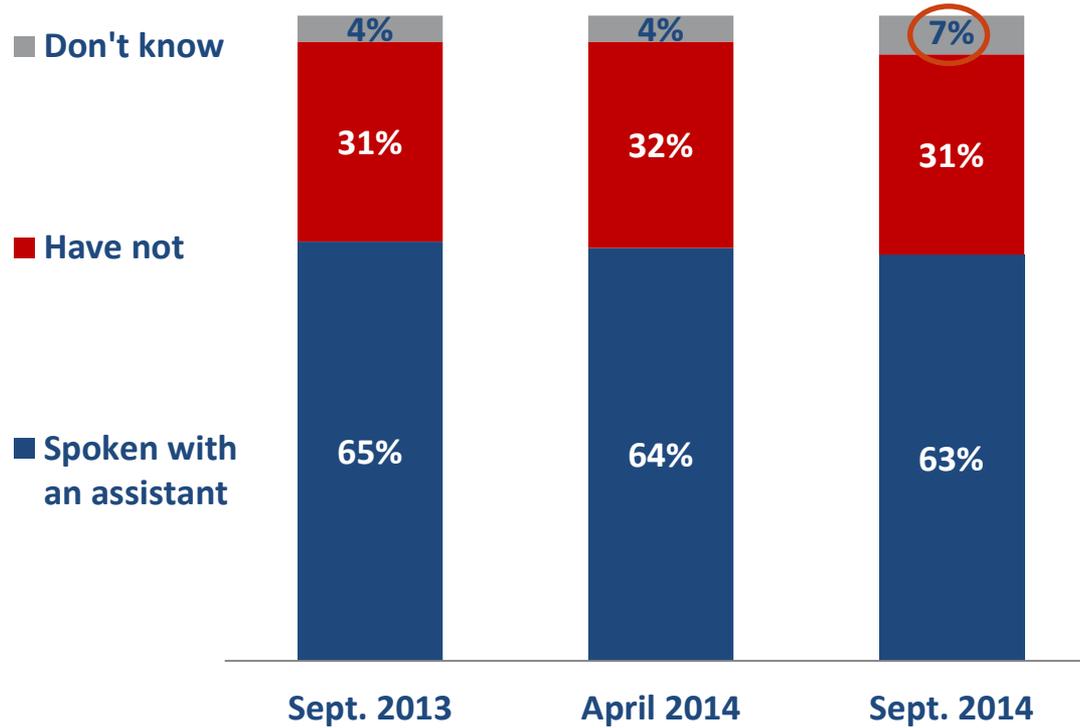
Q14. During this claim, did you receive a telephone call from (one of) your Claims Manager(s)? By this I mean a call that your claims manager initiated, not a response to you leaving a message or to you requesting a call

Q15. [IF NO] Have you spoken directly with (one of) your Claims Manager(s), either in person or over the phone?

Base: All respondents

Whether Spoken With An Office Assistant

Workers: September 2014



Q16a. Have you spoken with an Office Assistant about your most recent claim?

Base: All respondents (n=910/961/800)



Claims Office Assistants Drilldowns

Workers

Sept. 2013

April 2014

Sept. 2014

77%

77%

76%

◆ Overall Rating of Claims Office Assistants

84%

85%

83%

■ Being Helpful and Friendly

Percent Good or Very Good

70%

72%

71%

▲ Answering your questions or resolving your concerns

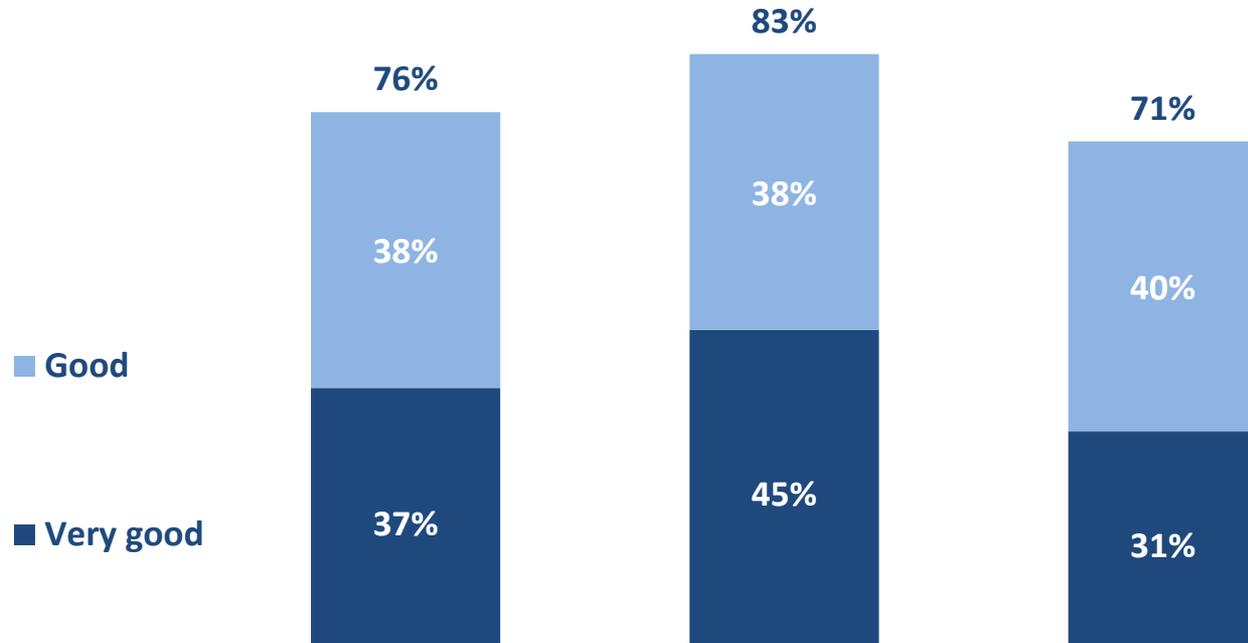
Q16b. Overall, how would you rate your experience with Claims Office Assistants?

Q16c. How would you rate your experience with Claims Office Assistants in terms of...

Base: Respondents who have spoken to an Office Assistant (n~500 per wave)

Claims Office Assistants

Workers: September 2014



	Overall experience with Office Assistants	Being helpful and friendly	Answering your questions or resolving your concerns
Total Good	76%	83%	71%
Average	18%	14%	20%
Total Poor	6%	3%	9%
No. of Interviews	(497)	(493)	(488)

Q16b. Overall, how would you rate your experience with Claims Office Assistants?

Q16c. How would you rate your experience with Claims Office Assistants in terms of...

Base: Respondents who have spoken to an Office Assistant (n~500 per wave)



Voc Rehab Counselor Drilldowns

Workers

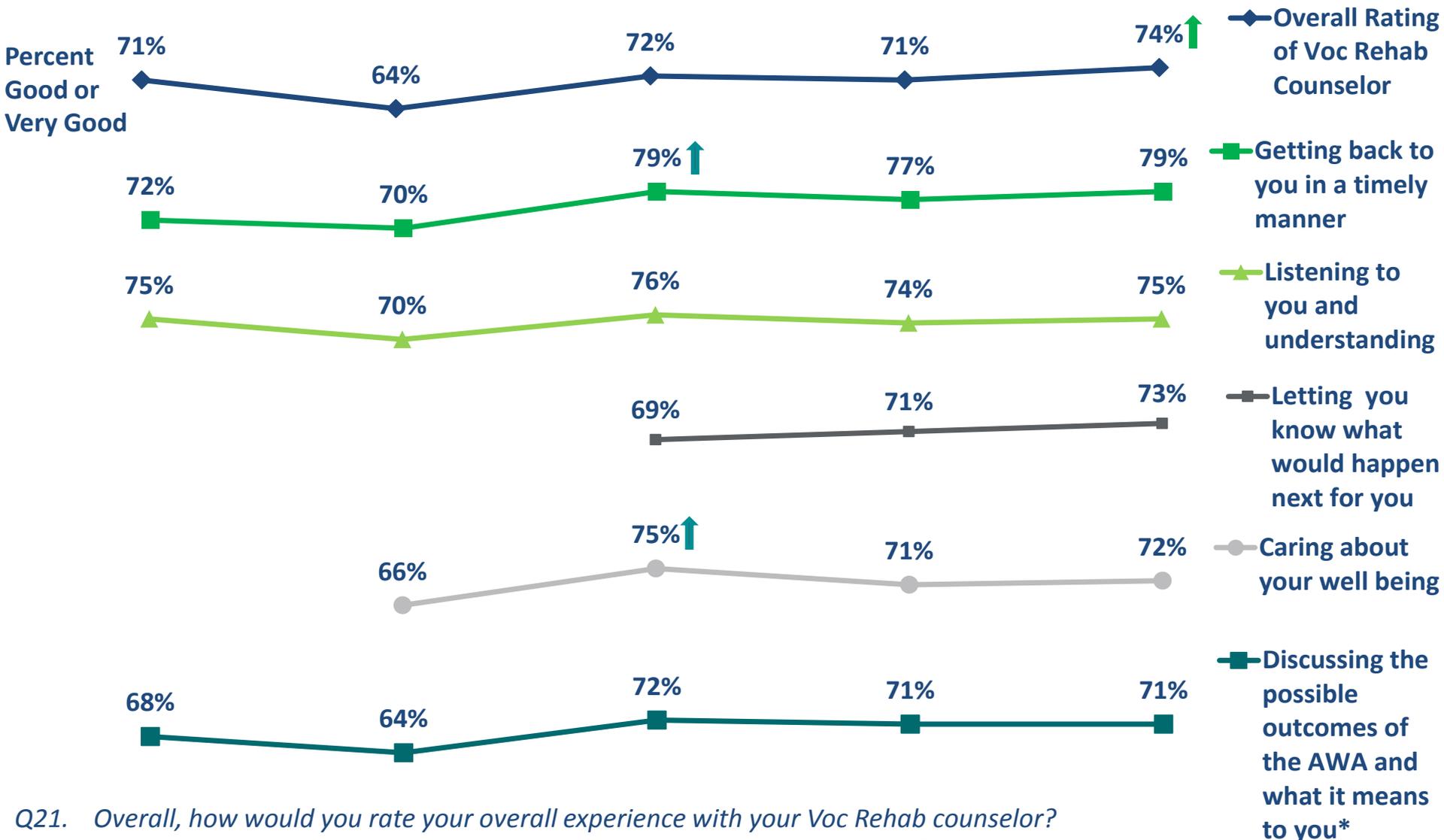
March 2012

Sept. 2012

Sept. 2013

April 2014

Sept. 2014



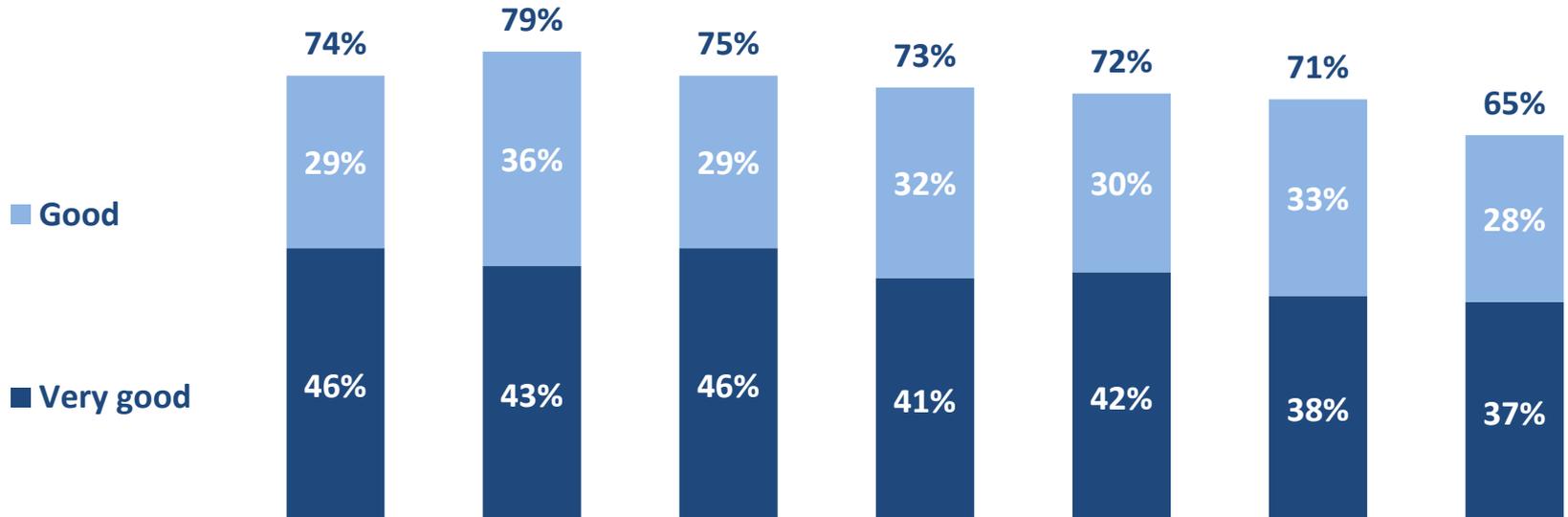
Q21. Overall, how would you rate your overall experience with your Voc Rehab counselor?

Q23. How would you rate your Voc Rehab counselor in terms of [INSERT ITEM]?

Base: Voc Rehab respondents who provided a rating (n~270 per wave); *AWA complete (n~240/wave)

Voc Rehab Counselor Drilldowns

Workers: September 2014



	Overall Rating of Voc Rehab Counselor	Getting back to you in a timely manner	Listening to you and understanding	Letting you know what would happen next for you	Caring about your well being	Discussing the possible outcomes of the AWA and what it means to you*	Actively Involving you in selecting the job you would be trained in**
Total Good	74%	79%	75%	73%	72%	71%	65%
Average	13%	13%	14%	16%	15%	16%	21%
Total Poor	13%	7%	11%	12%	13%	13%	14%
Number of Interviews	(288)	(277)	(284)	(269)	(277)	(245)	(43)

 = Top Priority = Secondary Priority

Q21. Overall, how would you rate your overall experience with your Voc Rehab counselor?

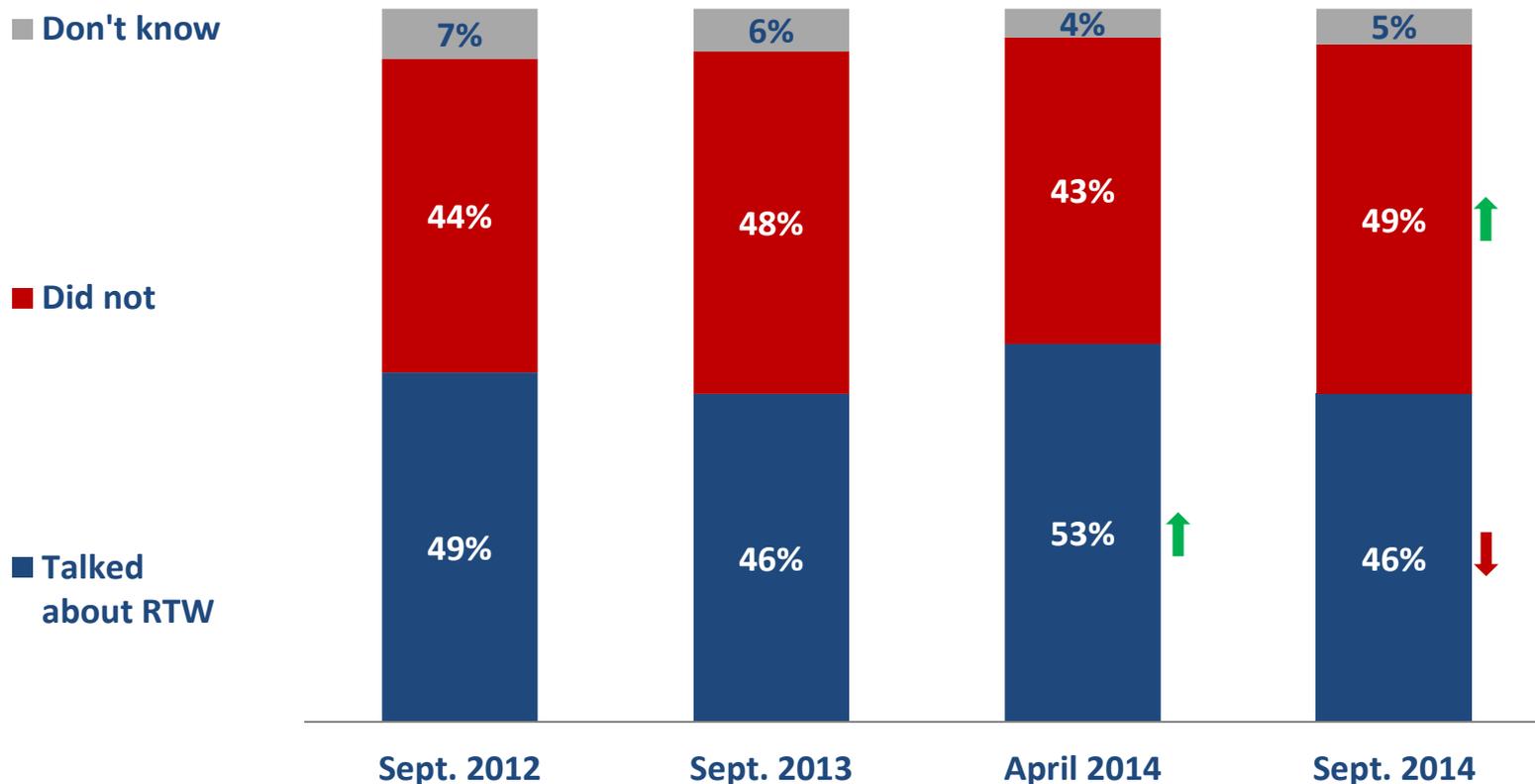
Q23. How would you rate your Voc Rehab counselor in terms of [INSERT ITEM]?

Base: Voc Rehab respondents who provided a rating;

* AWA complete; ** Voc Rehab retraining respondents

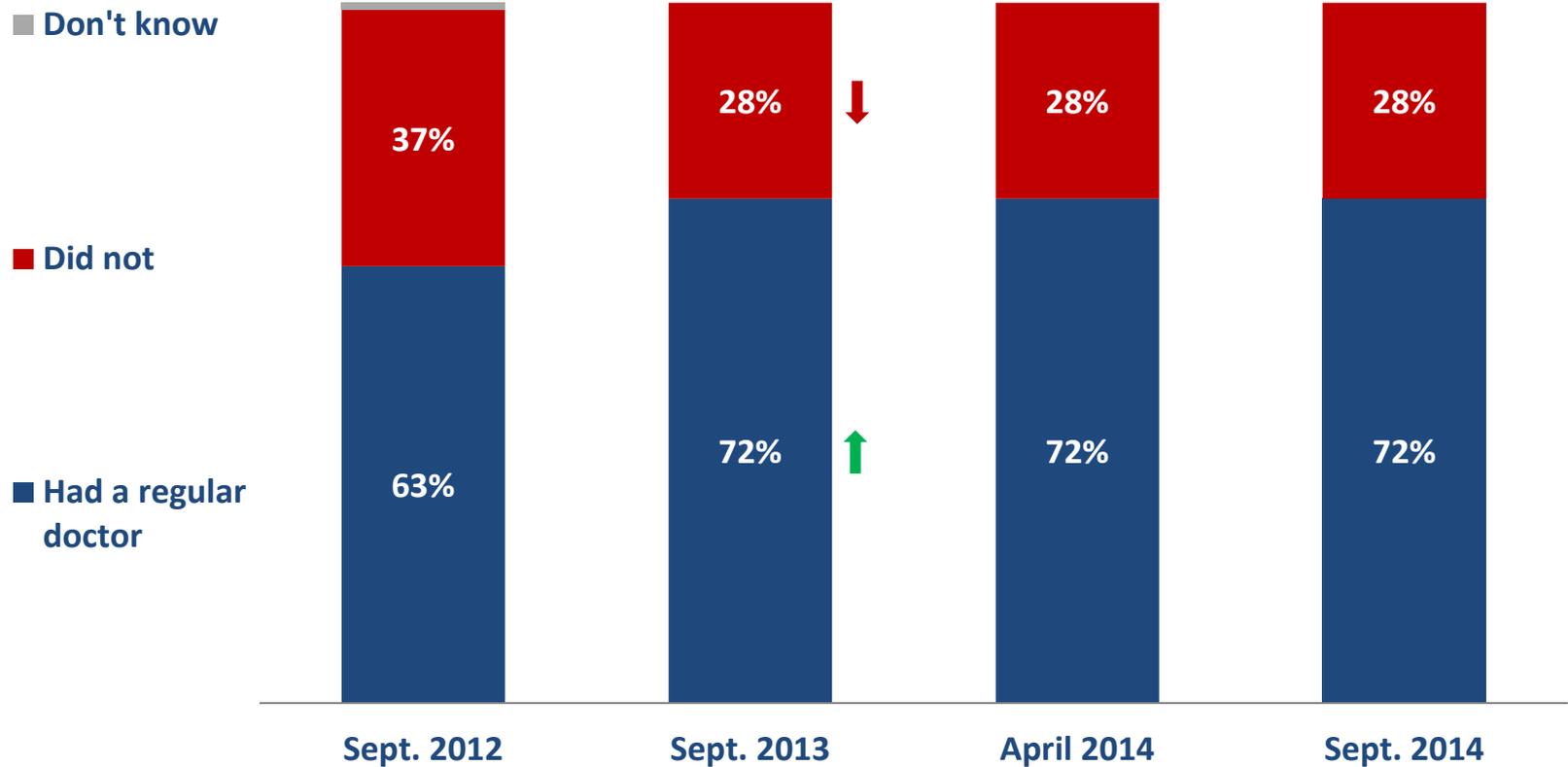
Whether Talked with L&I About Return to Work ASAP

Workers



Q35. Did anyone at L&I talk to you about the importance of returning to work as soon as medically possible?
 Base: All respondents except those not expected to return to work (n=757/829/871/712)

