

# PROVIDER SURVEY RESULTS & OUTREACH EFFORTS

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# Objectives

- Share findings from 2014 provider survey
- Discuss department activities to reduce provider burden
- Highlight provider support and outreach efforts

# Survey Purpose

Assess WA providers' perceptions about treating injured workers and working with L&I in regard to:

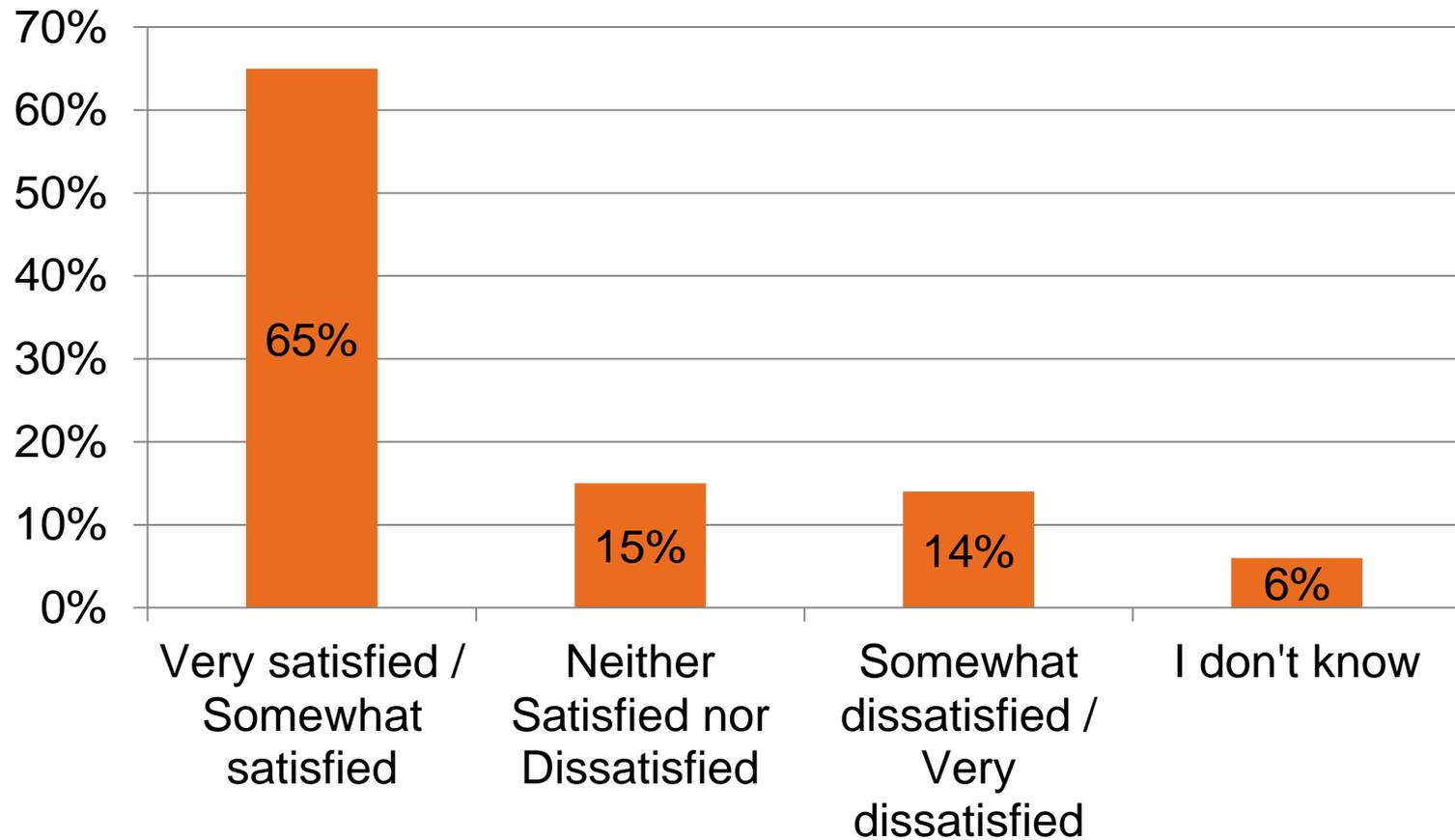
- Goal 2: Help workers heal and return to work
- Goal 3: Make it easy to do business with L&I

