Workers’ Compensation

Customer Satisfaction Survey
June 2012

27 members of LACCD staff were surveyed and 23 responded – an 85.2% response rate; all colleges participated. Those surveyed included Vice Presidents of Administrative Services, Facilities Directors and the campus Focal Points (typically a campus SPOC or the staff person in the Sheriff’s office where the incident/injury reports are created).

There were 6 questions in regards to the services provided. There was a high degree of satisfaction expressed. 81.9% (on average) rated the services as “meets most expectations” or “exceeds expectations”.

91.3% responded with a “meets most expectations” or “exceeds expectations” to “My questions about the workers’ compensation process have been answered comprehensively”.

In terms of these 6 service questions – respondents rated as most important to them “Requests for follow-up or investigation of claims were responded to promptly and I was kept informed.” Respondents to this most important question also rated the service provided as either “exceeds expectations” or “meets most expectations” at 86.9% of the time.

There were 3 comments:

- “This unit does a great job!"
- “Leila Menzies and the DO Workers’ Comp have been very responsive in regards to keeping the college informed. It was not like this with prior personnel." 
- One response where “needs improvement” was noted was clarified by “There have been delays in receiving reports from the Sheriff. [The campus and the Workers’ Compensation unit] have addressed this formally and informally with the Lead Deputy, but it continues to be a problem”

There were 5 instances where “needs improvement” were noted. One was explained by a comment and was in terms of assistance in completing forms from the Sheriff’s division, which is not directly supervised by Risk Management/Workers’ Compensation.

The other 4 instances were in regards to the timeliness of scheduling meetings (interactive, claims reviews) and to providing information in regards to claims. In order to see if any more specific information can be obtained about what circumstances led to a “needs to improve” in those few instances, this report will be sent to all those who were surveyed.

Charts graphically displaying this information follow on the next pages.
Workers’ Compensation

Customer Satisfaction Survey

1. At which college/location do you work?
2. What is your area of responsibility?

- Senior Management: 43.5%
- Department Chair/Dean
- Other: 56.5%
3. Please rate quality of services received in the Area of Workers' Compensation:

1. Requests for information/assistance in completing forms and reports for workers' compensation injuries were responded to in a timely and professional manner.

   - Exceeds Expectations: 8.7% (2)
   - Meets Most Expectations: 78.3% (18)
   - Meets Some Expectations: 4.3% (1)
   - Needs Improvement: 4.3% (1)
   - Not Applicable: 4.3% (1)

2. Requests for follow-up or investigation of claims were responded to promptly and I was kept informed.

   - Exceeds Expectations: 21.7% (5)
   - Meets Most Expectations: 65.2% (15)
   - Meets Some Expectations: 4.3% (1)
   - Needs Improvement: 4.3% (1)
   - Not Applicable: 4.3% (1)

3. My questions about the workers' compensation process have been answered comprehensively.

   - Exceeds Expectations: 26.1% (6)
   - Meets Most Expectations: 65.2% (15)
   - Meets Some Expectations: 8.7% (2)
   - Needs Improvement: 4.3% (1)
   - Not Applicable: 4.3% (1)

4. I was provided with reports/information about the status of open claims in a timely and professional manner.

   - Exceeds Expectations: 17.4% (4)
   - Meets Most Expectations: 52.2% (12)
   - Meets Some Expectations: 8.7% (2)
   - Needs Improvement: 4.3% (1)
   - Not Applicable: 8.7% (2)
5 Interactive Meetings, in response to an employee's permanent work restrictions, are held in a timely, professional manner with information provided to all questions.

- Exceeds Expectations: 21.7% (5)
- Meets Most Expectations: 52.2% (12)
- Meets Some Expectations: 13% (3)
- Needs Improvement: Not Applicable (3)

6 Meetings were scheduled to review claims on a regular basis and my questions were comprehensively answered at these meetings.

- Exceeds Expectations: 34.8% (8)
- Meets Most Expectations: 39.1% (9)
- Meets Some Expectations: 4.3% (1)
- Needs Improvement: 8.7% (2)
- Not Applicable: 13% (3)

4. Please rank services by importance to you (where 1 is least important and 3 is most important) in the area of Workers’ Compensation

1 Requests for information/assistance in completing necessary forms and reports for workers’ compensation injuries were responded to in a timely and professional manner.

- Low: 4.3% (1)
- Medium: 43.5% (10)
- High: 52.2% (12)

2 Requests for follow-up or investigation of claims were responded to promptly and I was kept informed.

- Low: 30.4% (7)
- Medium: 69.6% (16)

3 My questions about the workers’ compensation process have been answered comprehensively.

- Low: 39.1% (9)
- Medium: 60.9% (14)
4  I was provided with reports/information about the status of open claims in a timely and professional manner.

- **Low**: 34.8% (8)
- **Medium**: 34.8% (8)
- **High**: 65.2% (15)

5  Interactive Meetings, in response to an employee's permanent work restrictions, are held in a timely, professional manner with information provided to all questions.

- **Low**: 34.8% (8)
- **Medium**: 34.8% (8)
- **High**: 65.2% (15)

6  Meetings were scheduled to review claims on a regular basis and my questions were comprehensively answered at these meetings.

- **Low**: 4.3% (1)
- **Medium**: 39.1% (9)
- **High**: 56.5% (13)