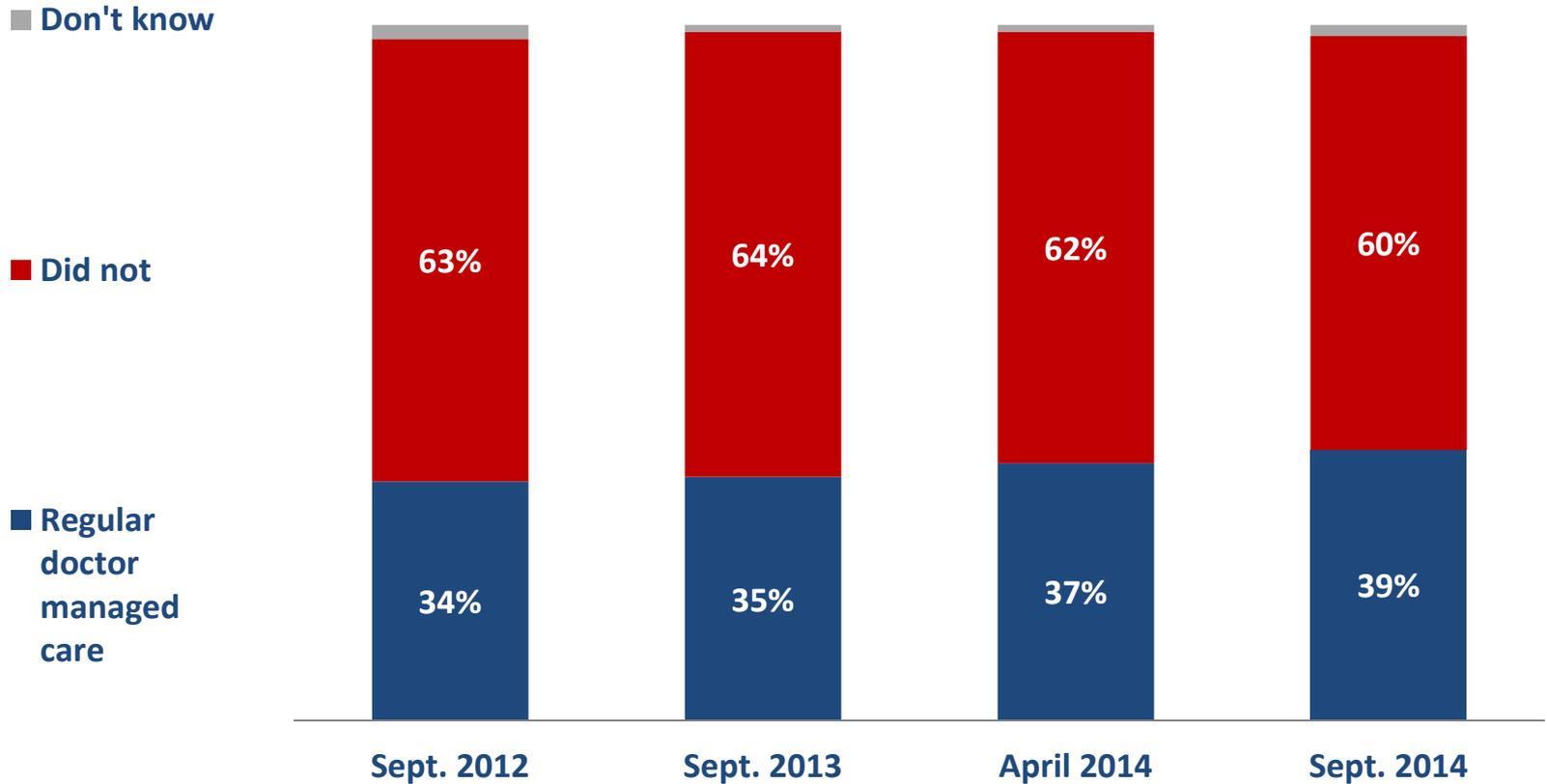
Whether Had a Regular Doctor or Medical Provider Workers



Q23e Before the beginning of your most recent claim, did you have a regular doctor or medical provider?
Base: All respondents asked question (n=745/910/961/800)

Whether Regular Doctor Managed Care Throughout Treatment

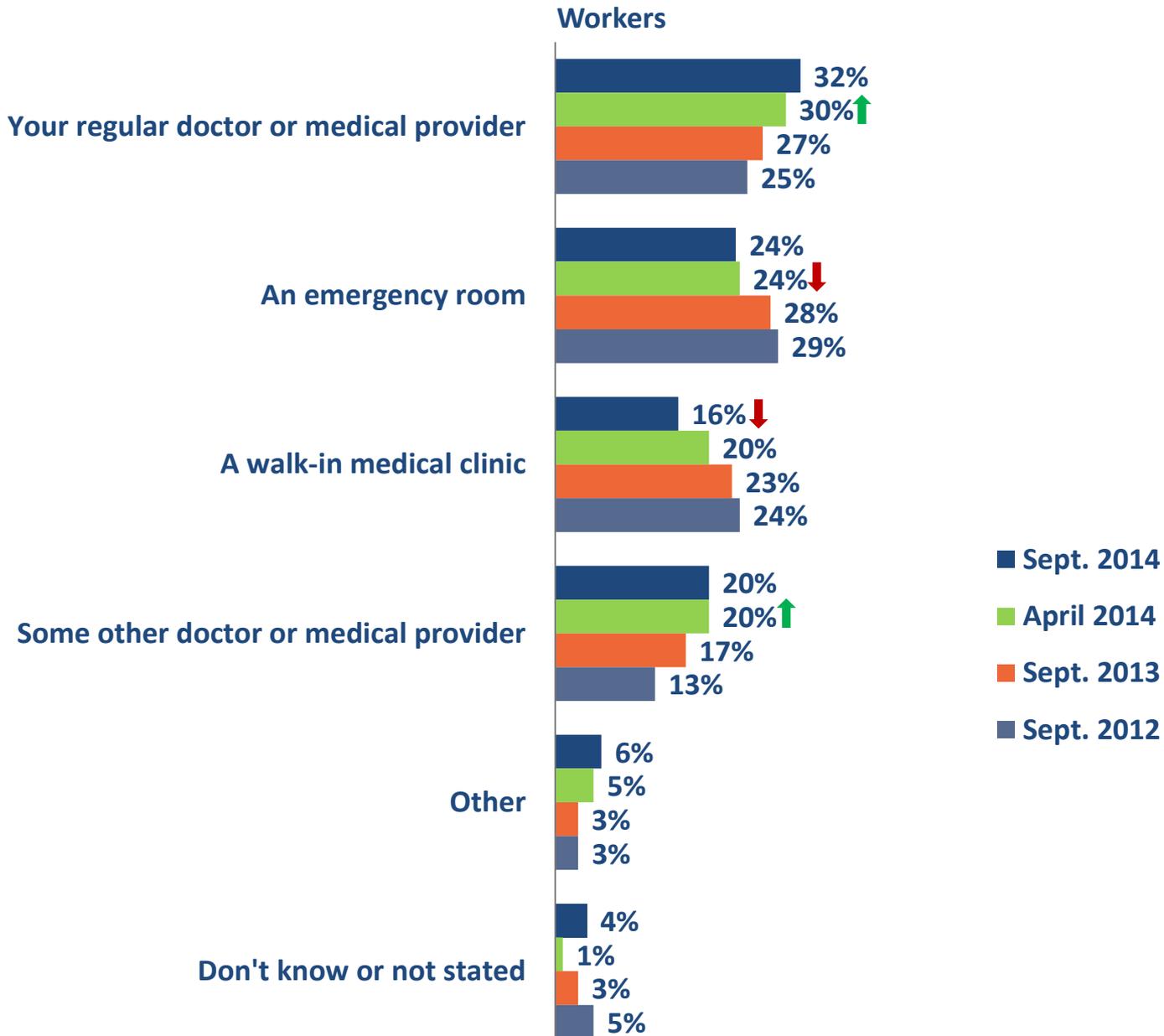
Workers



23f. Did your regular doctor or medical provider manage your care **throughout the treatment** for your on-the-job injury or illness?

Base: All respondents that have a regular doctor or medical provider (n=494/651/699/571)

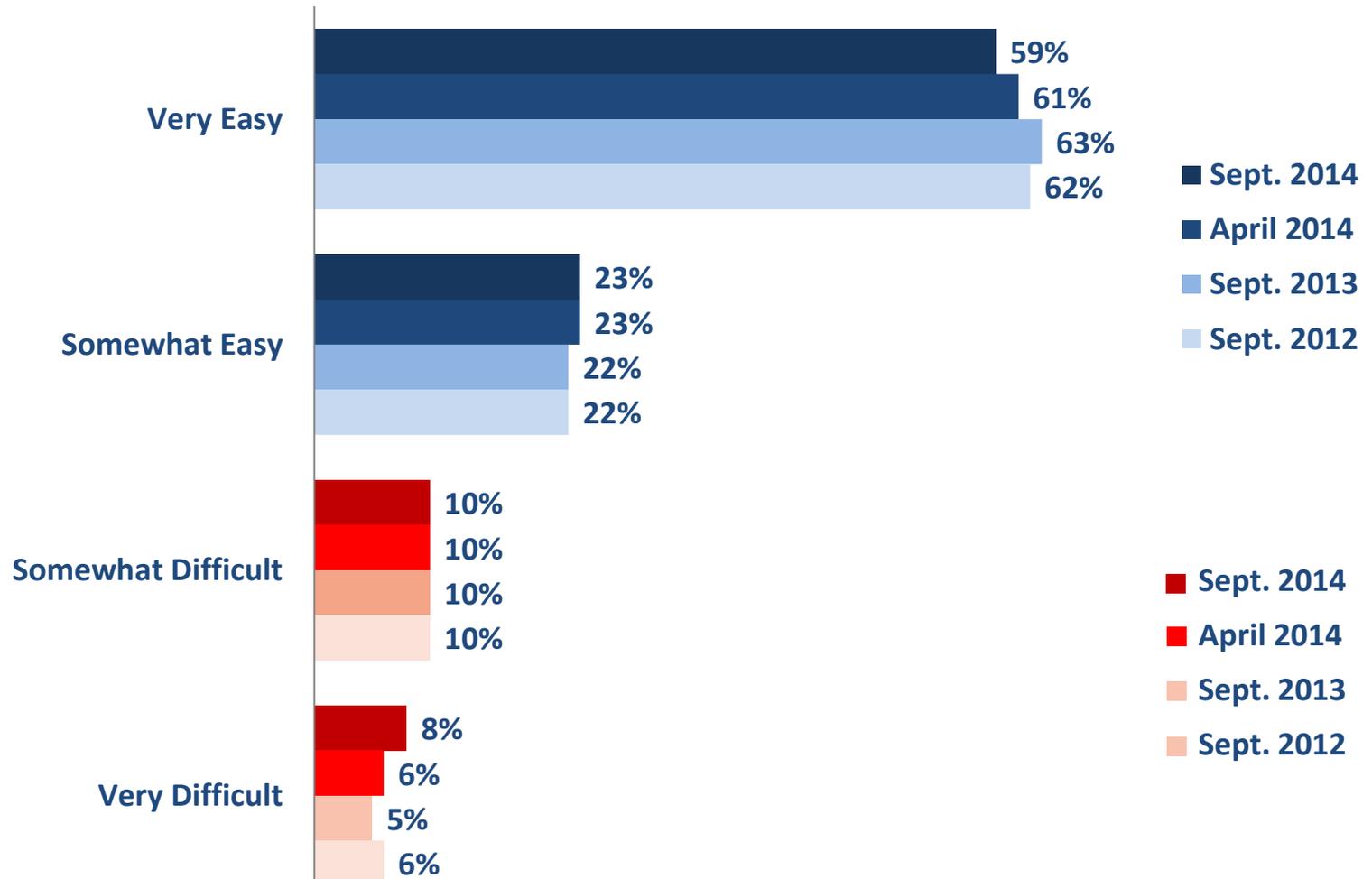
Provider of Initial Treatment



Q23d Did you receive your **initial treatment** for your on-the-job injury or illness from...
 Base: All respondents (n=800/910/961/800)

Ease of Finding a Doctor or Medical Provider to Provide Treatment

Workers

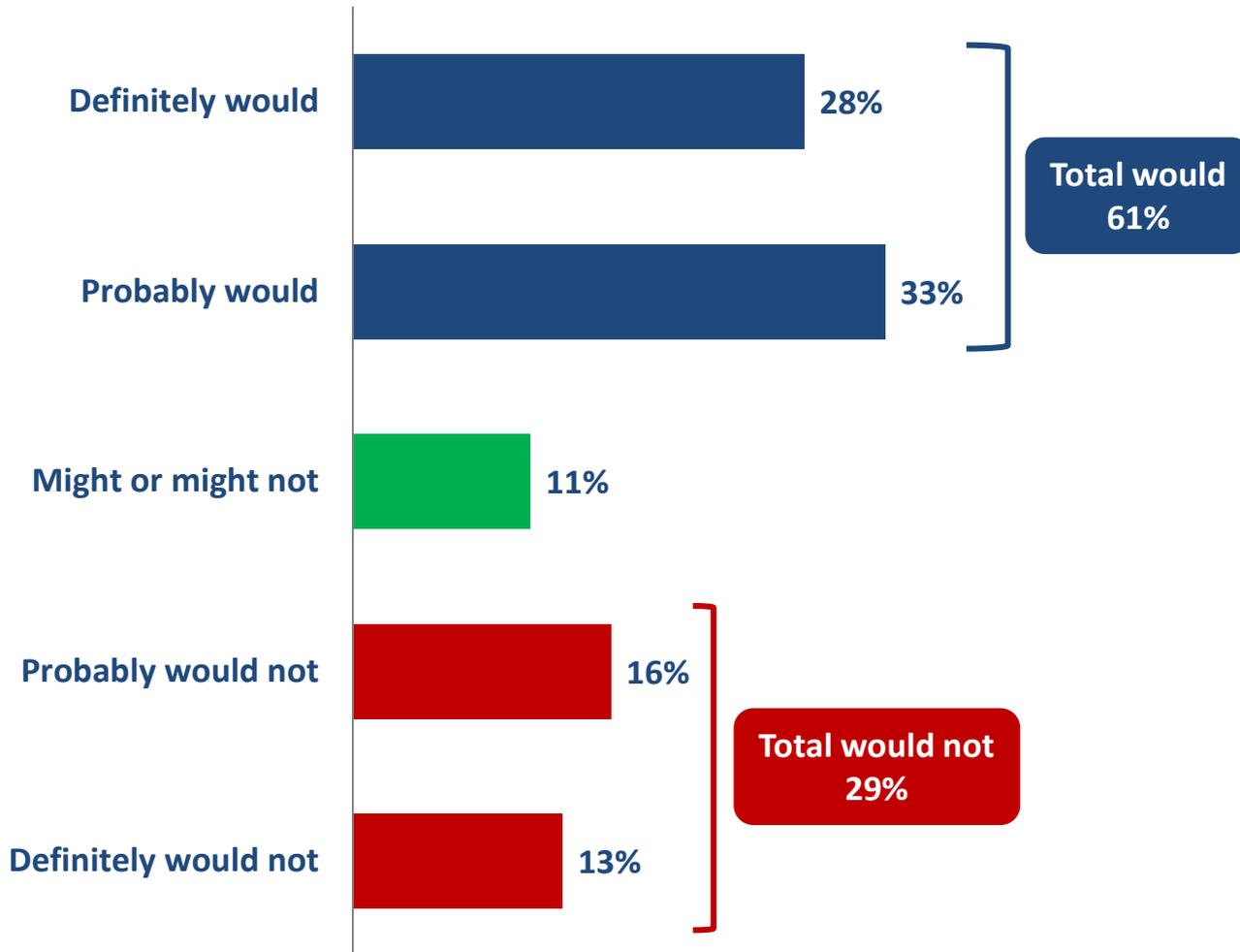


23g. How easy or difficult was it to find a doctor or medical provider to provide treatment for your on-the-job injury or illness?

Base: Respondents with no regular provider or regular provider did not provide treatment (n=592/652/676/546)

Whether Would Use Secure System for Documents and Email

Workers: September 2014

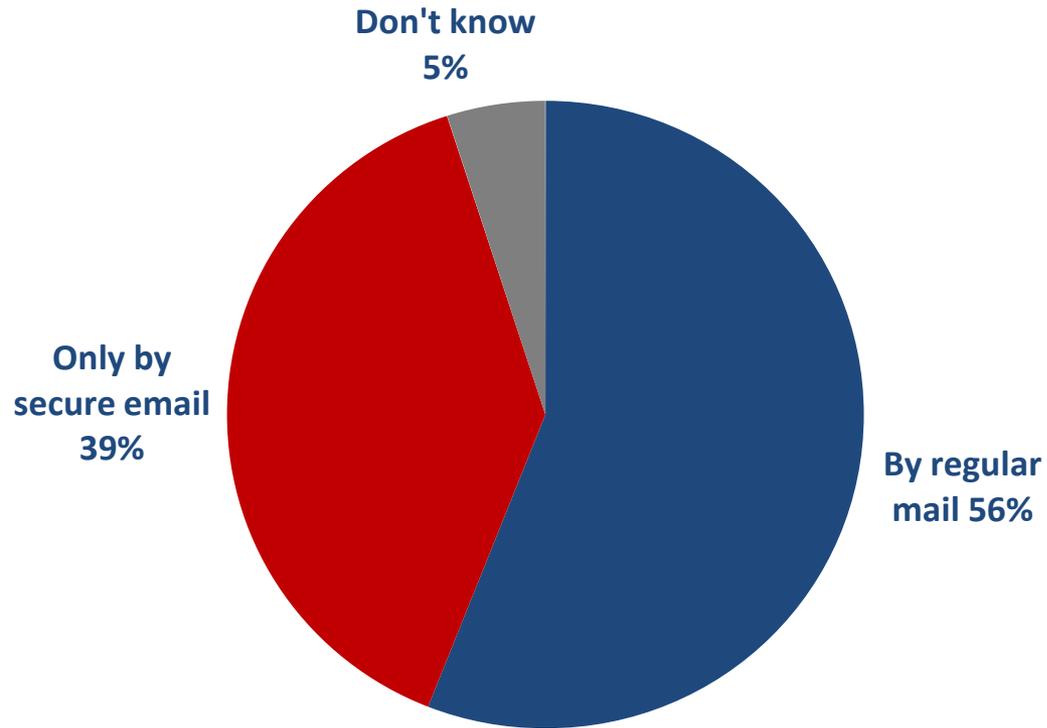


Q16d. If L&I had a system that allowed you to receive documents and communicate with your Claims Manager using secure email, how likely would you be to sign up for, and use this system?

Base: All respondents (n=800)

Mode to Receive Documents if Using Secure System

Workers: September 2014



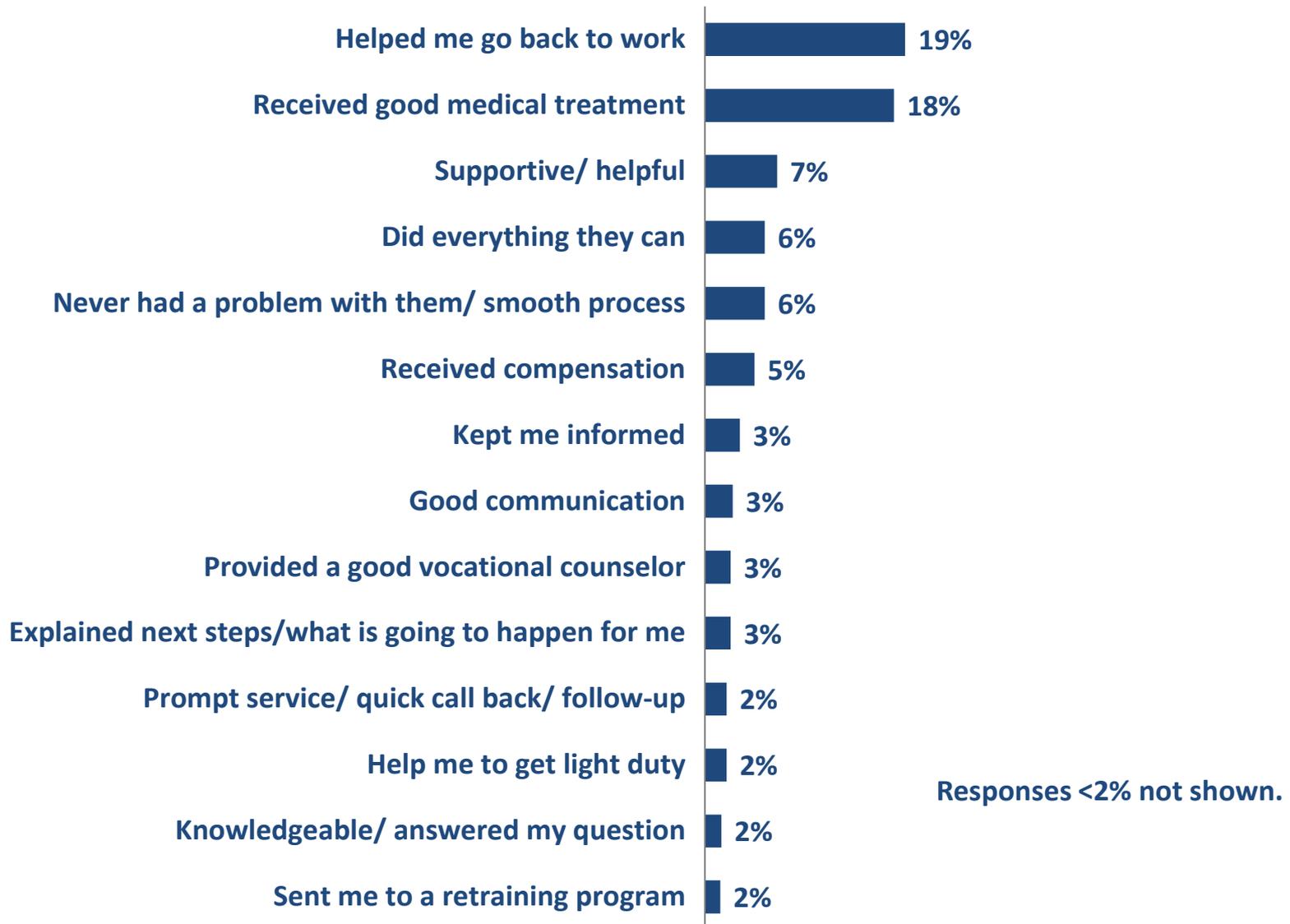
Q16e. If you were using this system, would you want to receive your written claims documents by ...