# 2014 Provider Survey

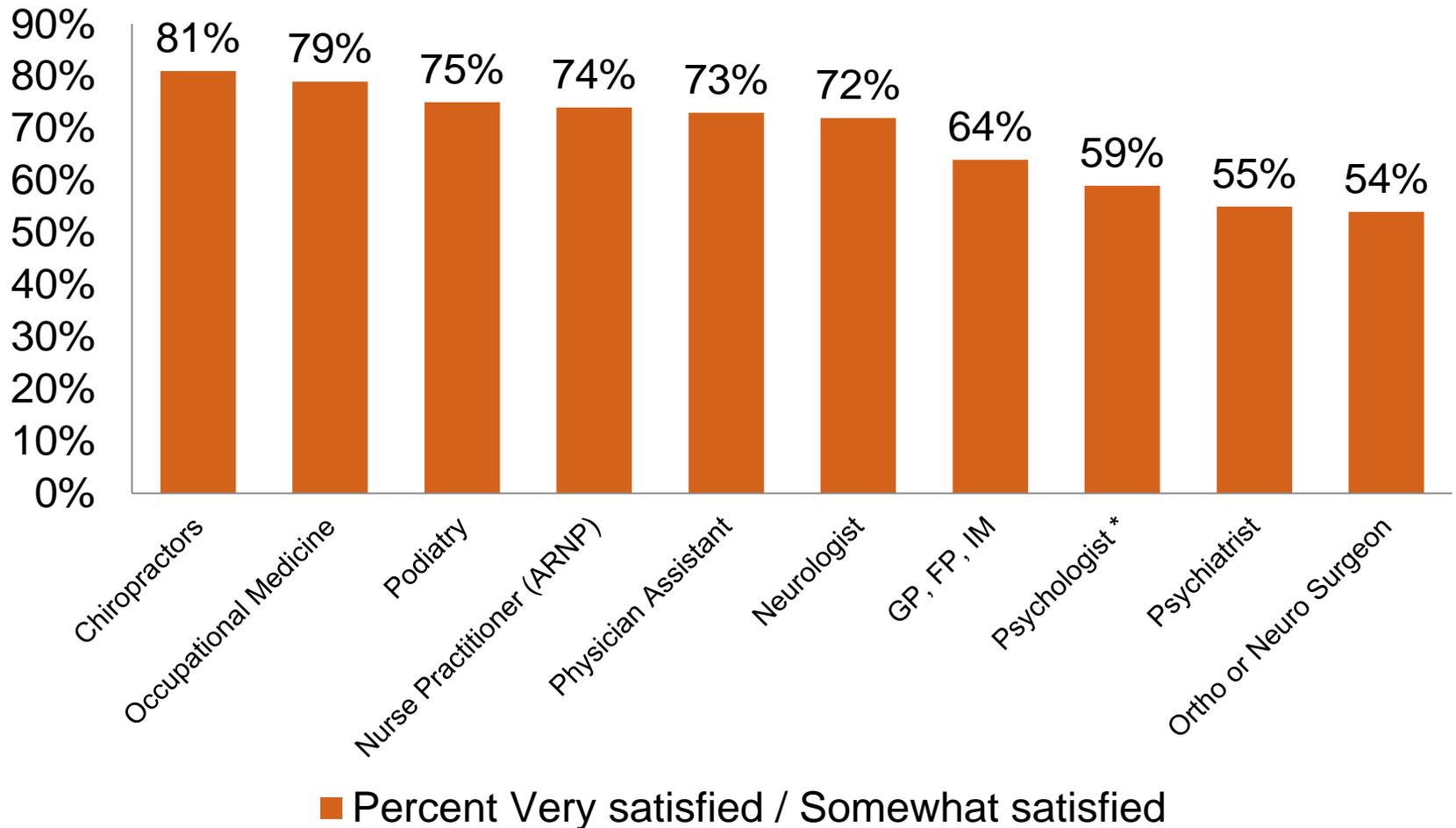
- Providers and provider staff
- Web or phone
- Areas of focus
  - Satisfaction
  - Trust
  - Willingness to treat
  - Role in Return to Work (RTW)
  - Compare to other payers
  - Awareness of resources