Base: Respondents who definitely would, probably would or might or might not sign up for system (n=545)



Top Positive Comments About L&I Helping You Return to Work

Workers: September 2014



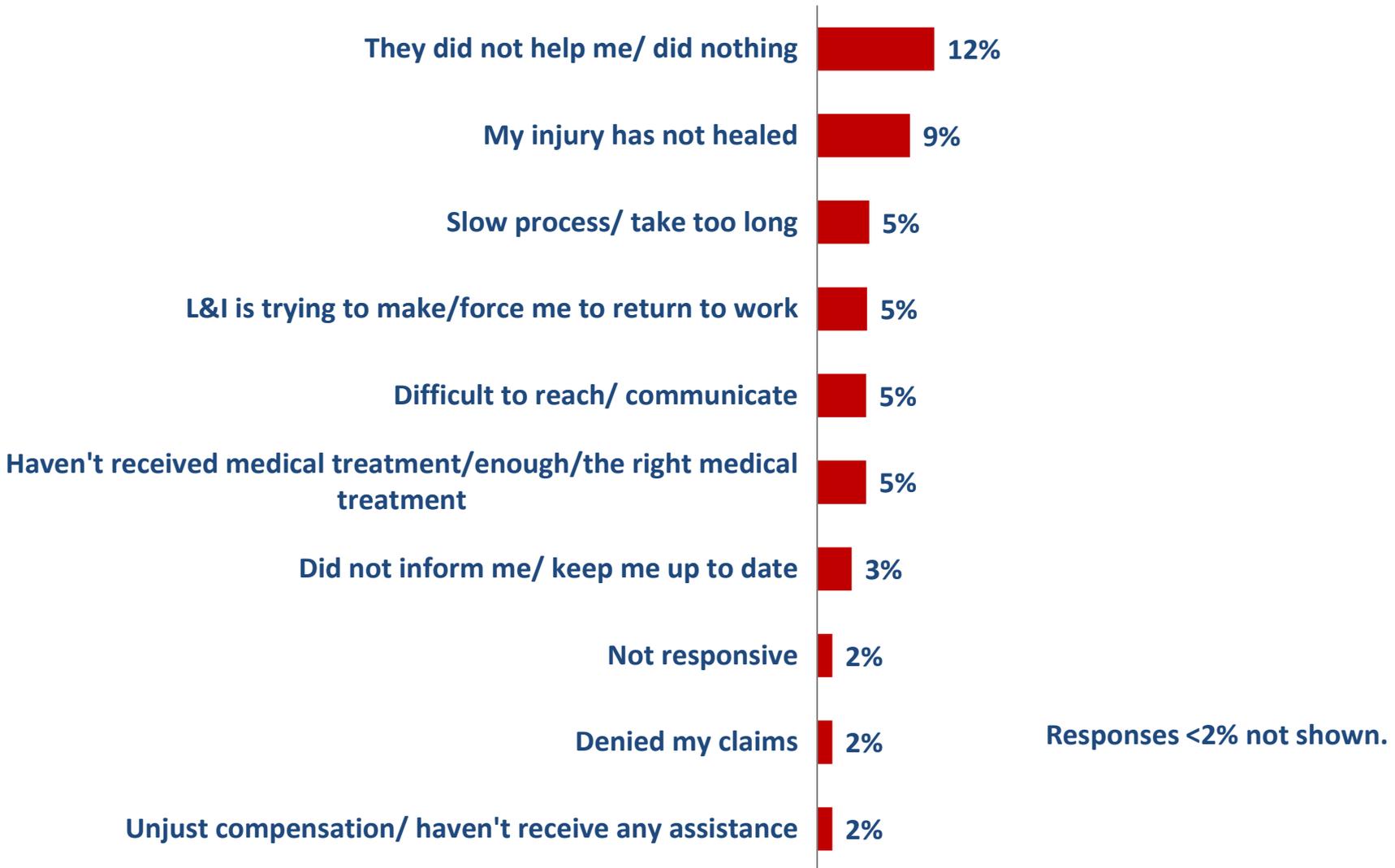
Q32b. Why did you rate L&I as <Q32 RATING> for helping you return to work

Base: Respondents who provided a rating (n=671)



Top Negative Comments About L&I Helping You Return to Work

Workers: September 2014



Q32b. Why did you rate L&I as <Q32 RATING> for helping you return to work

Base: Respondents who provided a rating (n=671)

	Percent of Injured Workers				
	March 2012	Sept. 2012	Sept. 2013	April 2014	Sept. 2014
Gender:					
Male	69%	73%	67%	68%	67%
Female	32%	27%	33%	32%	33%
Age:					
24 Years or Under	3%	6%	4%	3%	4%
25 to 34	9%	19%	15%	14%	14%
35 to 44	19%	21%	19%	21%	22%
45 to 54	28%	24%	26%	27%	26%
55 to 64	31%	24%	28%	27%	27%
65 or older	10%	6%	8%	8%	8%
Language:					
English	93%	91%	89%	89%	88%
Spanish	8%	10%	11%	11%	12%
Age of Claim:					
30 to 180 Days	38%	34%	38%	40%	38%
181 Days to 2 Years	43%	46%	41%	38%	43%
Over 2 Years	20%	20%	21%	22%	19%

	Percent of Injured Workers				
	March 2012	Sept. 2012	Sept. 2013	April 2014	Sept. 2014
Characteristics of Claims:					
Occupational Disease	10%	10%	10%	10%	10%
AWA (Ability to work assessment)	33%	34%	30%	37%	38%
Voc Rehab Retraining	6%	6%	5%	7%	6%
Stay at Work Program	-	3%	5%	6%	4%
Claim Re-Opened	5%	4%	6%	7%	8%
Protested or Appealed	4%	4%	15%	18%	20%
LEP (Lost Earning Potential)	7%	7%	11%	9%	9%
KOS (Keep on Salary)	4%	7%	5%	8%	6%
Claim Covered Under Elective Coverage	1%	1%	1%	1%	1%
Characteristics of Employers:					
Retro Group	35%	37%	30%	34%	32%
Use a TPA	26%	22%	19%	21%	21%

	Percent of Injured Workers				
	March 2012	Sept. 2012	Sept. 2013	April 2014	Sept. 2014
Employer Risk Industry:					
Agriculture	4%	4%	4%	4%	6%
Forest Products	5%	3%	3%	2%	3%
Miscellaneous Construction	6%	4%	4%	5%	7%
Building Construction	8%	9%	10%	9%	10%
Trades	6%	8%	8%	7%	8%
Food Processing and Manufacturing	2%	3%	3%	3%	4%
Metal and Machinery Manufacturing	3%	3%	2%	4%	3%
Miscellaneous Manufacturing	2%	2%	2%	2%	2%
Utilities and Communications	1%	1%	1%	1%	1%
Transportation and Warehousing	8%	9%	9%	11%	8%
Dealers and Wholesalers	4%	5%	4%	4%	3%
Stores	5%	6%	6%	6%	6%
Miscellaneous Services	19%	19%	19%	18%	19%
Health Care	4%	5%	5%	5%	4%
Misc. Professional and Clerical	5%	4%	6%	5%	5%
Schools	5%	4%	2%	3%	3%
Government	11%	9%	11%	10%	8%
Temporary Help	3%	2%	2%	2%	2%



Employers Customer Experience Survey

Wave 4: Tables and Charts

November 2014





Methodology

Reported herein are the results of the first five waves of the Employers BBCE survey. A total of around 600 to 680 telephone interviews were conducted for each wave.

The sample was selected from among employers with one or more allowed time loss claim(s) that was active in the past six months. Qualifying claims were 30 days or over.

Employers that use a third party administrator (TPA) or are part of a retro group were excluded from the sample since they often are not in direct contact with L&I, and because of the risk of calling the same TPA or Retro representative multiple times because they represent more than one employer.

The interviews were conducted from:

Baseline: March 15 to 28, 2012

Wave 1: October 10 to 19, 2012

Wave 2: October 23 to November 18, 2013

Wave 3: March 18 to 31, 2014

Wave 4: October 6 to November 3, 2014

The interviews are conducted in the respondent's choice of English or Spanish.

Minor weighting adjustments were applied to bring the sample into proportion with the universe of qualifying employers (excluding TPA and Retro) by employer size and participation in the Stay at Work program. The impact of the weighting is shown in the following table.

Number of FTEs:	Total Actual	Total Weighted
Less than 10	311	321
10 to 50	192	194
51 to 249	74	71
250 or more	24	14
Total	601	601

Completion Rate

The final call dispositions for Wave 4 are as follows. The completion rate is high.

	Number	Percent
Completed Interviews	601	21%
Break-offs	31	1%
Disqualified	182	7%
Language Barrier	36	1%
Appointments	158	6%
Refusals	481	17%
Telephone Was Not Answered	1,094	39%
Not in Service	215	8%
Total Sample Dialed	2,800	100%

Margin of Error and Statistical Significance

Surveys based on random samples are subject to sampling error due to the fact that not everyone in the entire population was surveyed. The reliability of survey results is often reported as a range within which the actual result is expected to fall. This range is based on a specified level of probability, typically 95%.

Data based on the Wave 4 sample of 601 has a sampling error of $\pm 4.0\%$ at the 95% threshold. Thus, if a result of 50% is attained based on this sample, we can be sure, 95% of the time (or 19 times out of 20) that the result of a census would be between 46% and 54%.

Data based on sub-groups is subject to greater margins of error. Examples of sub-groups and the associated margins of error are provided to follow.

	Sample Size	Margin of Error*
Wave 4 Total	601	$\pm 4.0\%$
Employers who rated non-claims communication	400	$\pm 4.9\%$
Smaller groups of respondents (e.g.)	100	$\pm 9.8\%$

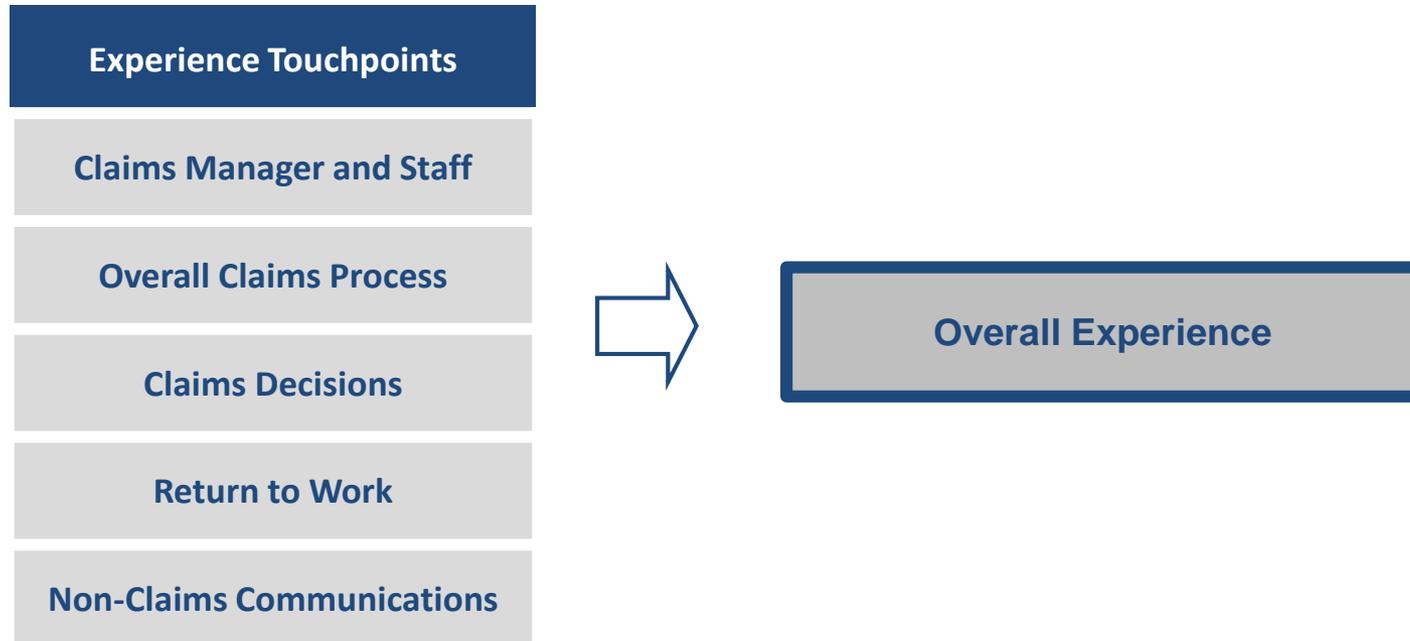
* For a result of 50% at the 95% confidence interval.

Throughout this report, circles  are used to denote sub-groups with scores that are statistically significantly higher than other sub-groups.

Arrows   denote statistically significant changes over time.

Note that the percentages for rating scale questions are based on respondents who gave a rating.

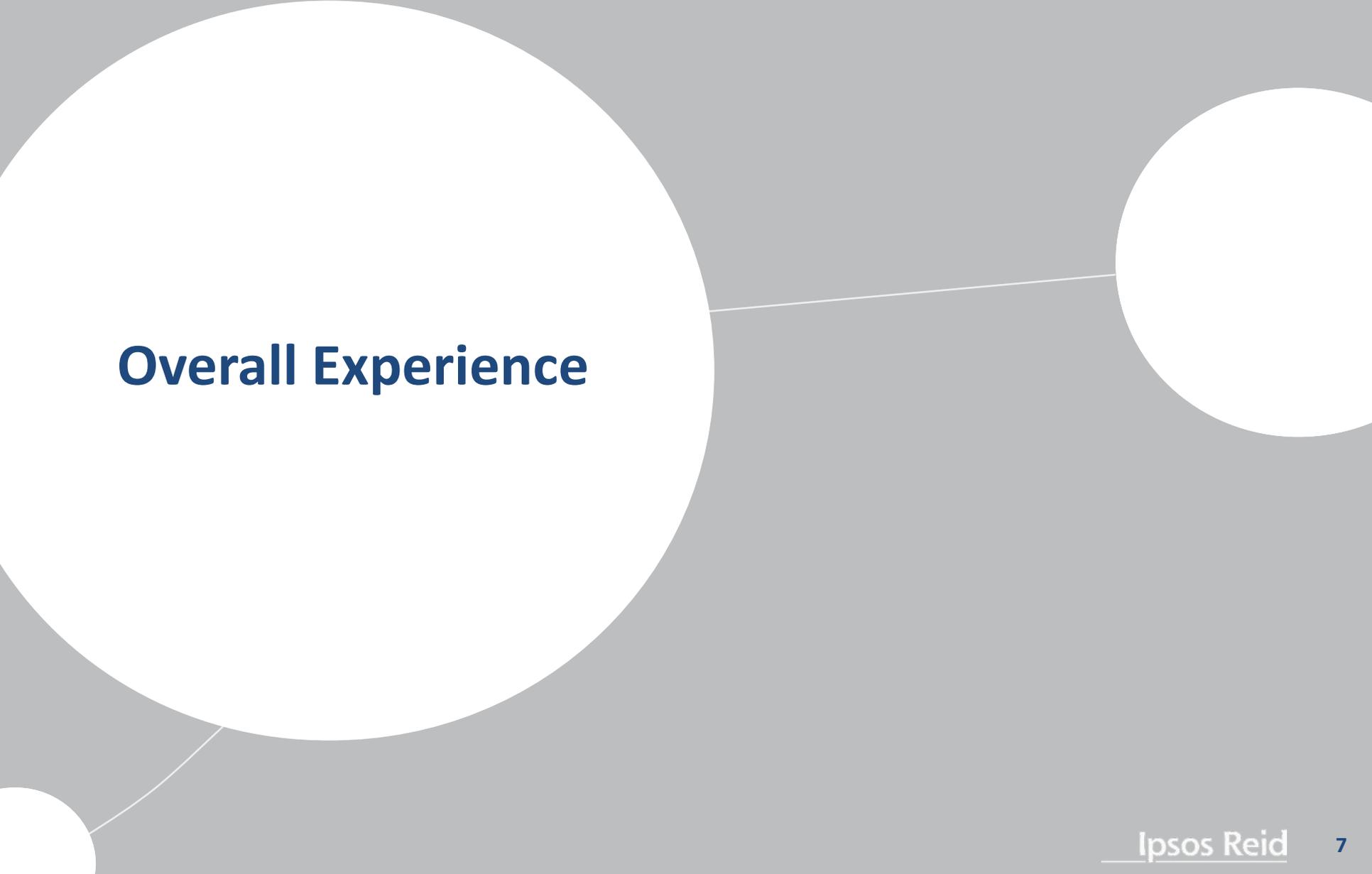
Employer Model



Employer Model

Touchpoints	Drilldowns					
Claims Manager and Staff	Being helpful and friendly	Listening to you and understanding	Letting you know what actions to take	Returning calls and messages	Resolving your question or concern	Suggesting options for return to work
Overall Claims Process						
Claims Decisions	Taking care of your injured worker's needs	Timeliness of claims decisions	Taking into account your description of how the injury occurred	Clearly describing the reasons for the claims decisions	Fairness of the decision	
Return to Work	Fully involving your company in the RTW process	Working with you to get your injured worker back on the job	Ensuring your injured workers RTW at an appropriate pace			
Non-Claims Communications	Being helpful and friendly	Resolving your question or concern	Returning your calls and messages	Being available when you need to reach them		

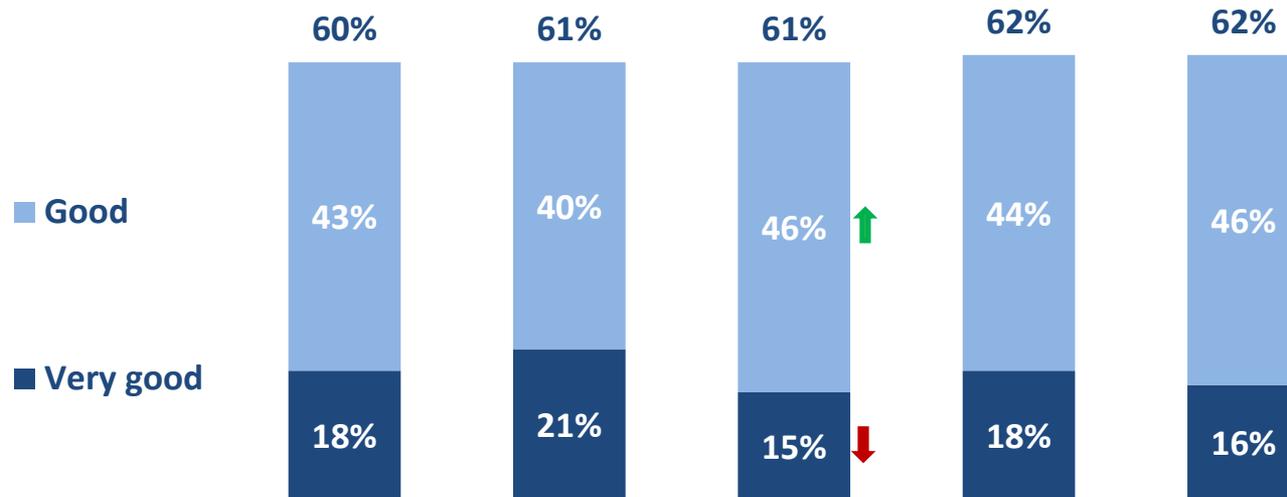
= Top Priority
 = Secondary Priority



Overall Experience

Overall Experience Working with L&I in the Past Year

Employers



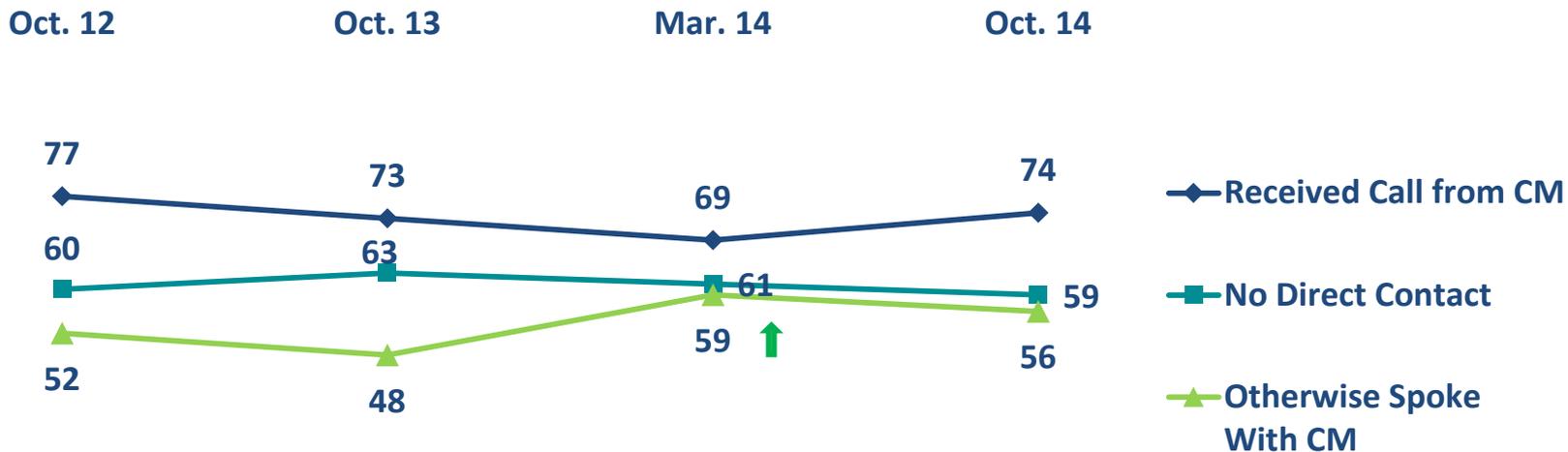
	March 2012	October 2012	October 2013	March 2014	October 2014
Total Good	60%	61%	61%	62%	62%
Average	26%	25%	26%	24%	24%
Total Poor	14%	15%	14%	14%	13%

Q1. *First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...*

Base: All respondents (n~600 per wave)

Impact of Contact with Claims Managers on Overall Experience

Employers: Trend Line



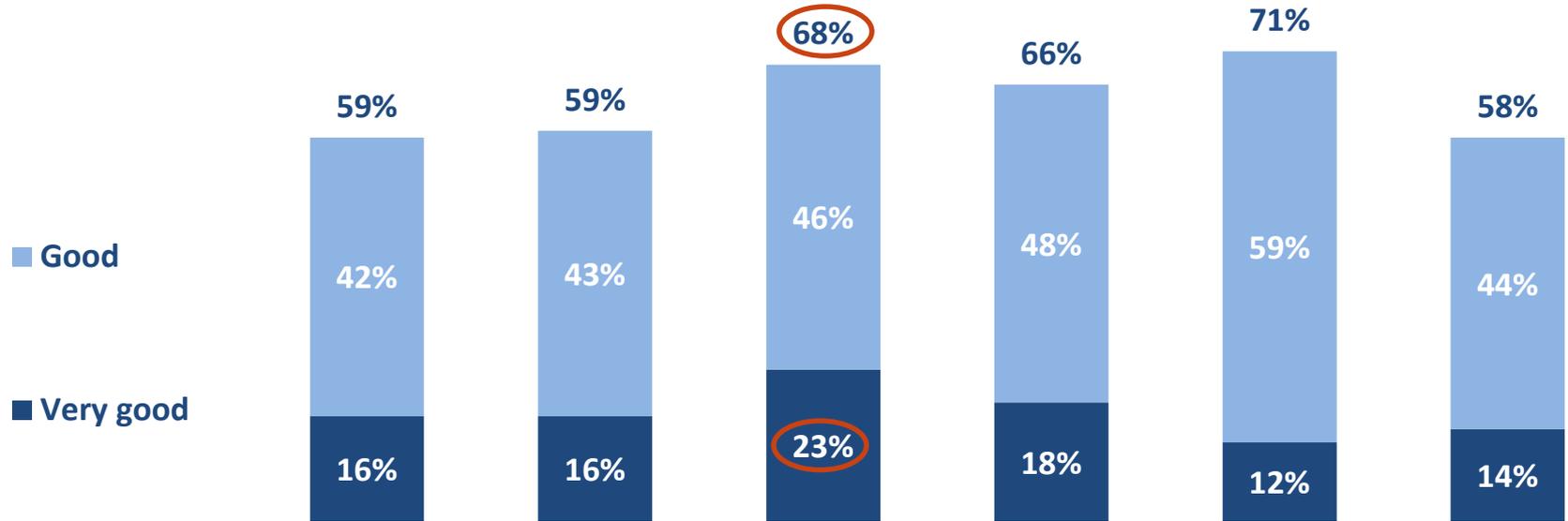
Q1. First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: Employers who had a claim which started in the past year and received call (n=97/160/192/172); Had no direct contact (n=199/284/252/238); otherwise spoke with their CM (n=104/214/236/191)

Note: prior to March 2014, only employers who had a claim that started in the past year were asked the questions about contact with their Claims Manager

Overall Experience by Delivery Service Area

Employers: March and October 2014 (Combined)



	DSA 1	DSA 2	DSA 3	DSA 4	DSA 5*	DSA 6
Total Good	59%	59%	68%	66%	71%	58%
Average	26%	29%	21%	22%	16%	24%
Total Poor	15%	13%	10%	12%	13%	17%
Number of Interviews	(184)	(198)	(203)	(172)	(26)	(245)

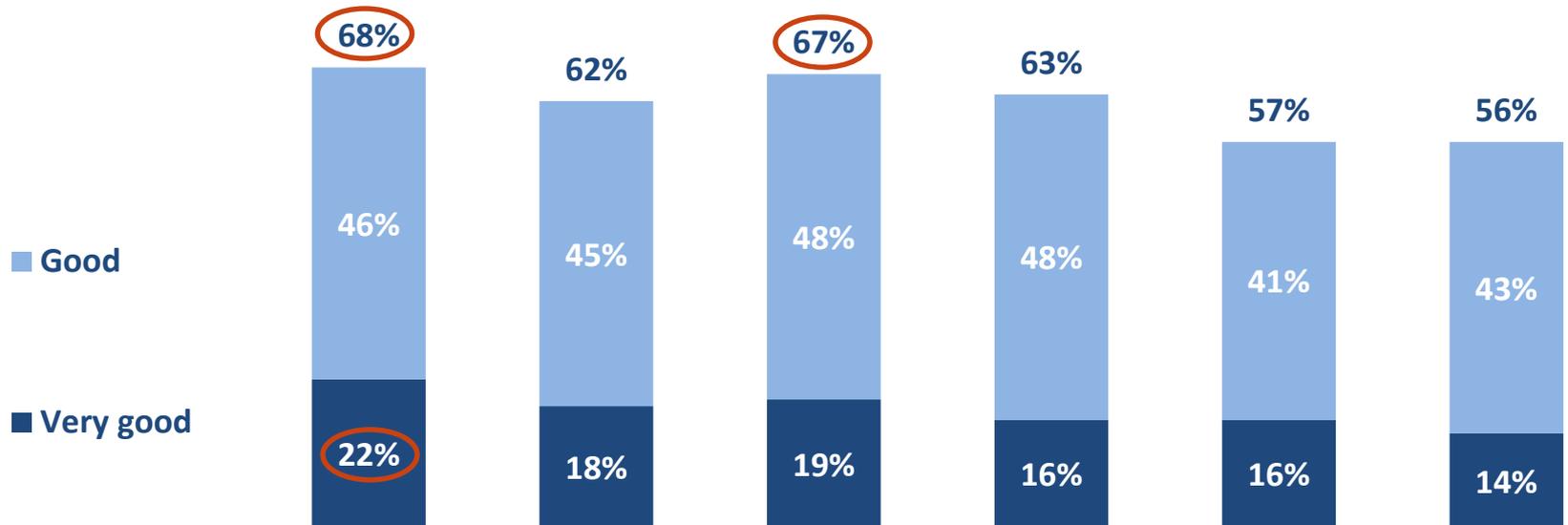
* Caution: small base

Q1. First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: All respondents

Overall Experience by Employer Services Team

Employers: March and October 2014 (Combined)



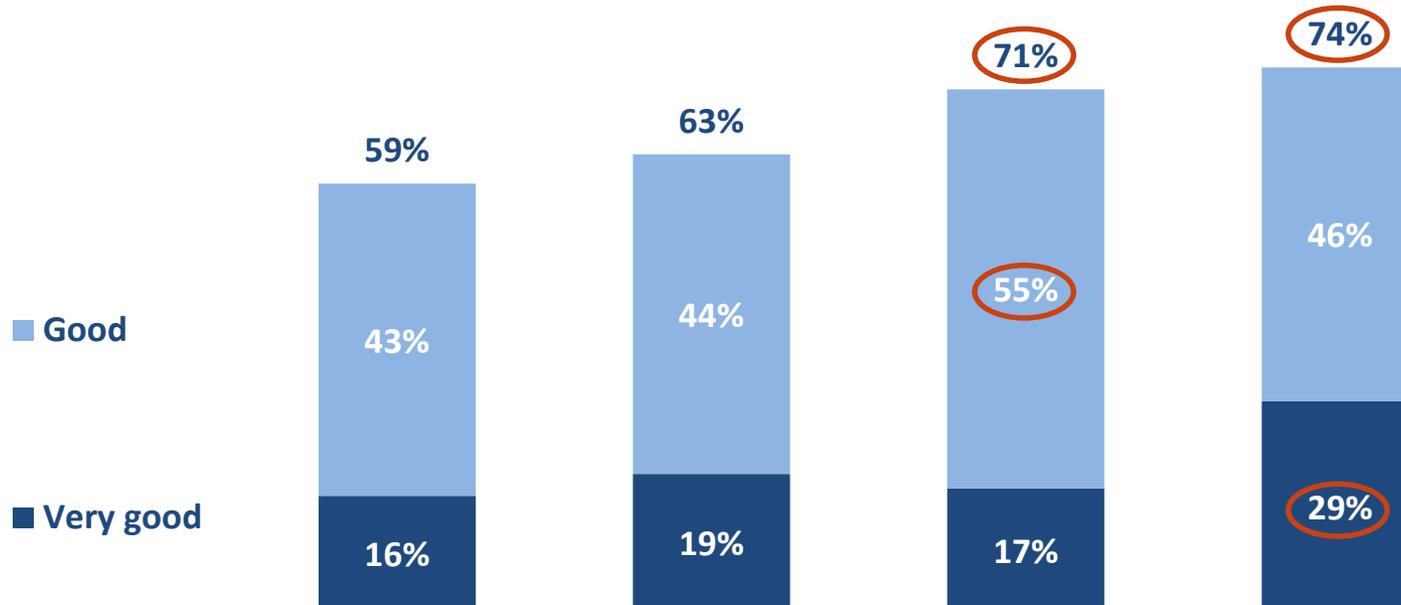
	Team 1	Team 2	Team 3	Team 4	Team 5	Specialist Team
Total Good	68%	62%	67%	63%	57%	56%
Average	22%	25%	21%	23%	28%	26%
Total Poor	10%	13%	13%	13%	15%	18%
Number of Interviews	(222)	(252)	(202)	(165)	(214)	(221)

Q1. First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: All respondents

Overall Experience by Employer Size (FTEs)

Employers: March and October 2014 (Combined)



	Fewer than 10	10 to 50	51 to 249	250 or More*
Total Good	59%	63%	71%	74%
Average	25%	24%	24%	18%
Total Poor	16%	13%	5%	8%
Number of Interviews	(659)	(418)	(155)	(49)

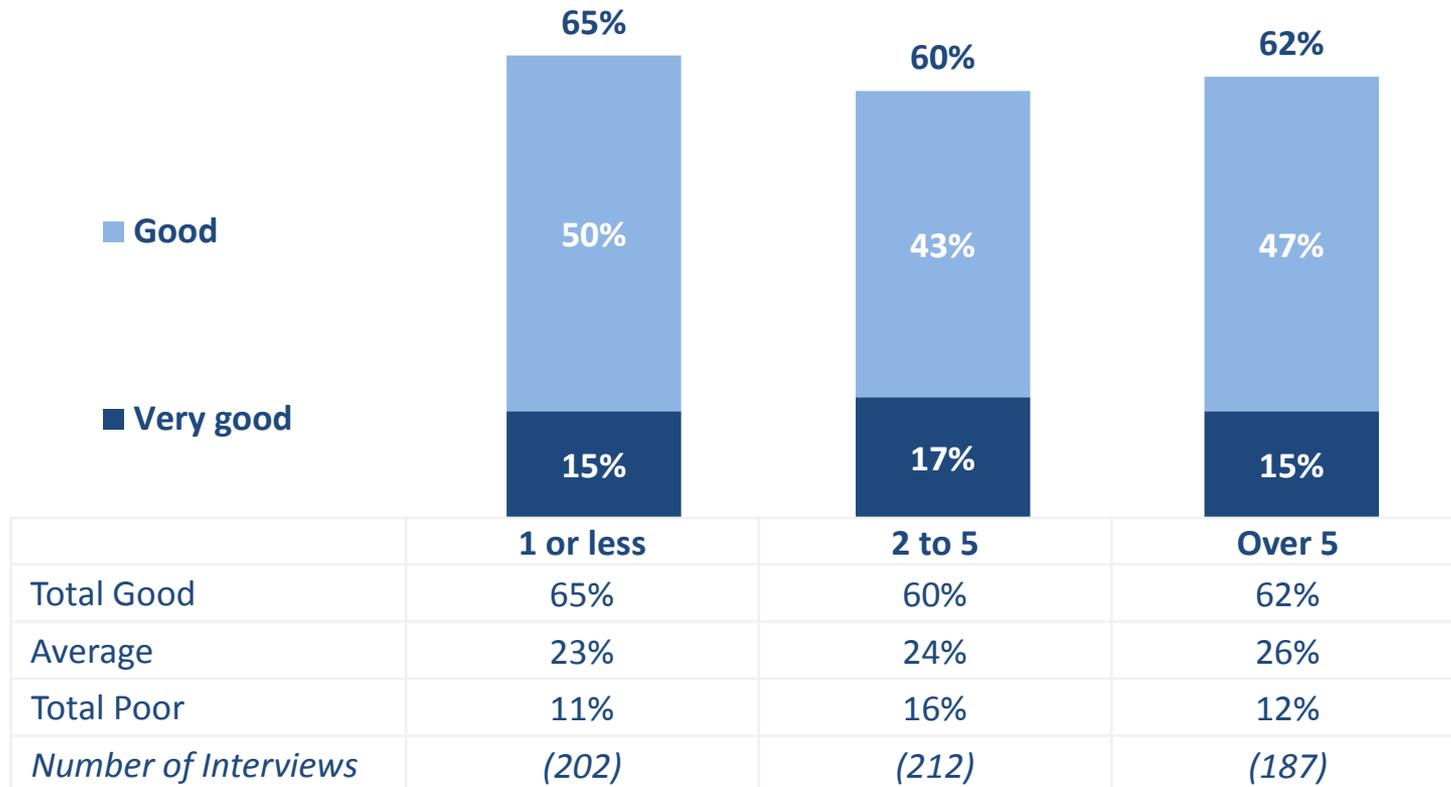
* Caution: Small base

Q1. First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: All respondents

Overall Experience by Number of Claims in Past Ten Years

Employers: October 2014

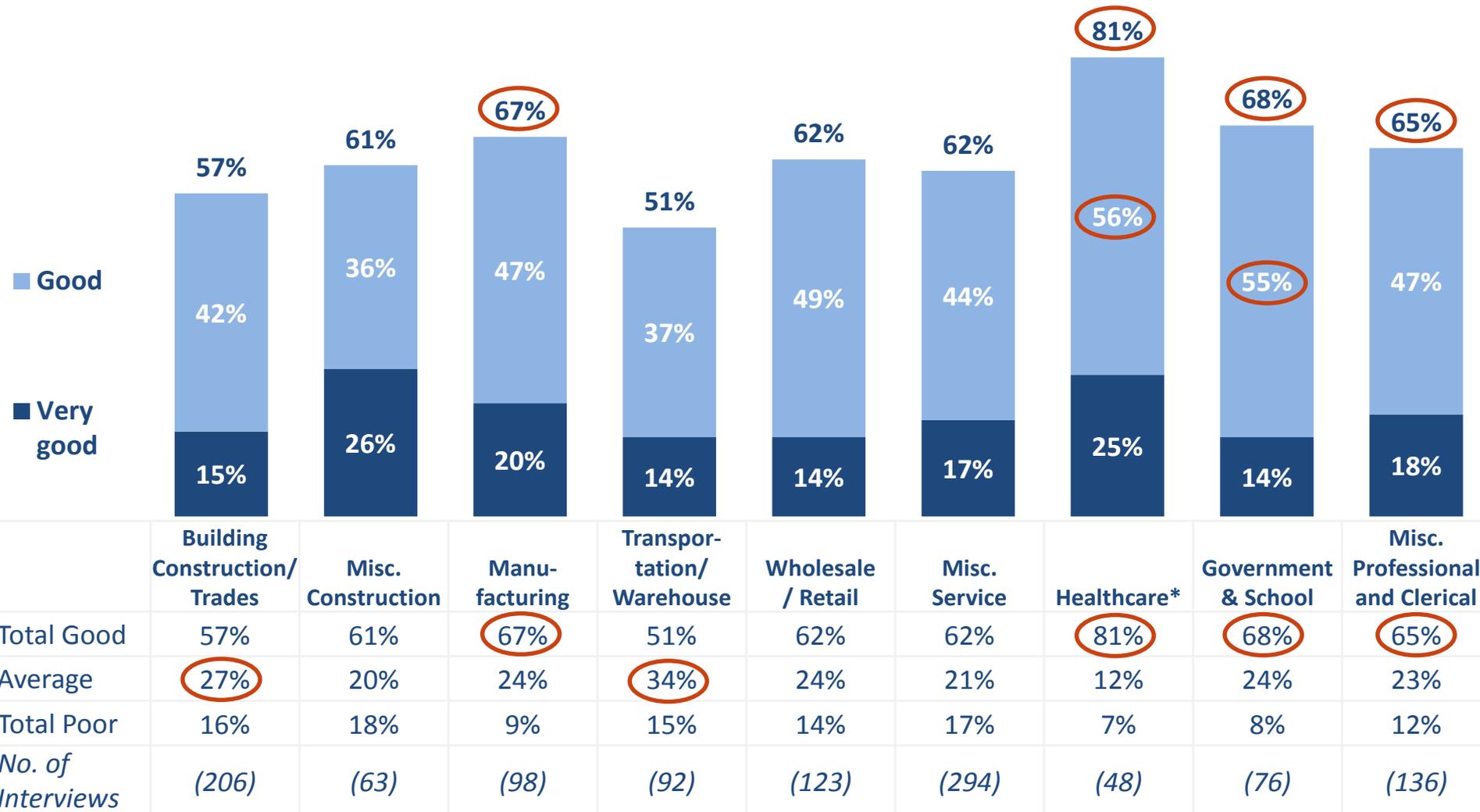


Q1. First, I would like to ask you a few general questions about your interactions with L&I **over the past year**. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: All respondents

Overall Experience by Risk Class

Employers: March and October 2014 (Combined)



* Caution: Small base

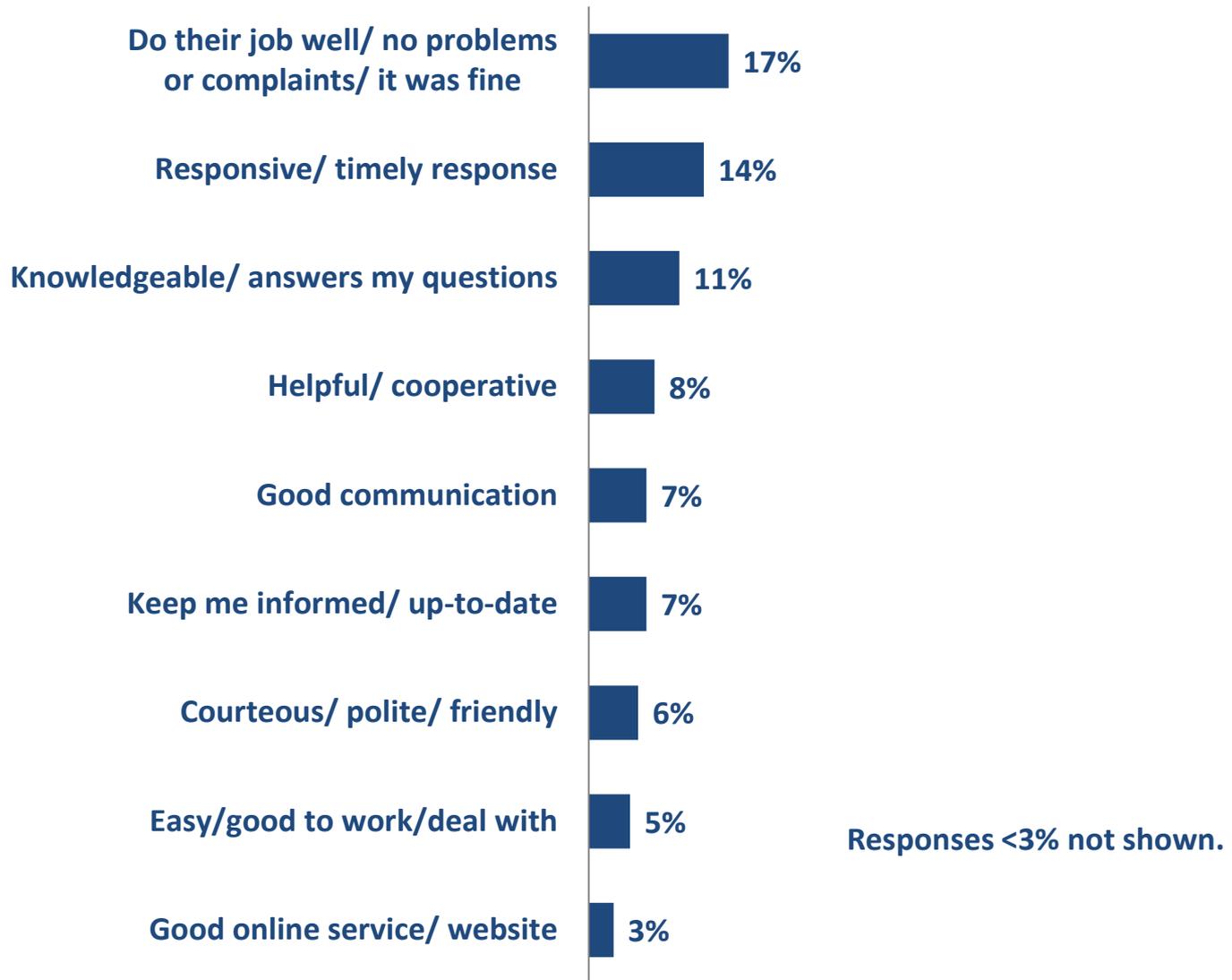
Q1. First, I would like to ask you a few general questions about your interactions with L&I over the past year. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

Base: All respondents



Top Positive Comments About Overall L&I Experience

Employers: October 2014



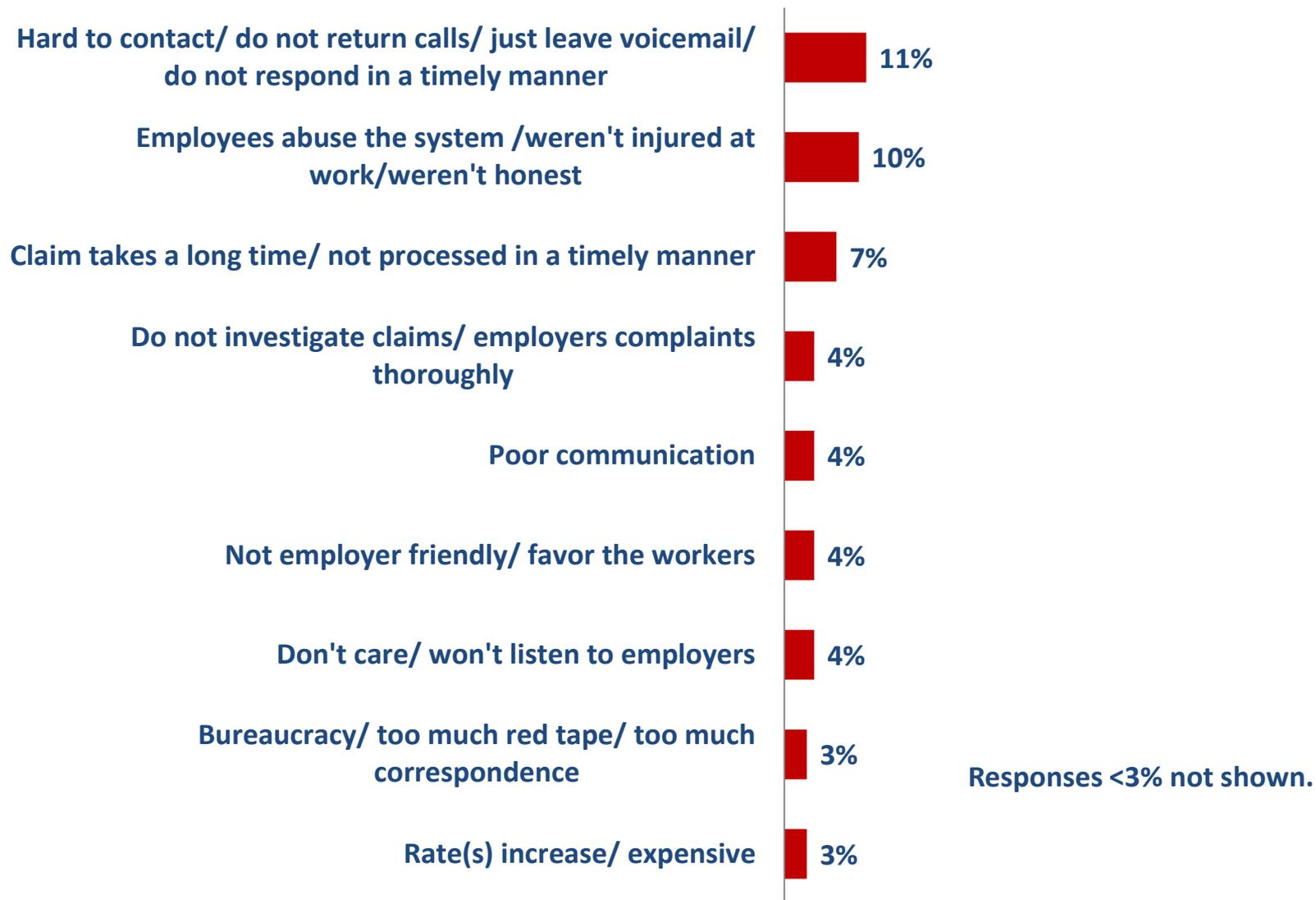
Q2. Why did you rate your overall experience with L&I as [INSERT Q1 RESPONSE]?

Base: All respondents (n=601)



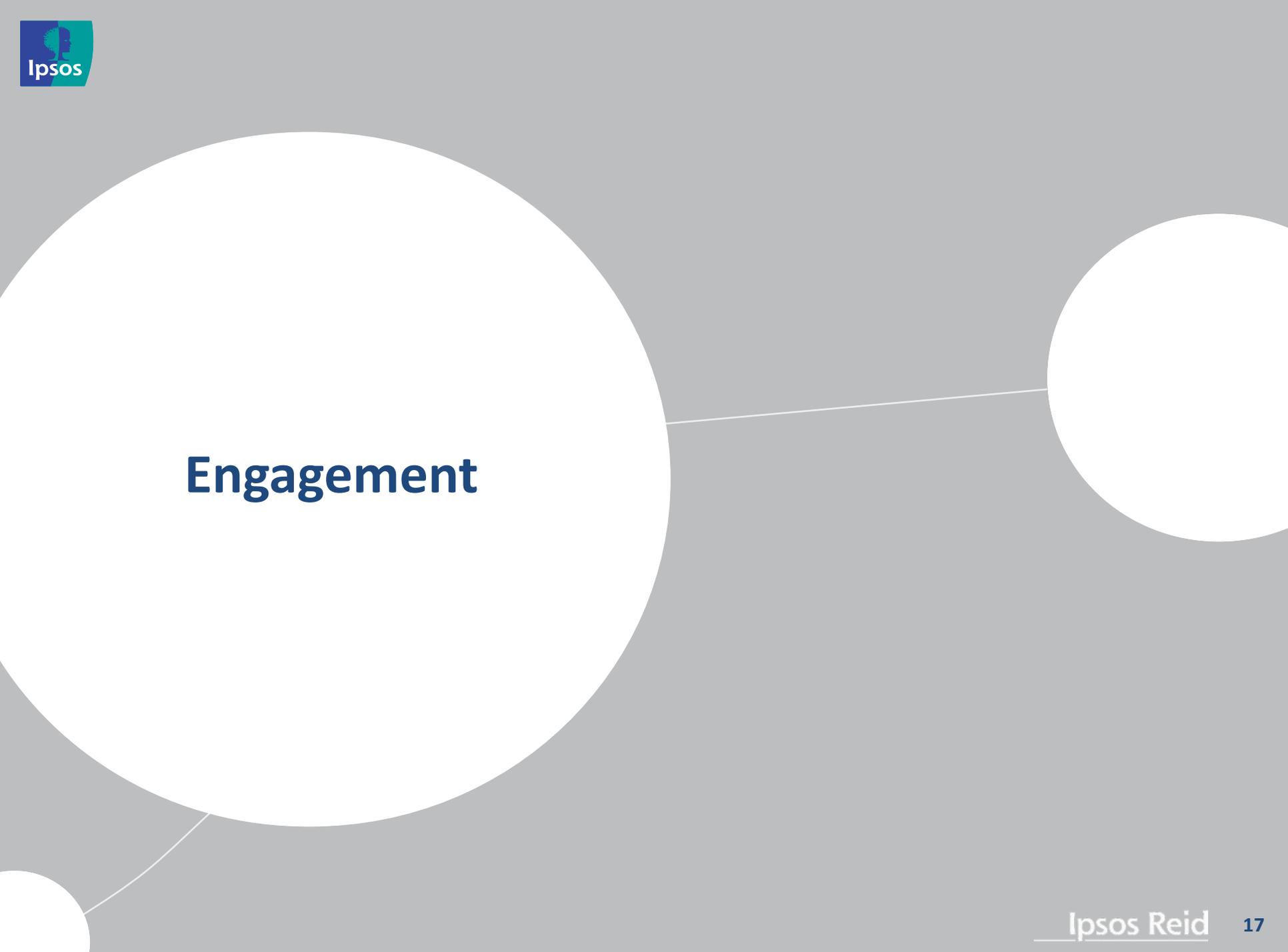
Top Negative Comments About Overall L&I Experience

Employers: October 2014



Q2. Why did you rate your overall experience with L&I as [INSERT Q1 RESPONSE]?