# Overall satisfaction treating L&I patients

“How satisfied is your office in treating patients with L&I claims?”



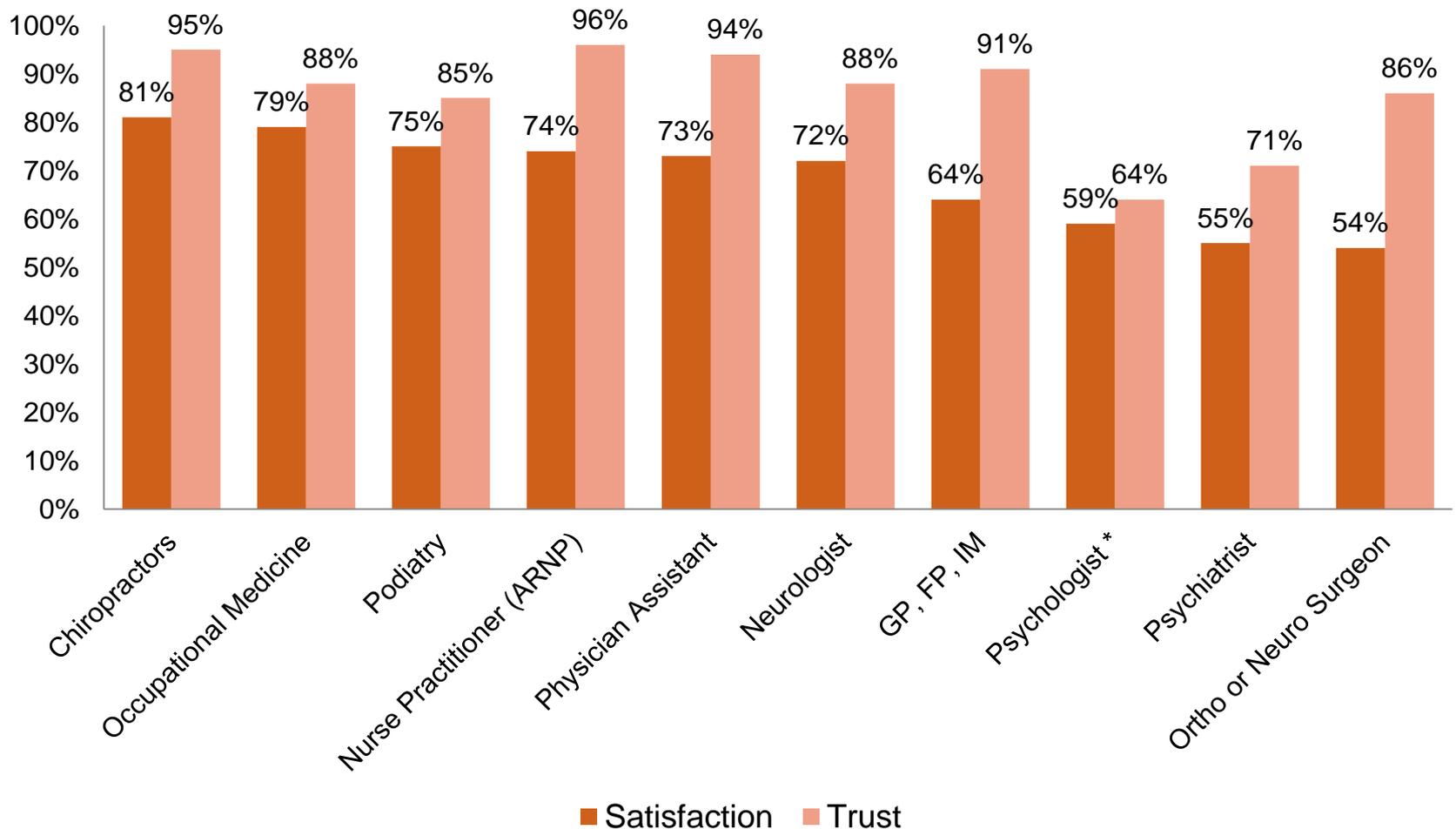
# Satisfaction (by provider type)