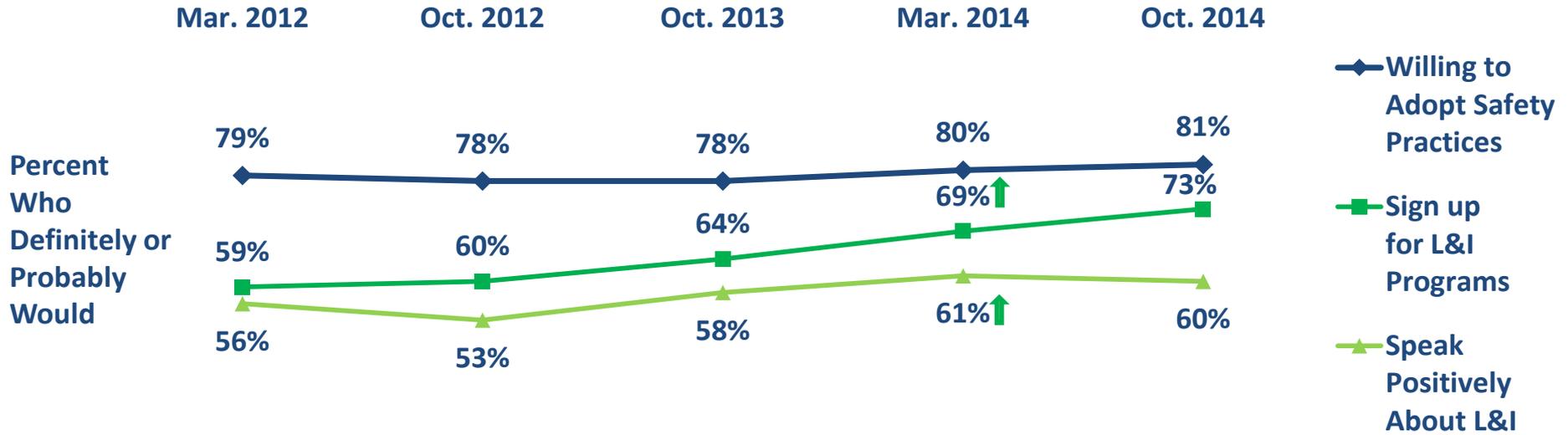
Base: All respondents (n=601)



Engagement

Engagement Measures

Employers: Trend Line



Q26. Using a scale of “definitely would, probably would, might or might not, probably would not, or definitely would not”, what is the likelihood that you would...

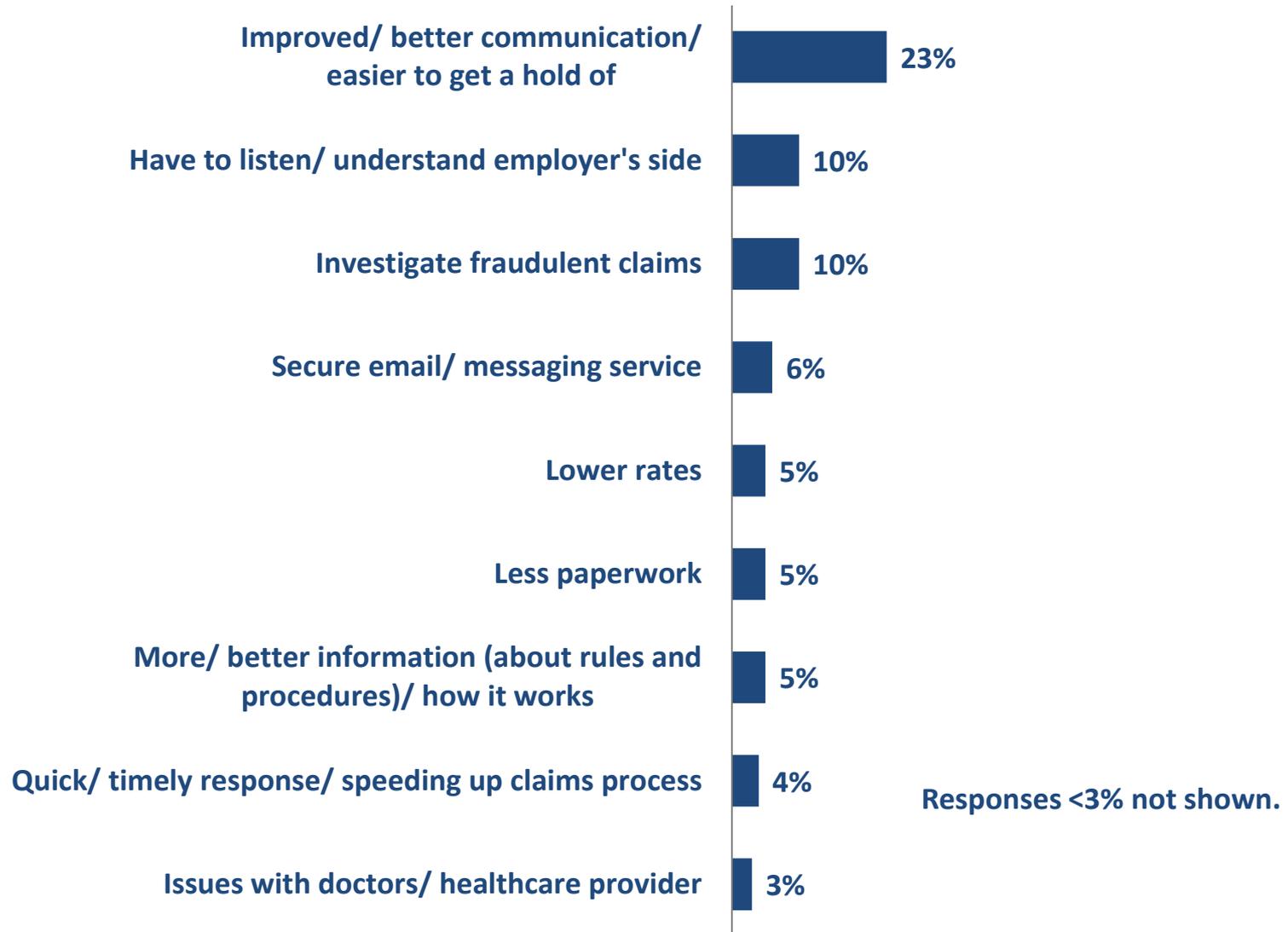
* Note wording change. Baseline: Sign up for L&I recommended programs or services to help you improve workplace health and safety. Later waves: Sign up for L&I recommended programs or services to help you reduce workers’ comp rates.

Base: All respondents who provided a rating (n~600 per wave)

Easy to do Business With

Easy to Do Business with L&I

Employers: October 2014



26b. If L&I were to do one thing that would make them **easier to do business with**, what do you think it would be?

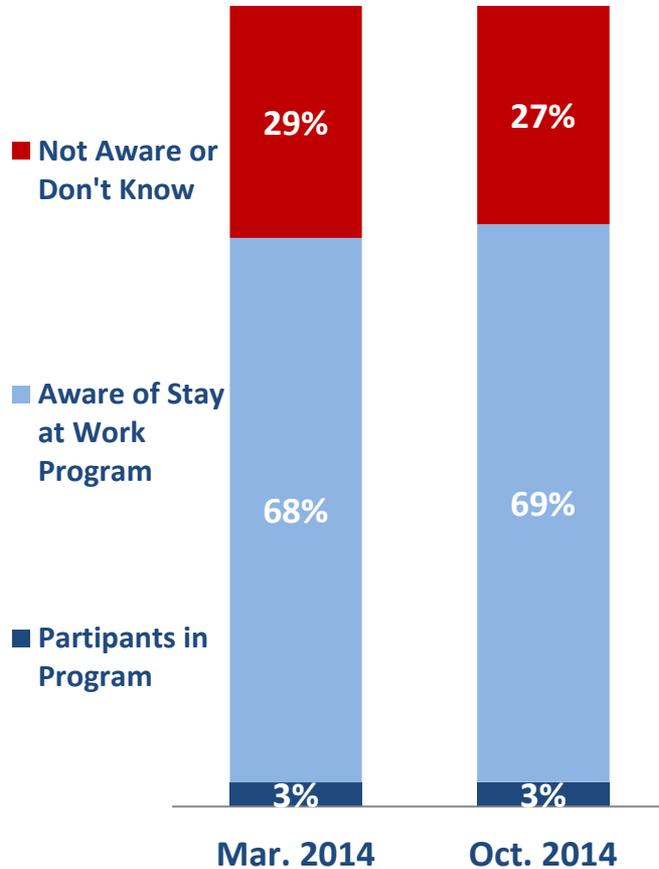
Base: All respondents (n=601)

Stay at Work Program

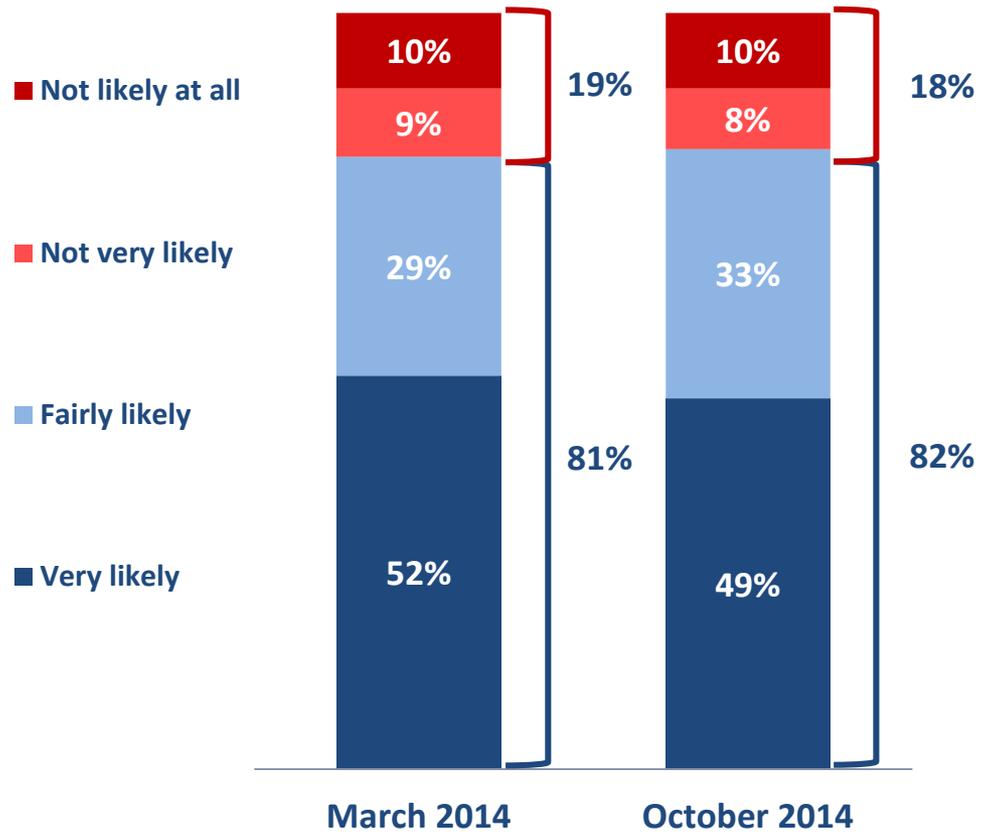
Awareness of the Stay at Work Program

Employers: October 2014

Participation in Stay at Work Program



Likelihood of Participating in Stay at Work Program



24f. L&I offers a Stay at Work Program, which reimburses employers for part of the cost of keeping an injured worker on light duty work while they recover. Have you heard or seen anything about the Stay at Work Program?

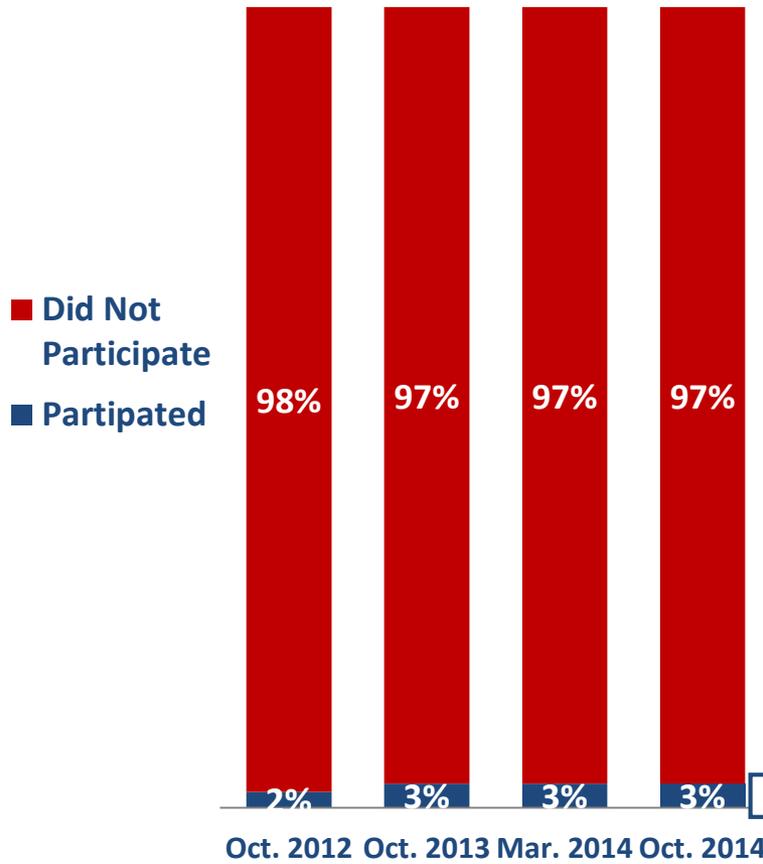
24g. This program would reimburse you for half of the injured worker's base wages and other expenses if the worker continues to be employed by you doing a light-duty job while they recover. The job must be approved by the worker's medical provider. How likely would you be to participate in this program if you were in this situation?

Base: All respondents (n=680/601); Stay at work non-participants who provided a rating of the program (n=598/512)

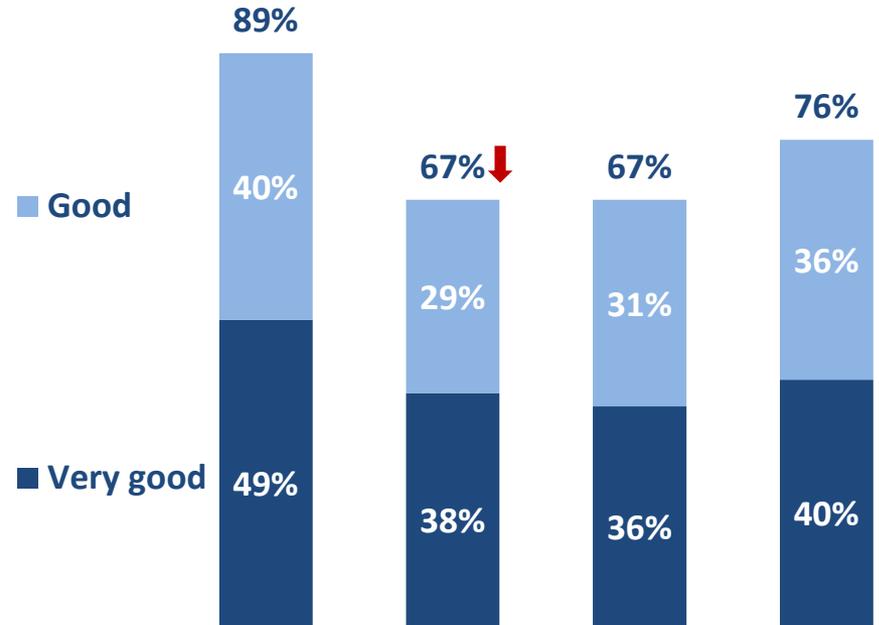
Stay at Work Program

Employers

Participation in Stay at Work Program



Overall Rating of Stay at Work Program



	Oct. 2012	Oct. 2013	Mar. 2014	Oct. 2014
Total Good	89%	67% ↓	67%	76%
Average	9%	12%	14%	16%
Total Poor	2%	21% ↑	19%	9%
Number of Interviews	(35)*	(59)	(47)*	(57)

* Caution: Small base

24a. I understand that your organization participated in L&I's Stay at Work Program, which reimburses employers for part of the cost of keeping an injured worker on light duty work while they recover. Is that correct? IF YES:

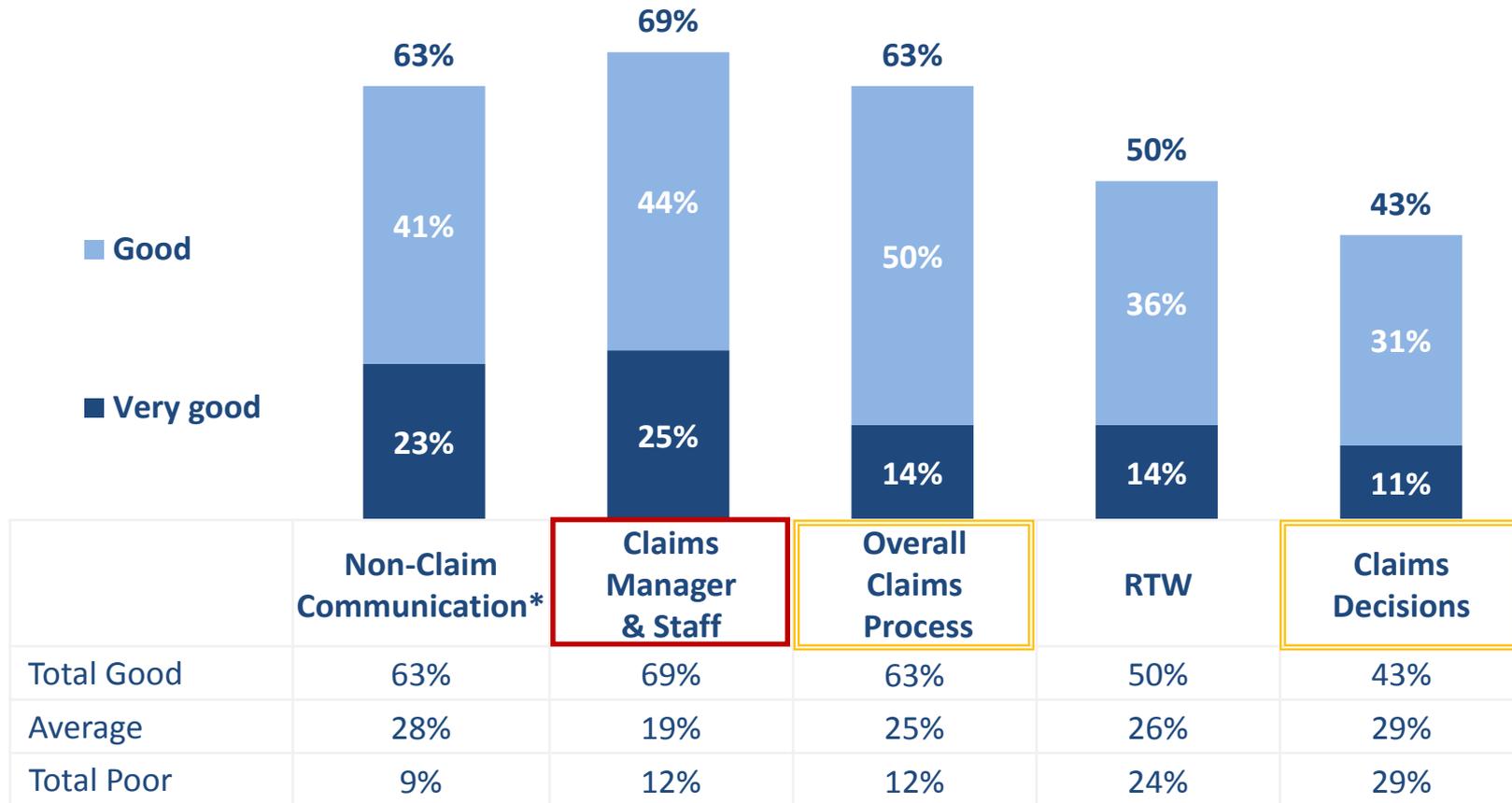
24b. Would you say that your overall experience with the Stay at Work Program was...

Base: All respondents (n=603/679/680/601); Stay at work participants

Touchpoints Summary

Overall Ratings on Touchpoints

Employers: October 2014



 = Top Priority
 = Secondary Priority

Base: All respondents (n~600 per wave)

* Respondents involved in non-claims communication (n~400 per wave)



Overall Ratings on Touchpoints

Employers: Trend Line

Mar. 2012

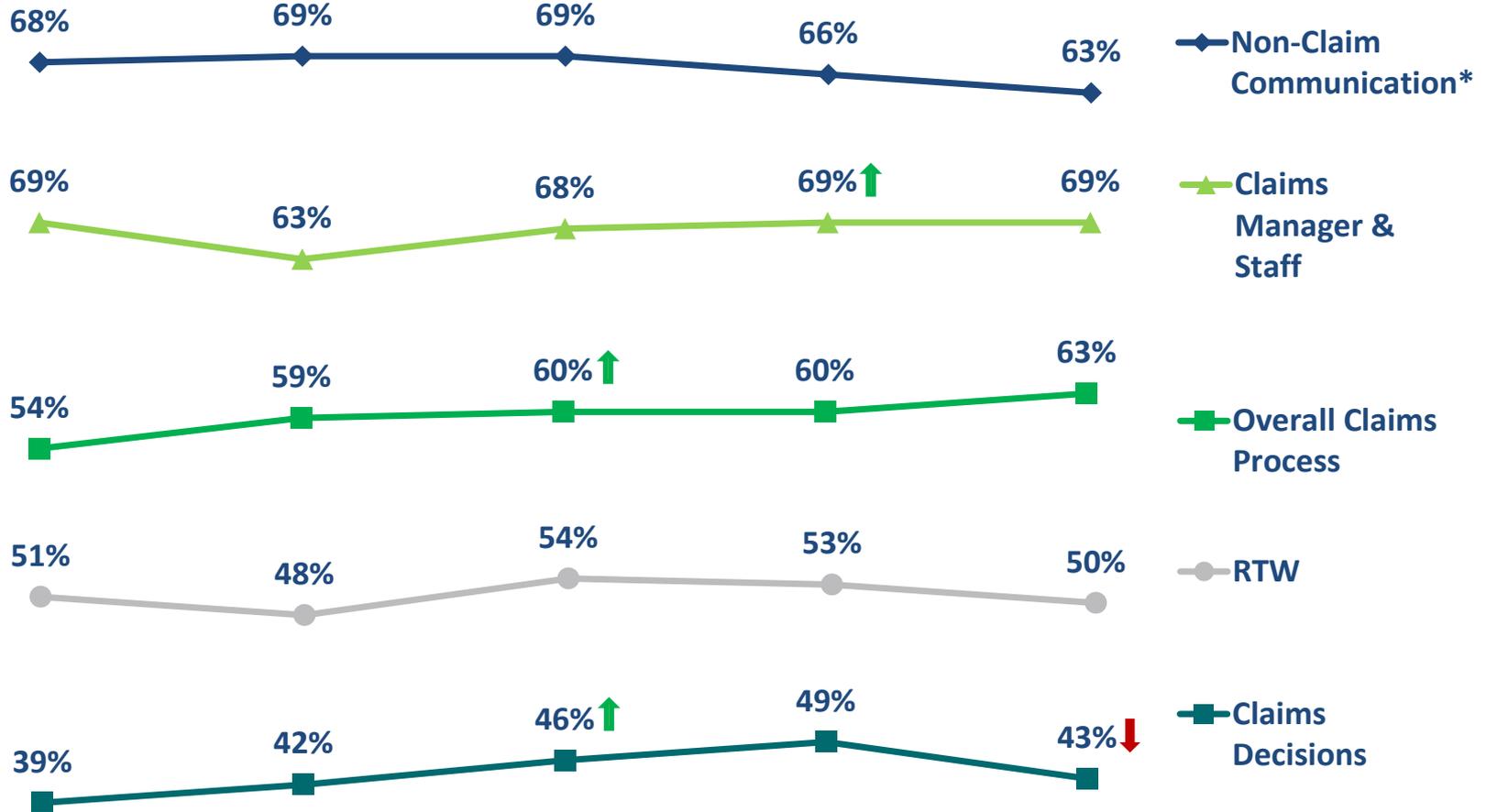
Oct. 2012

Oct. 2013

Mar. 2014

Oct. 2014

Percent Good or Very Good



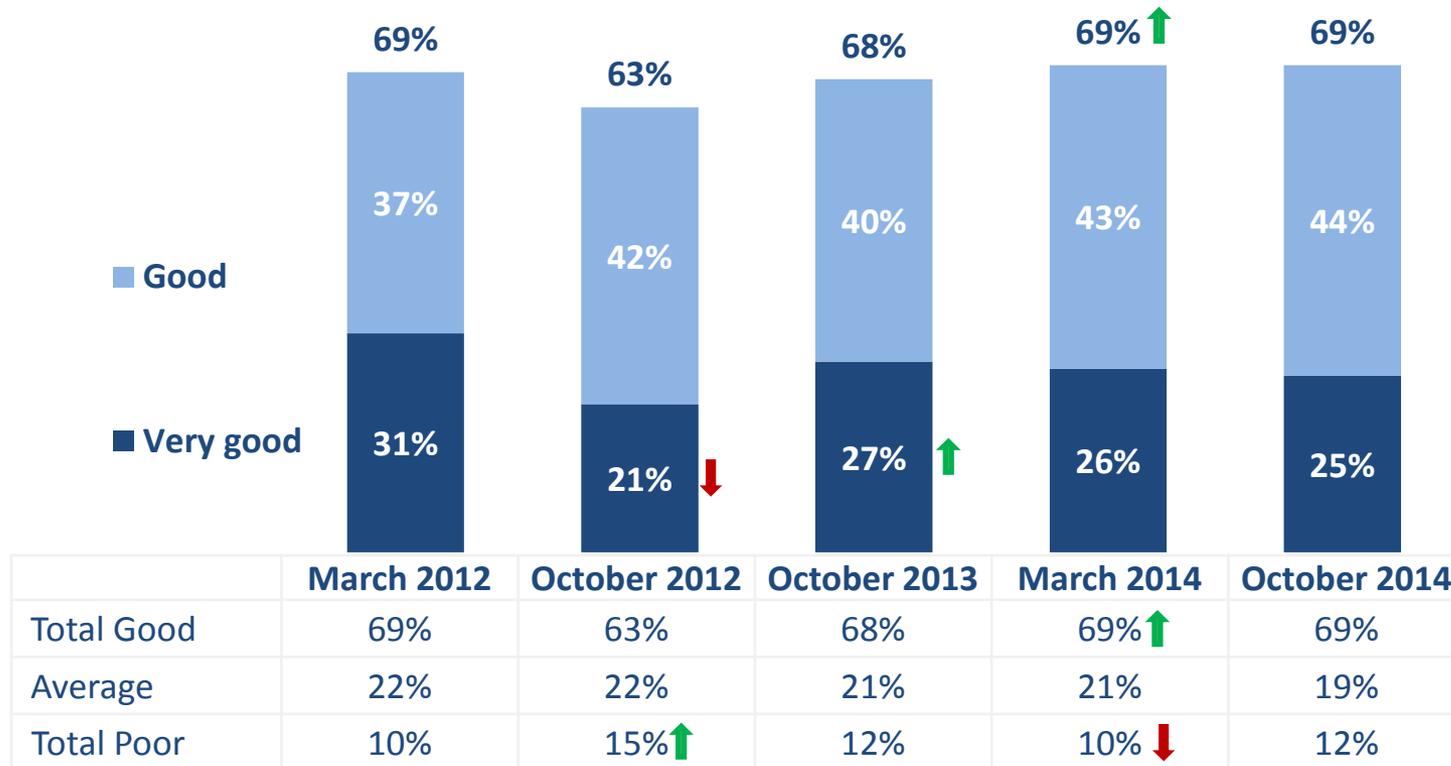
Base: All respondents (n~600 per wave)

* Respondents involved in non-claims communication (n~400 per wave)

Claims Manager and Claims Staff

Overall Experience with Claims Managers and Staff

Employers

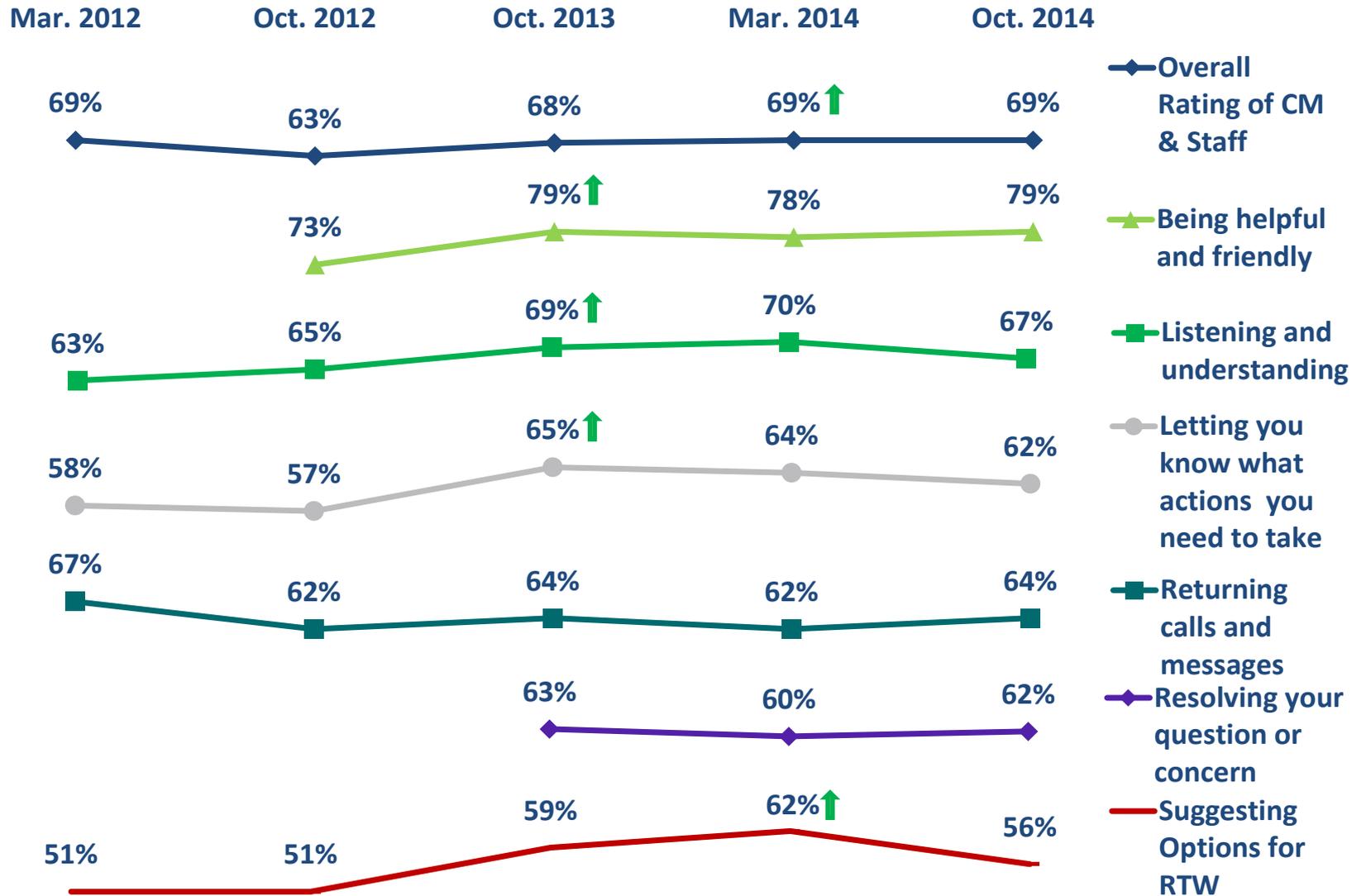


Q7. And, how would you rate the Claims Manager(s) and claims staff at L&I you worked with during the claims process?

Base: All respondents (n~600 per wave)

Claims Manager and Staff Drilldowns

Employers: Trend Line



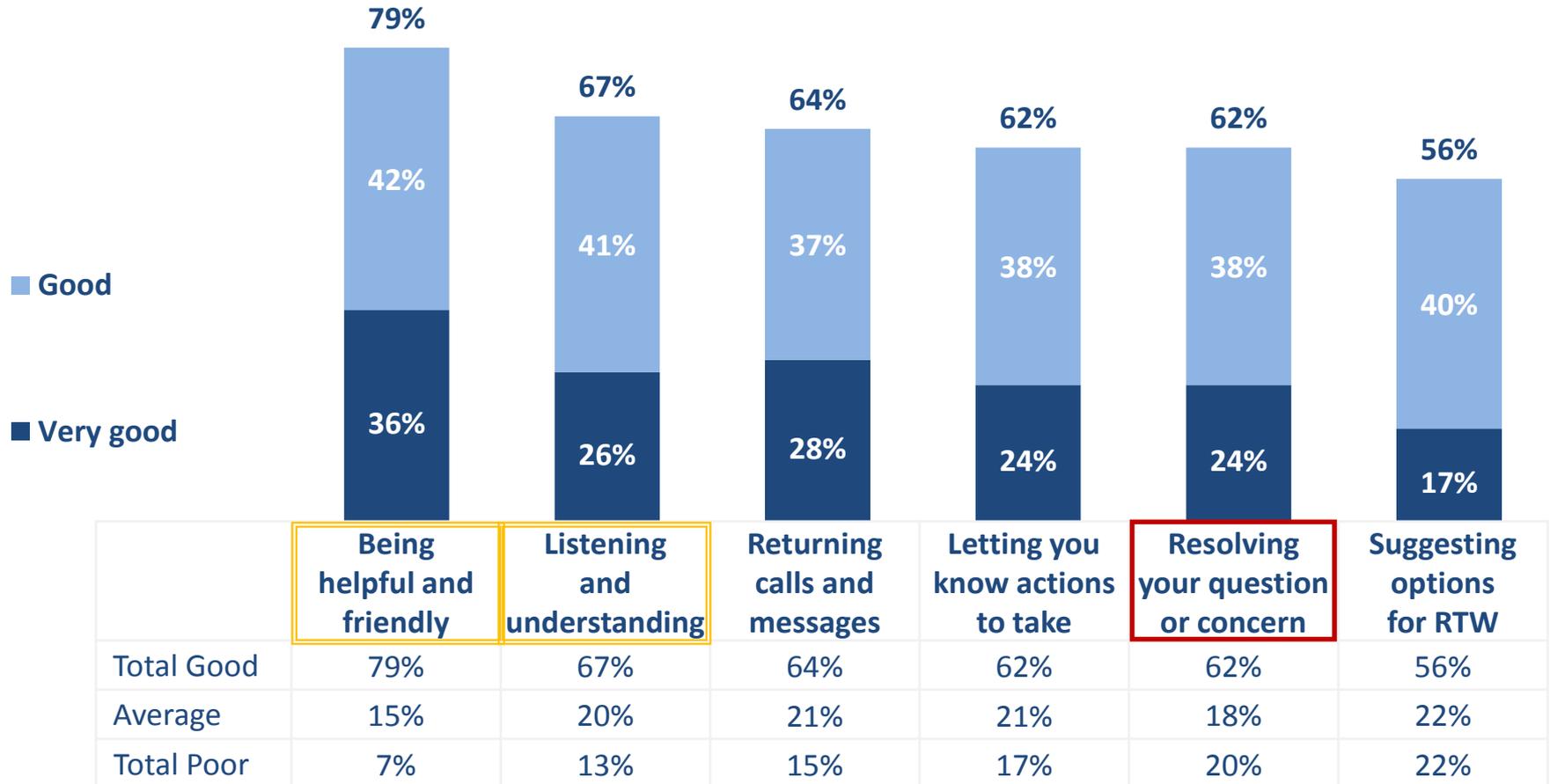
Percent Good or Very Good

Q7. And, how would you rate the Claims Manager(s) and claims staff at L&I you worked with during the claims process? Q8. How would you rate the Claims Manager and claims staff in terms of...

Base: All respondents (n~600 per wave)

Claims Manager and Staff Drilldowns

Employers: October 2014



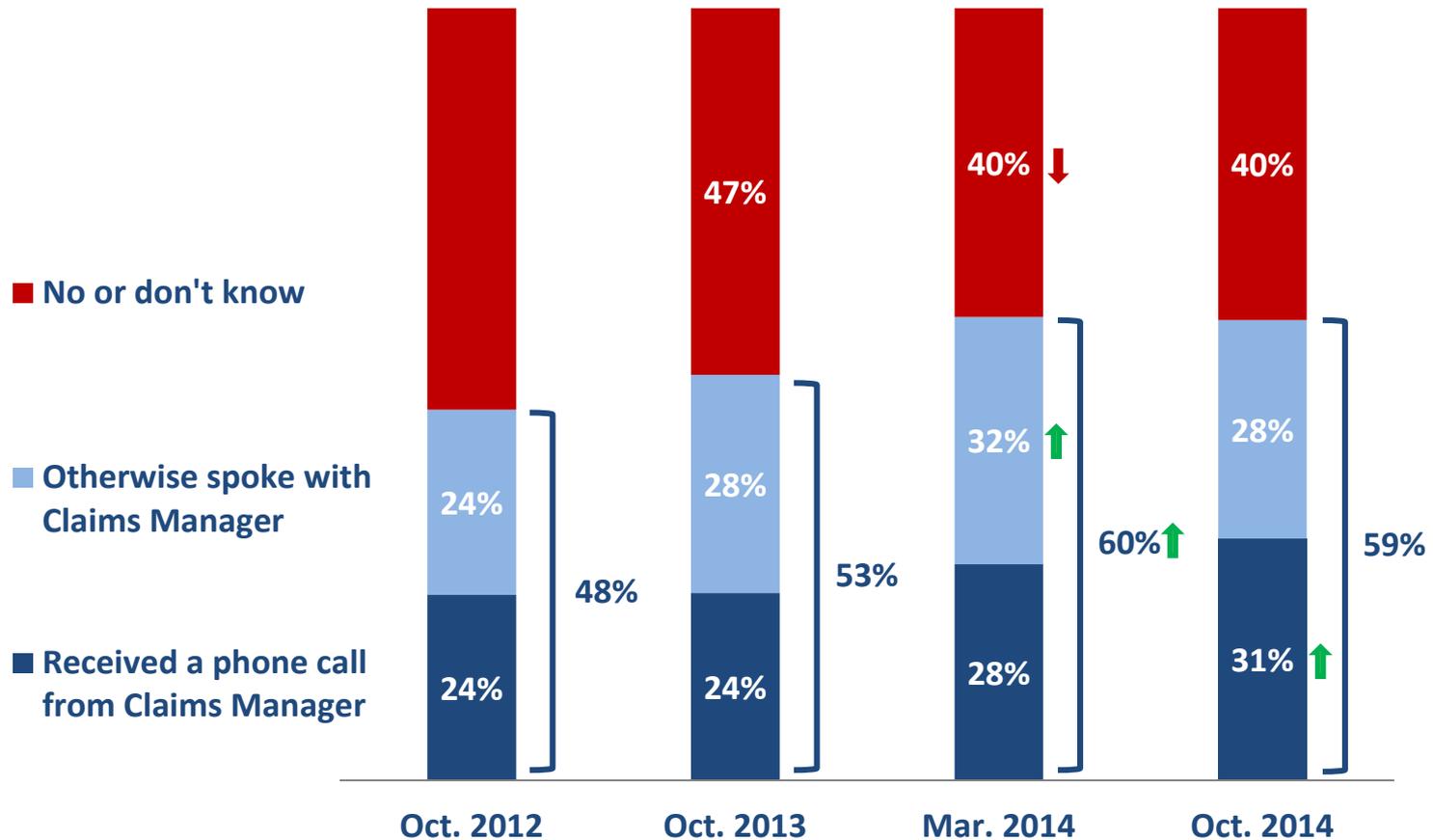
 = Top Priority
 = Secondary Priority

Q8. How would you rate the Claims Manager and claims staff in terms of...

Base: All respondents (n~500 for each statement)

Contact with Claims Manager

Employers

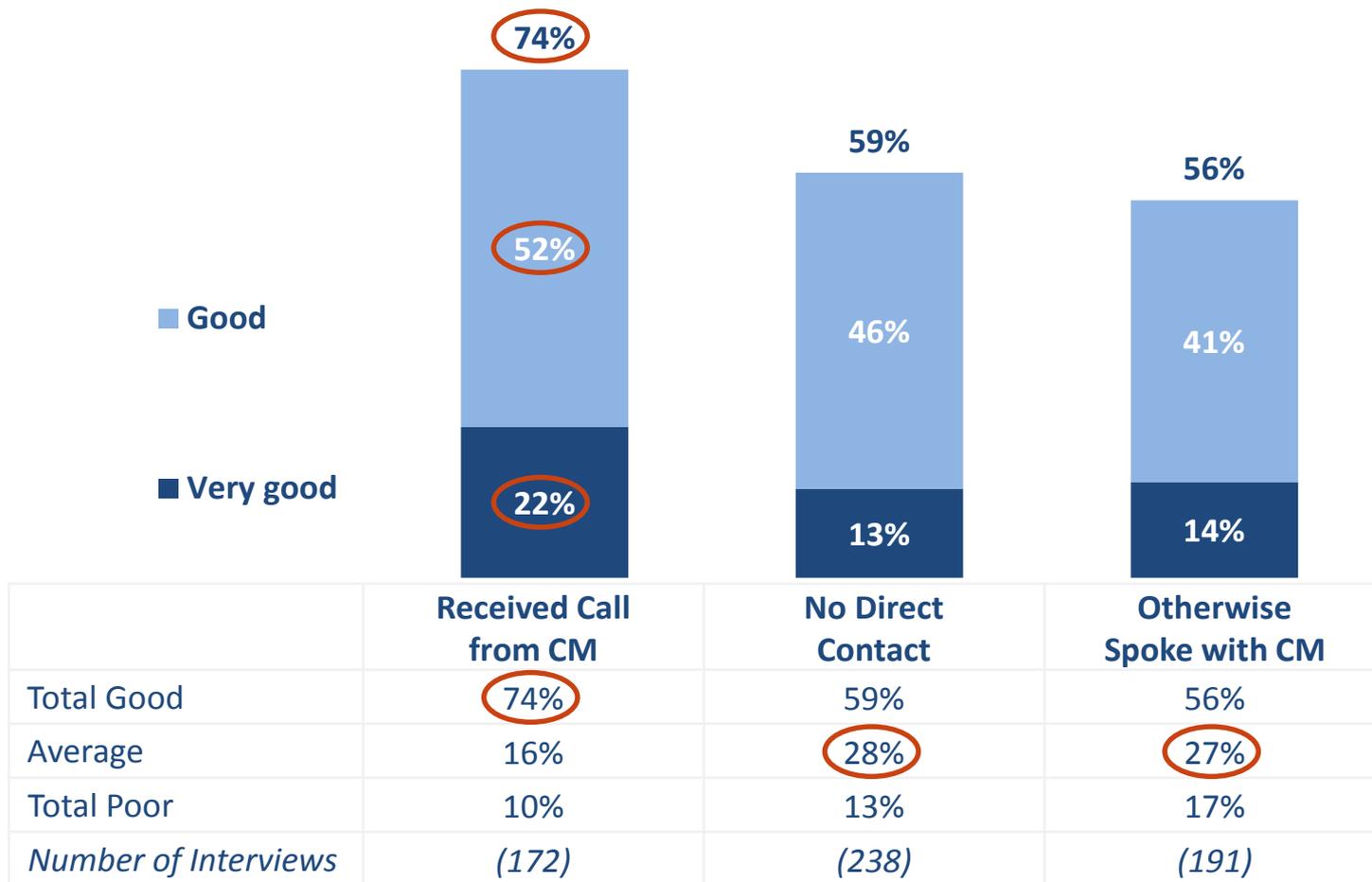


8b. Thinking now of the most recent claim, did you receive a call from the L&I Claims Manager early in the claims process? By this I mean a call that a Claims Manager initiated, not a response to you leaving a message or to you requesting a call. IF NO: 8c. Have you spoken directly with a Claims Manager, either in person or over the phone about this most recent claim?

Base: Employers who had a claim which started in the past year (n=417/524/542/471)

Impact of Contact with Claims Managers on Overall Experience

Employers: October 2014



Q1. First, I would like to ask you a few general questions about your interactions with L&I over the past year. We will be using the scale of Very Good, Good, Average, Poor and Very Poor. Taking everything into account, how would you rate the overall experience of working with L&I...