General Practice (GP); Family Practice (FP); Internal Medicine (IM)

\* Not attending physician provider type

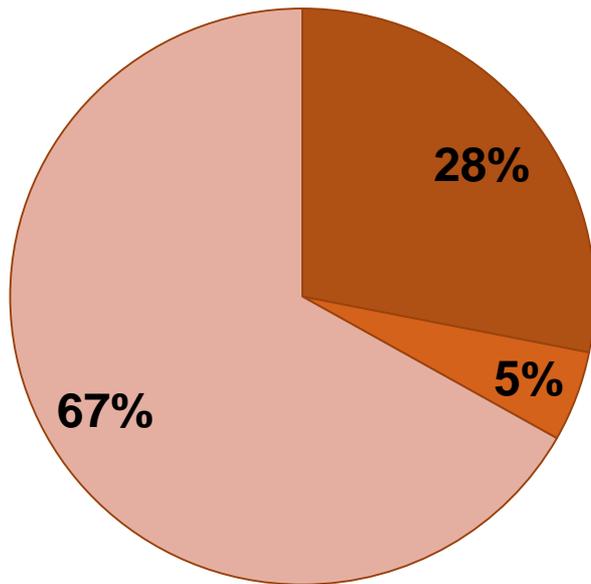
# Satisfaction and Trust



**Satisfaction:** Very satisfied / Somewhat satisfied responses “How satisfied is your office in treating patients with L&I claims?”  
**Trust:** Strongly agree / Somewhat agree responses “L&I is an organization I can trust”

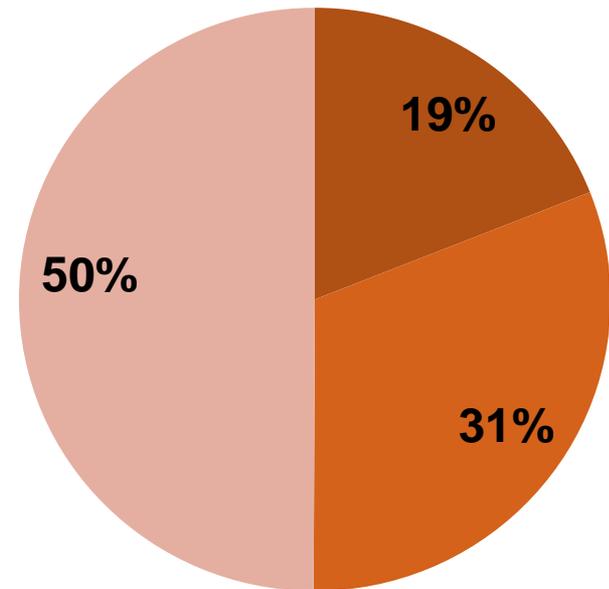
# Willingness to treat

Does your office treat all L&I patients who approach you for care?