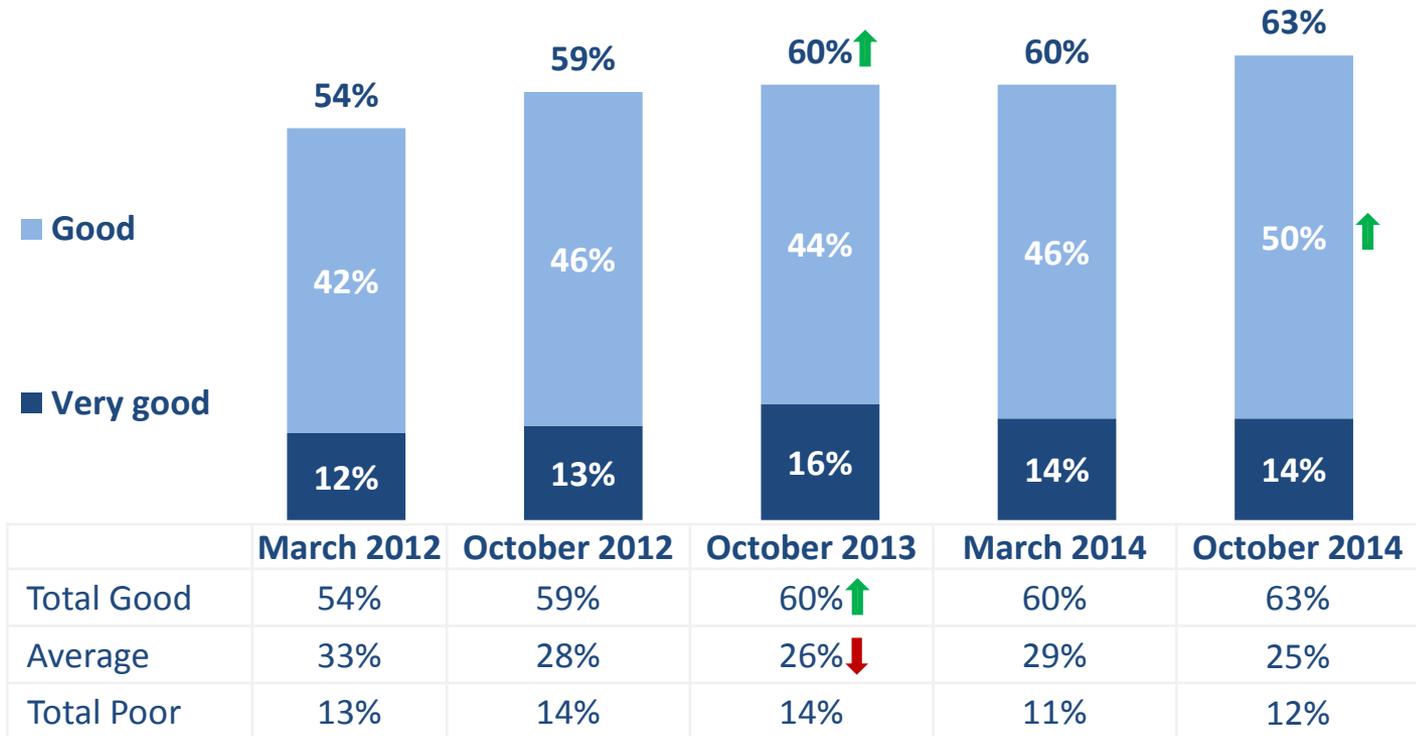
Base: All respondents



Overall Claims Process

Experience with L&I's Overall Claims Process

Employers



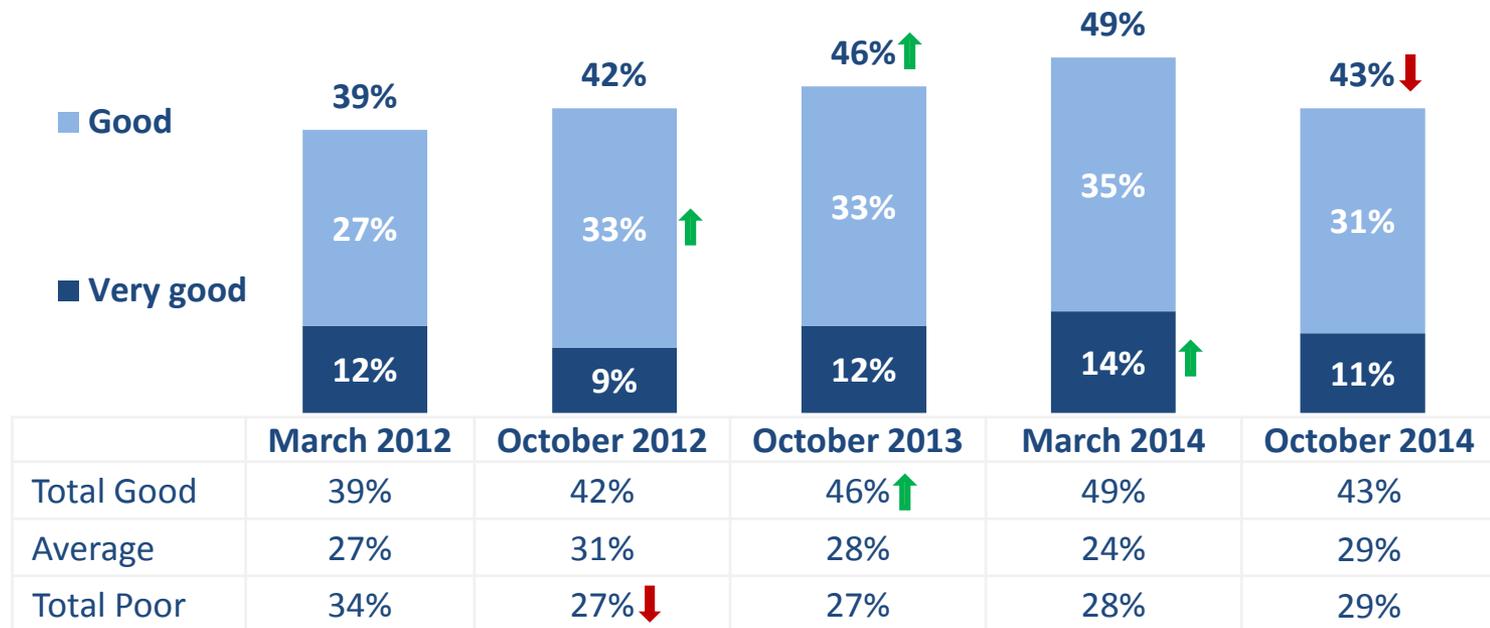
Q3. How would you rate the overall claims process including the forms you use to report an accident, the claims staff and the claim decisions?

Base: All respondents (n~600 per wave)

Claims Touchpoints: Claims Decisions

Overall Rating of L&I's Claims Decisions

Employers

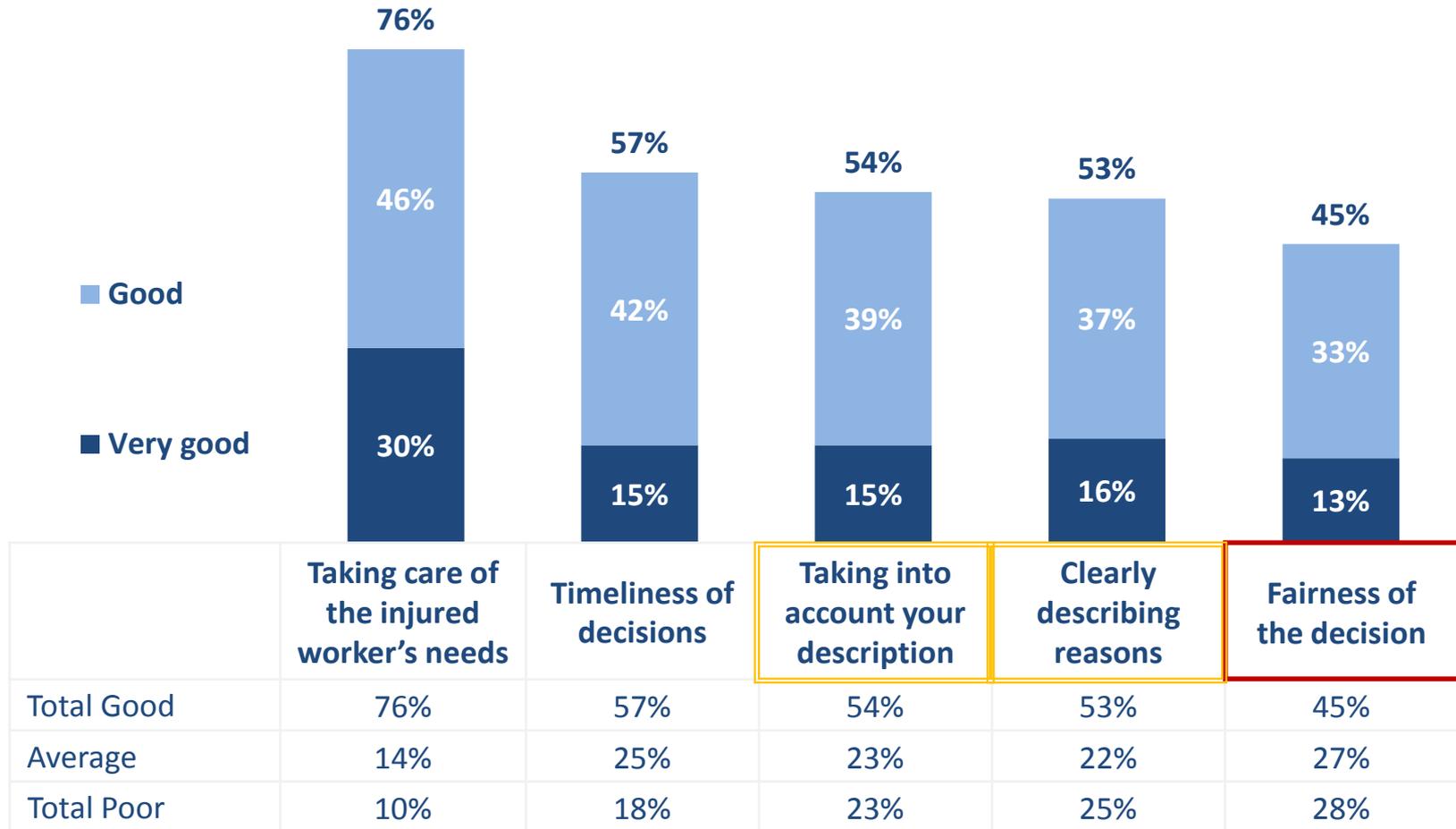


Q12. Next, how would you rate L&I's claim decisions?

Base: All respondents (n~600 per wave)

Claims Decisions Drilldowns

Employers: October 2014



 = Top Priority
 = Secondary Priority

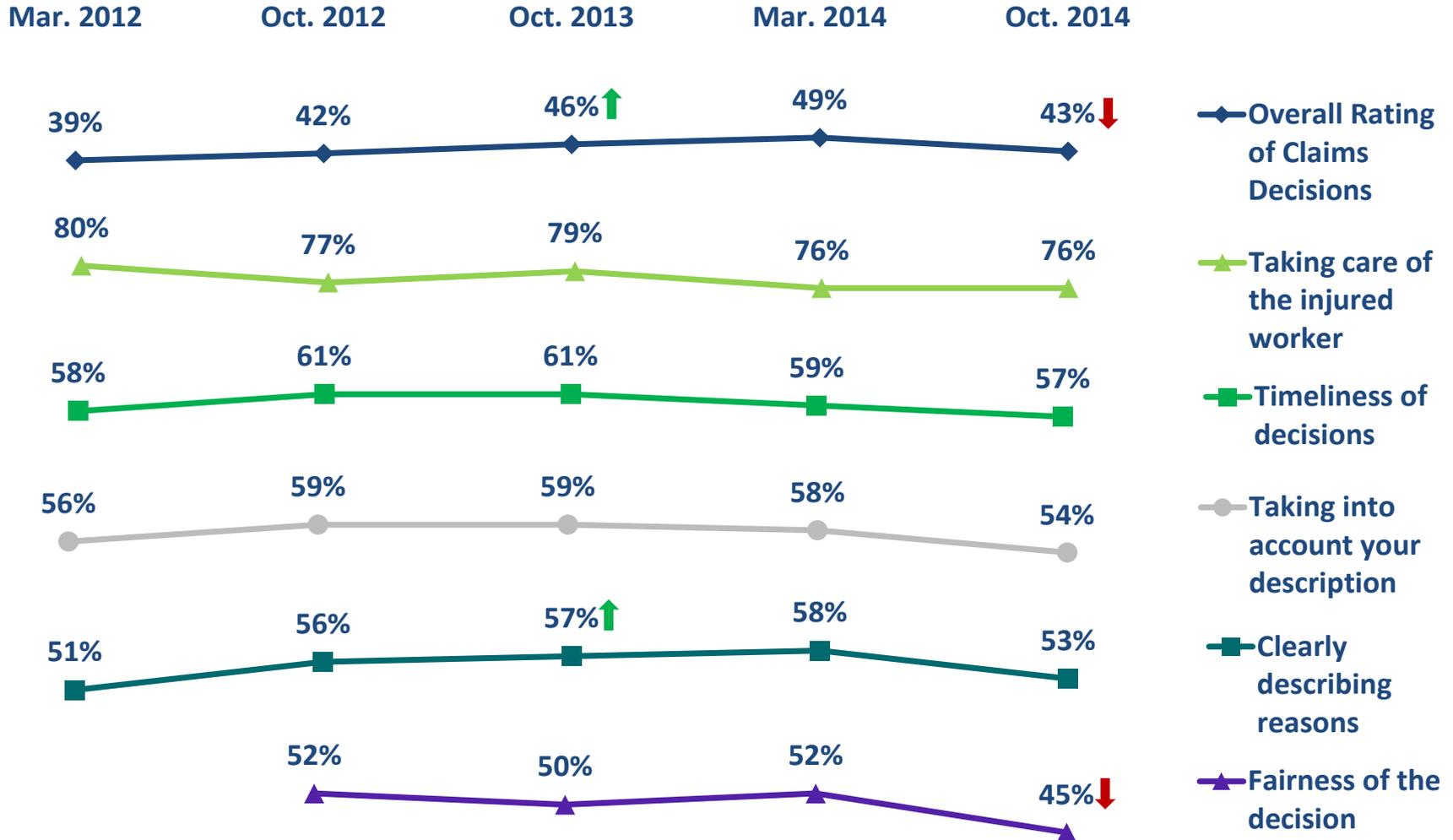
Q12. Next, how would you rate L&I's claim decisions?

Q13. And, how would you rate L&I's claim decisions in terms of [INSERT ITEM]

Base: All respondents (n=601)

Claims Decisions Drilldowns

Employers: Trend Line



Q12. Next, how would you rate L&I's claim decisions?

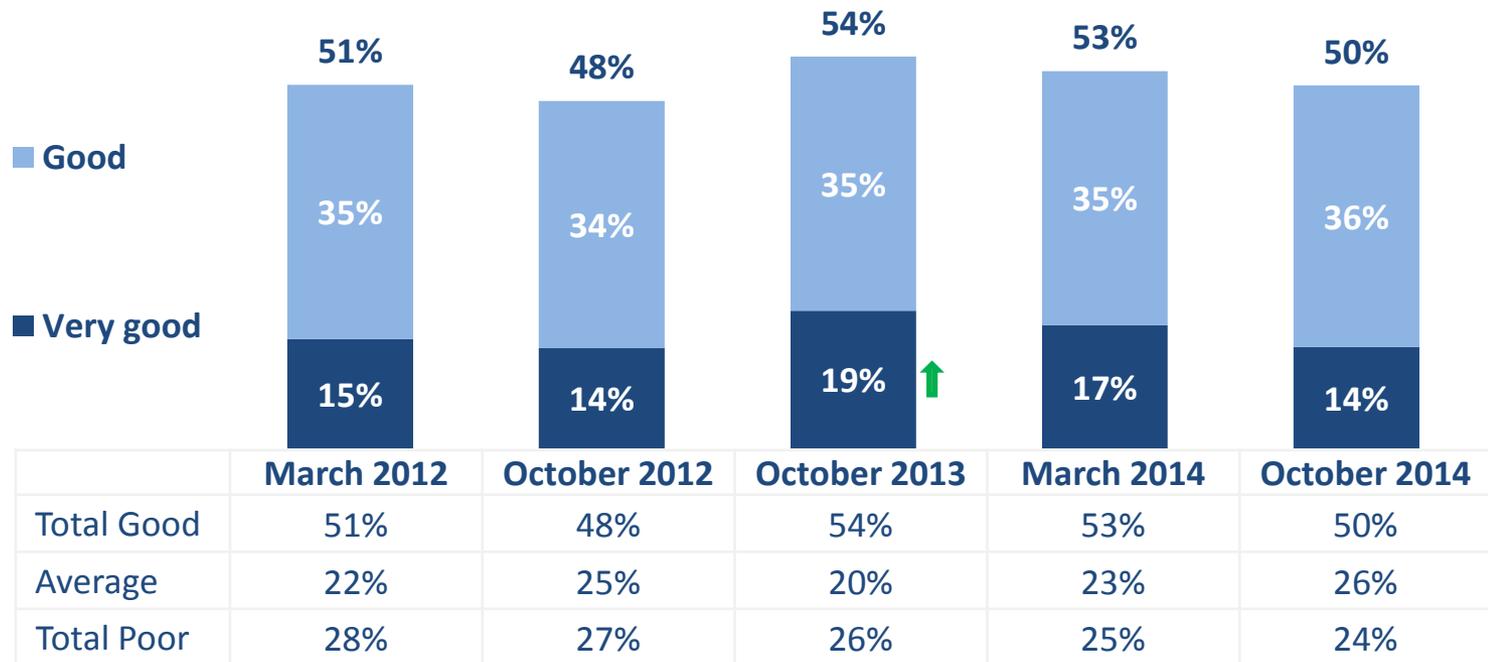
Q13. And, how would you rate L&I's claim decisions in terms of [INSERT ITEM]

Base: All respondents (n~600 per wave)

Helping Injured Workers Return to Work

Overall Rating of Helping Injured Workers Return to Work

Employers



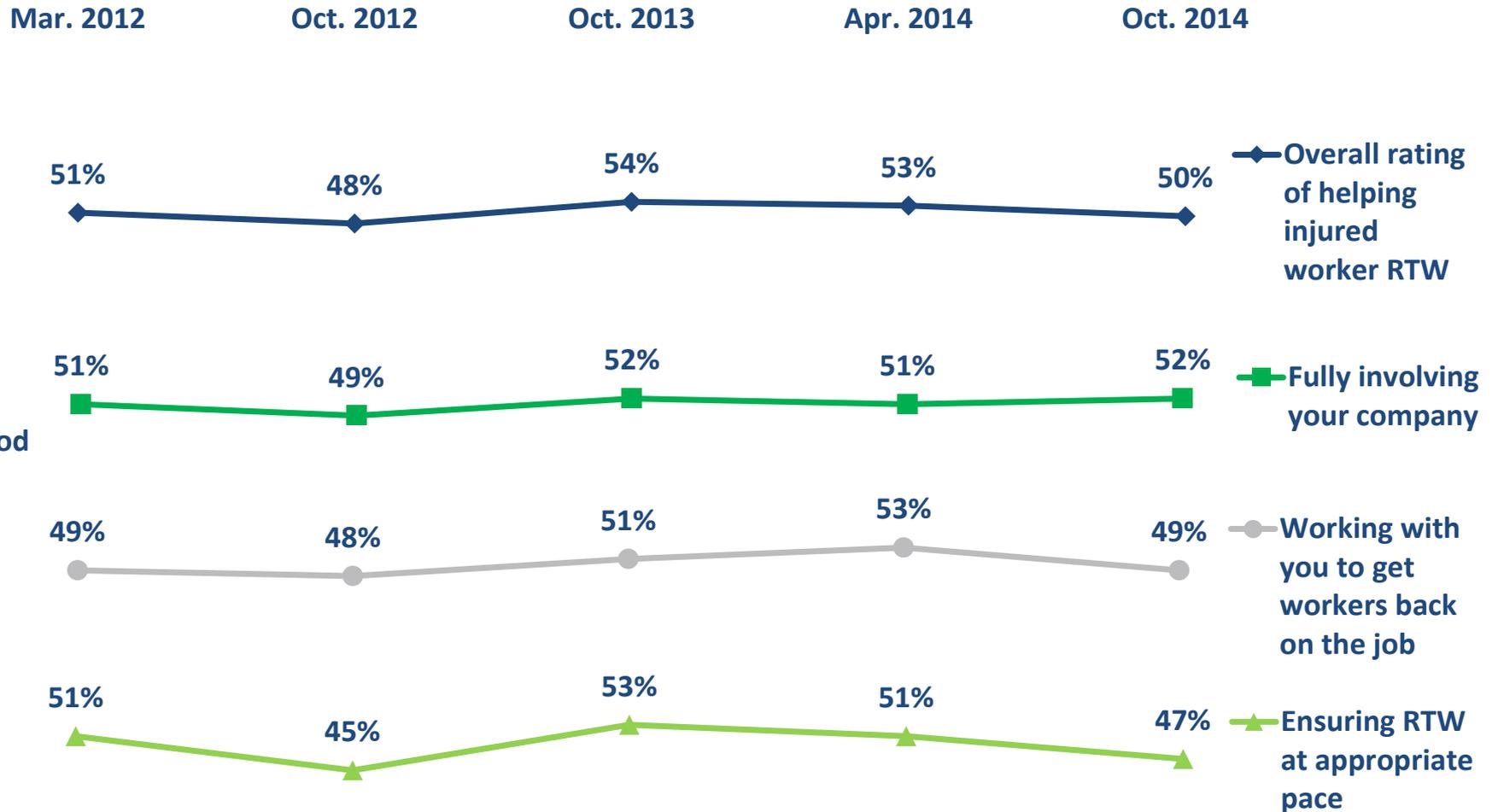
Q14. Next, how would you rate L&I on helping your injured workers return to their job...

Base: All respondents (n~600 per wave)



Helping Injured Workers Return to Work Drilldowns

Employers: Trend Line



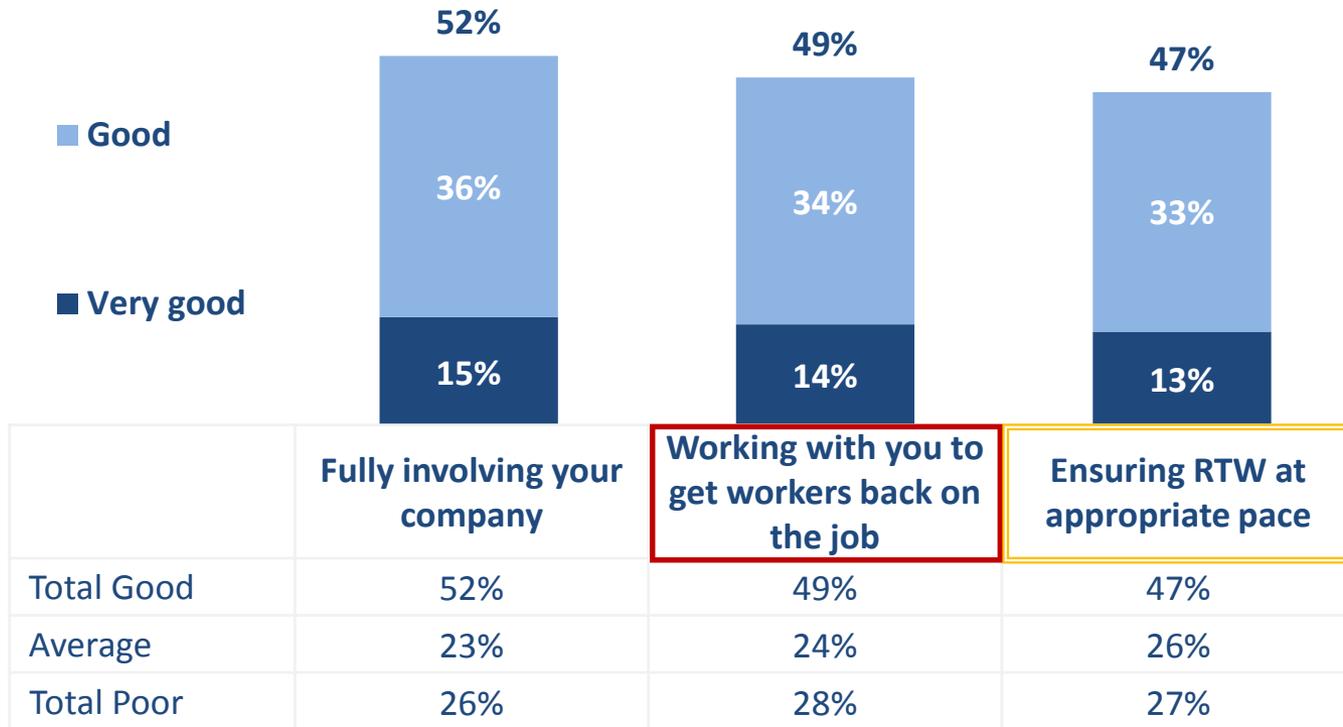
Q14. Next, how would you rate L&I on helping your injured workers return to their job...

Q16. How would you rate L&I in terms of [INSERT ITEM]?

Base: All respondents (n~600 per wave)

Helping Injured Workers Return to Work Drilldowns

Employers: October 2014



Q16. How Would You Rate L&I In Terms Of...
Base All respondents

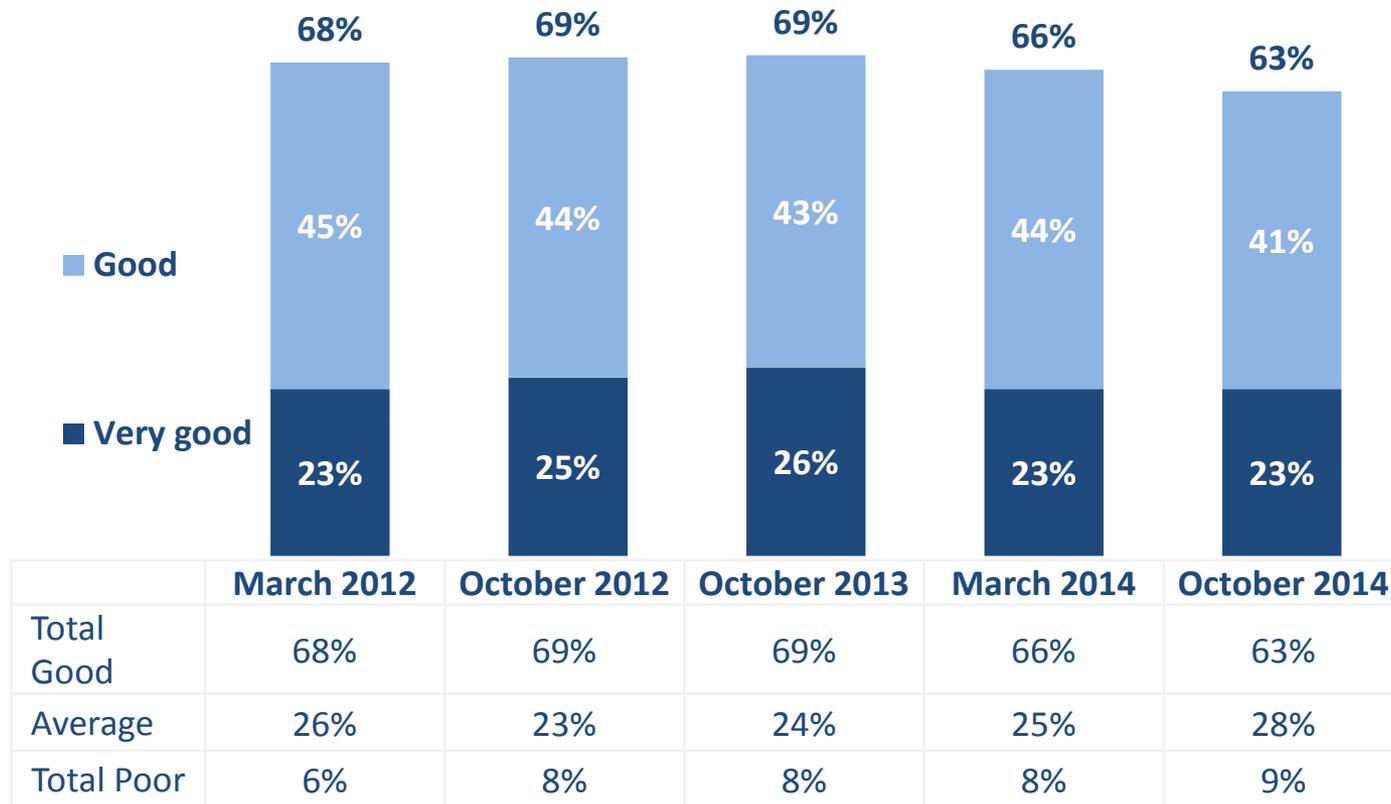
 = Top Priority
 = Secondary Priority



Non-Claims Communications

Overall Rating of Non-Claims Communication

Employers

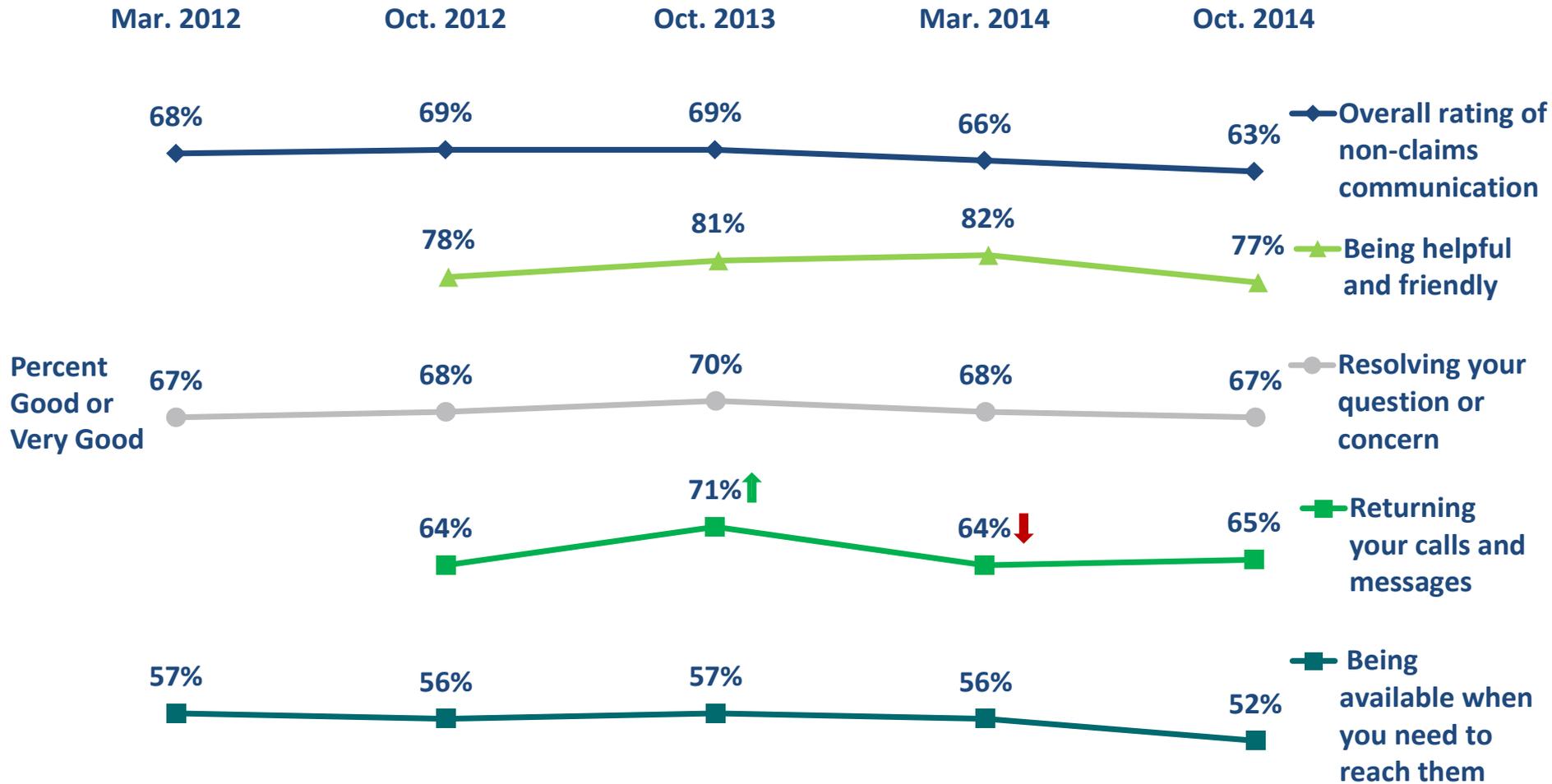


Q19. Now I'd like to ask you about telephone calls and e-mail messages to L&I for reasons other than claims. How would you rate the overall service provided by L&I when responding to non-claim questions over the telephone or by e-mail. Would you say it is...

Base: Respondents involved in non-claims communication (n~400 per wave)

Non-Claims Communication Drilldowns

Employers: Trend Line

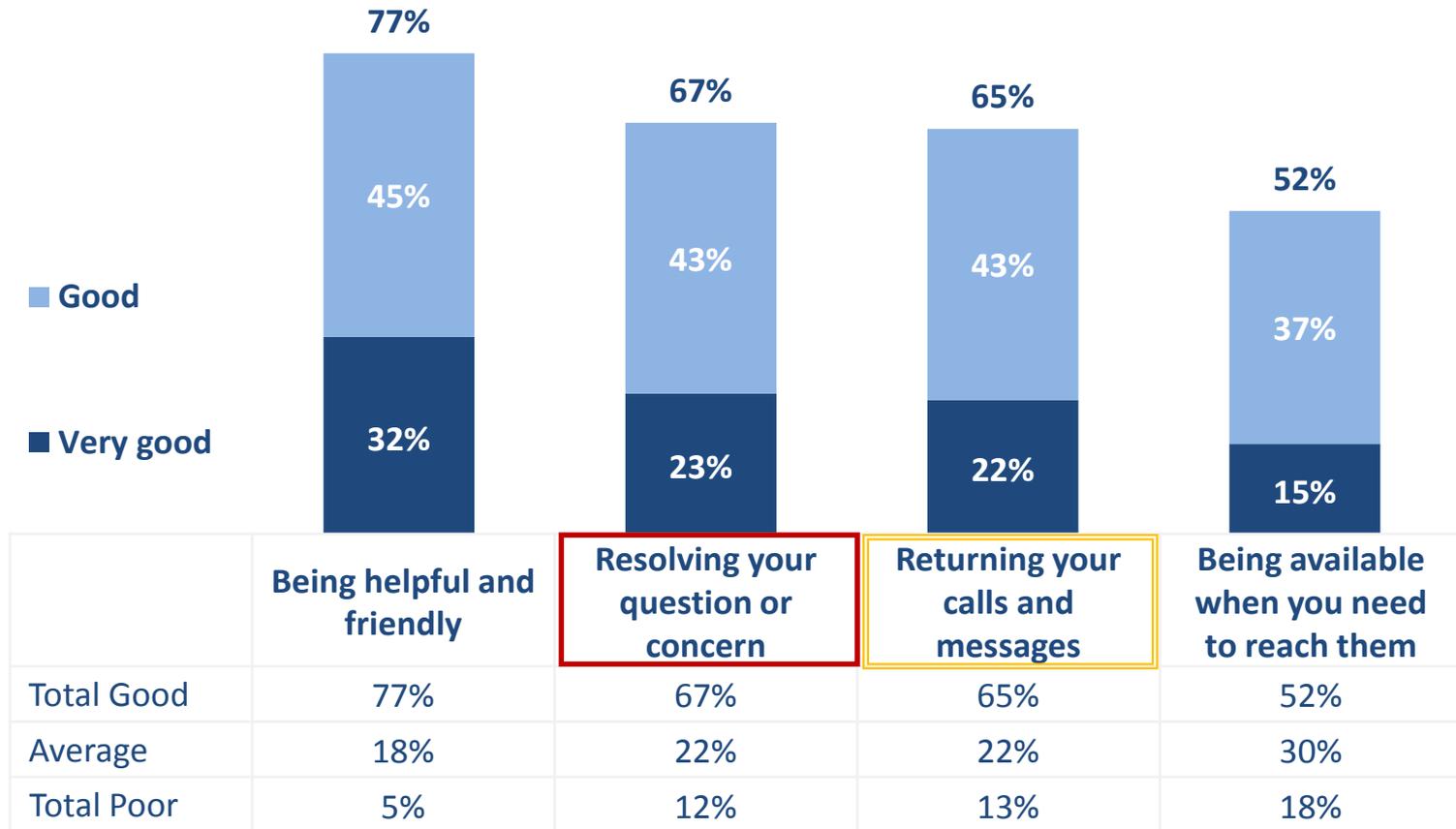


Q19. Now I'd like to ask you about telephone calls and e-mail messages to L&I for reasons other than claims. How would you rate the overall service provided by L&I when responding to non-claims questions over the telephone or by e-mail. Q20. And, how would you rate L&I when responding to non-claims question over the telephone or by email when it comes to [INSERT ITEM]

Base: Respondents involved in non-claims communication (n~400 per wave)

Non-Claims Communication Drilldowns

Employers: October 2014



 = Top Priority
 = Secondary Priority

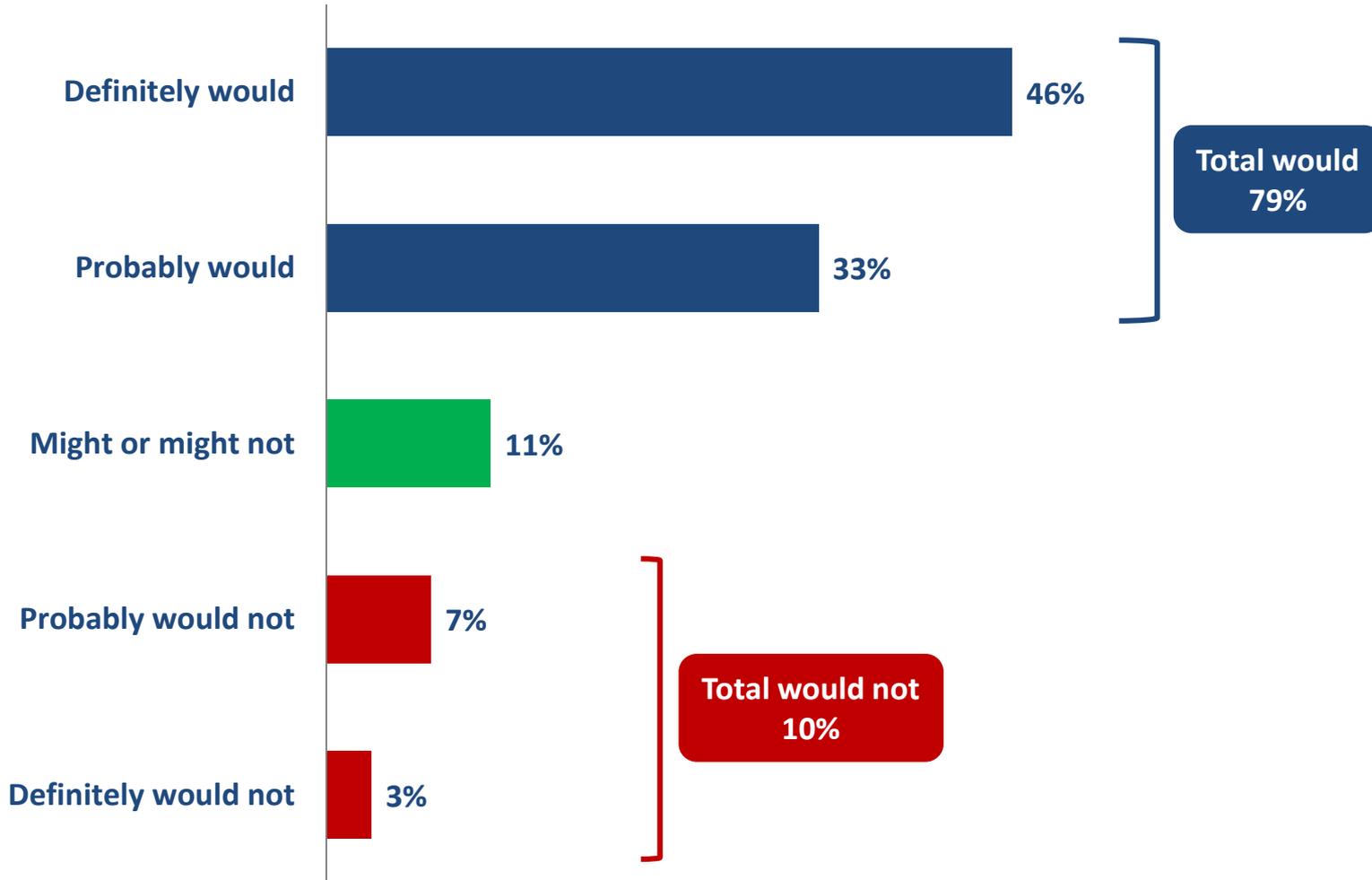
Q19. Now I'd like to ask you about telephone calls and e-mail messages to L&I for reasons other than claims. How would you rate the overall service provided by L&I when responding to non-claims questions over the telephone or by e-mail. Q20. And, how would you rate L&I when responding to non-claims question over the telephone or by email when it comes to [INSERT ITEM]

Base: Respondents involved in non-claims communication (n~400 per wave)

Communications Preferences

Whether Would Use Secure System for Documents and Email

Employers: October 2014

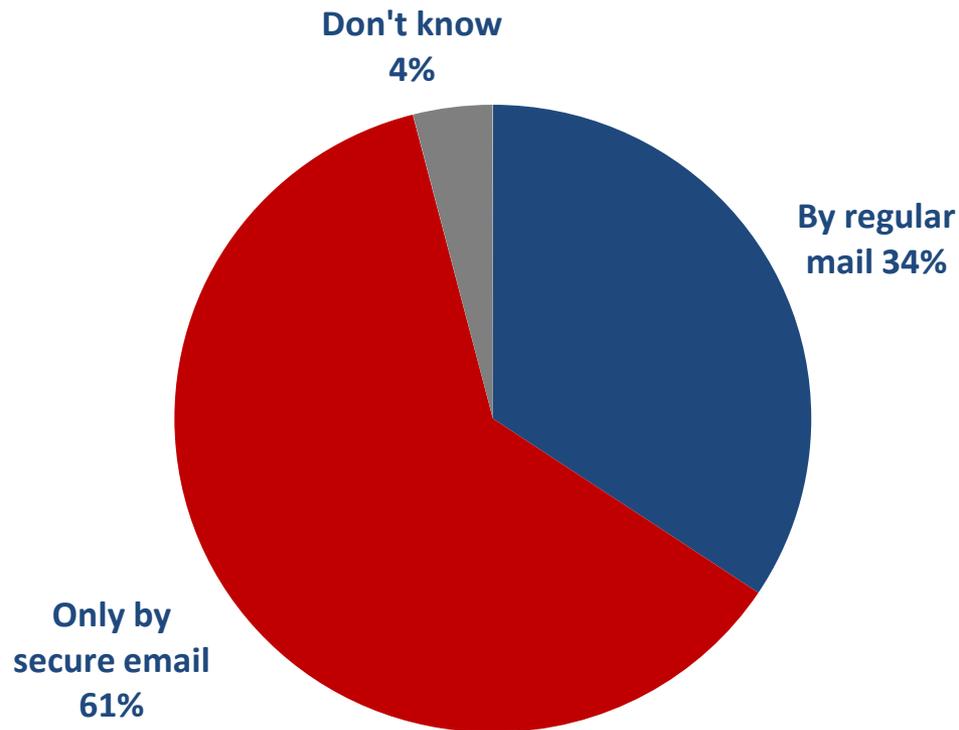


Q16e If L&I had a system that allowed you to receive documents and communicate with your claims manager using secure email, how likely would you be to sign up for, and use this system?

Base: All respondents (n-601)

Mode to Receive Documents if Using Secure System

Employers: October 2014



Employer Profiles

	Percent of Employers				
	March 2012 (600)	Oct. 2012 (603)	Oct. 2013 (679)	March 2014 (680)	Oct. 2014 (601)
Respondent's Role Within the Company*:					
Senior Management	n/a	23%	24%	26%	29%
Business Owner or Partner	n/a	45%	45%	44%	48%
Human Resources/ Risk Management	n/a	32%	31%	34%	31%
Workplace Safety	n/a	11%	11%	12%	15%
Other, None or Don't Know	n/a	4%	5%	4%	4%
* Multiple mentions. Note that answer categories were changed after the Baseline Wave.					
Number of Claims in Past Ten Years:					
One (includes 0)	30%	31%	31%	32%	34%
Two	14%	15%	16%	17%	16%
Three to Five	25%	23%	24%	23%	21%
Six to Ten	15%	15%	13%	13%	13%
Eleven to Fifty	12%	15%	15%	13%	14%
Over Fifty	2%	2%	2%	2%	2%

	Percent of Employers				
	March 2012 (600)	Oct. 2012 (603)	Oct. 2013 (679)	March 2014 (680)	Oct. 2014 (601)
Employer Size (FTEs):					
9 FTEs or Fewer	58%	55%	54%	55%	54%
10 to 50 FTEs	29%	30%	32%	31%	32%
51 to 249 FTEs	11%	12%	12%	12%	12%
250 FTEs or more	2%	2%	2%	2%	3%
Percent of Employers with Type of Claims:					
Occupational Disease	14%	15%	10%	13%	14%
Claims that Were Re-Opened	10%	10%	10%	9%	6%
Claims that Were Appealed	53%	54%	54%	47%	48%
Loss of Earning Power	4%	5%	6%	4%	6%
Kept on Salary	5%	5%	8%	8%	8%
Elective Coverage	1%	1%	2%	1%	2%
Ability to Work Assessments (AWAs)	61%	56%	50%	43%	48%
Voc Rehab Retraining	11%	13%	11%	9%	9%
Stay at Work Participant	-	2%	3%	3%	3%

	Percent of Employers			
	March and Oct. 2012 (1,203)	Oct. 2013 (679)	March 2014 (680)	Oct. 2014 (601)
Risk Class*:				
Agriculture	4%	6%	5%	6%
Forest Products	3%	3%	2%	3%
Miscellaneous Construction and Mining	4%	4%	5%	5%
Building Construction and Trades	18%	20%	15%	18%
Food Processing and Manufacturing	1%	1%	2%	2%
Metal and Machinery Manufacturing	5%	5%	4%	4%
Miscellaneous Manufacturing	2%	3%	2%	2%
Utilities and Communications	1%	-	1%	1%
Transportation and Warehousing	8%	7%	8%	7%
Dealers and Wholesalers	4%	2%	5%	4%
Stores	6%	6%	5%	6%
Temporary Help	1%	1%	1%	1%
Miscellaneous Services	20%	20%	24%	23%
Health Care	4%	6%	4%	4%
Misc. Professional and Clerical	11%	9%	11%	9%
Government and Schools	6%	6%	6%	5%

* Note: Risk Class is identified by the risk class in which the employer reported the greatest number of hours during the past six months.