■ No ■ I don't know ■ Yes

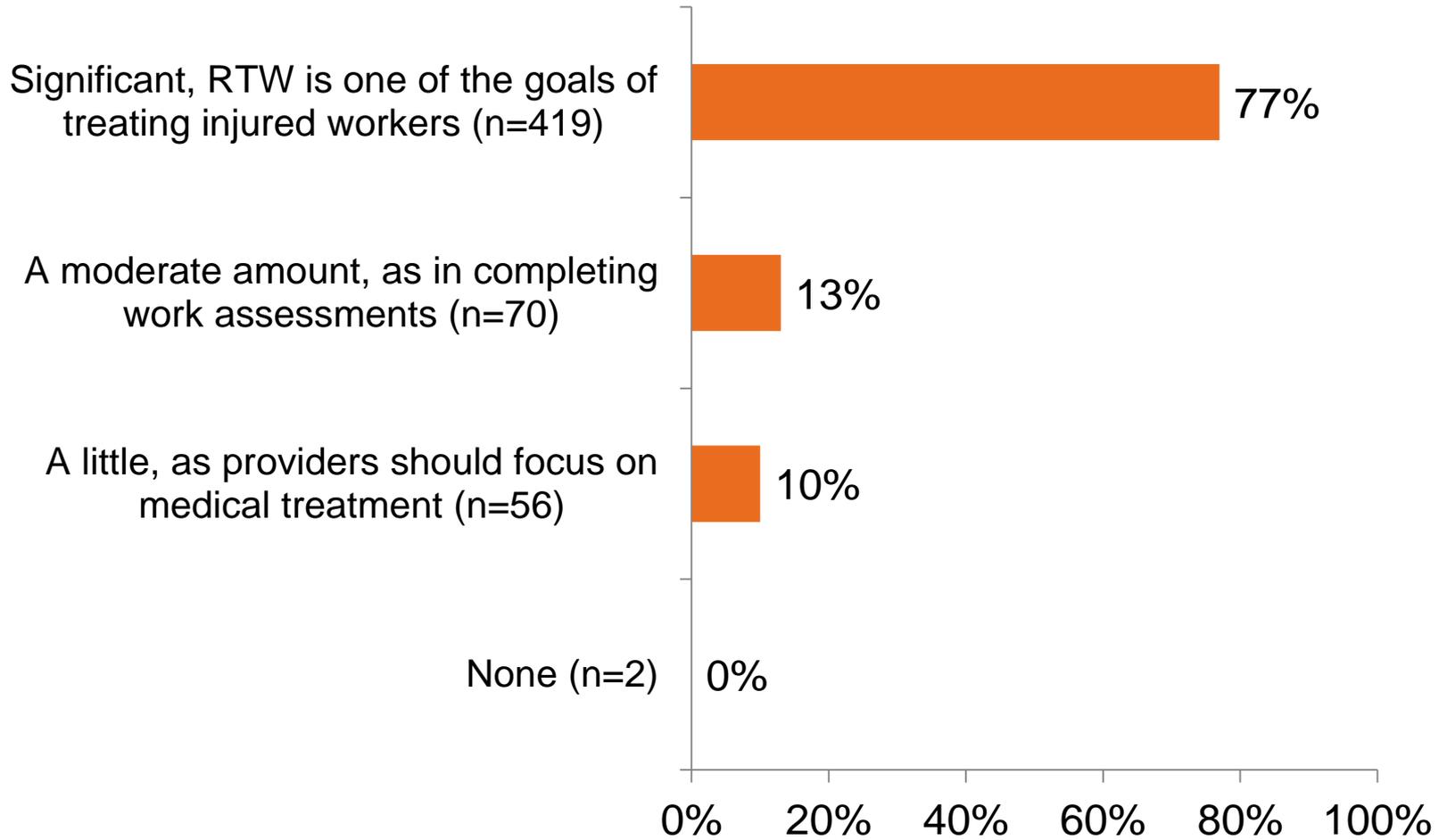
If yes, does your office want to increase the number of L&I patients you treat?



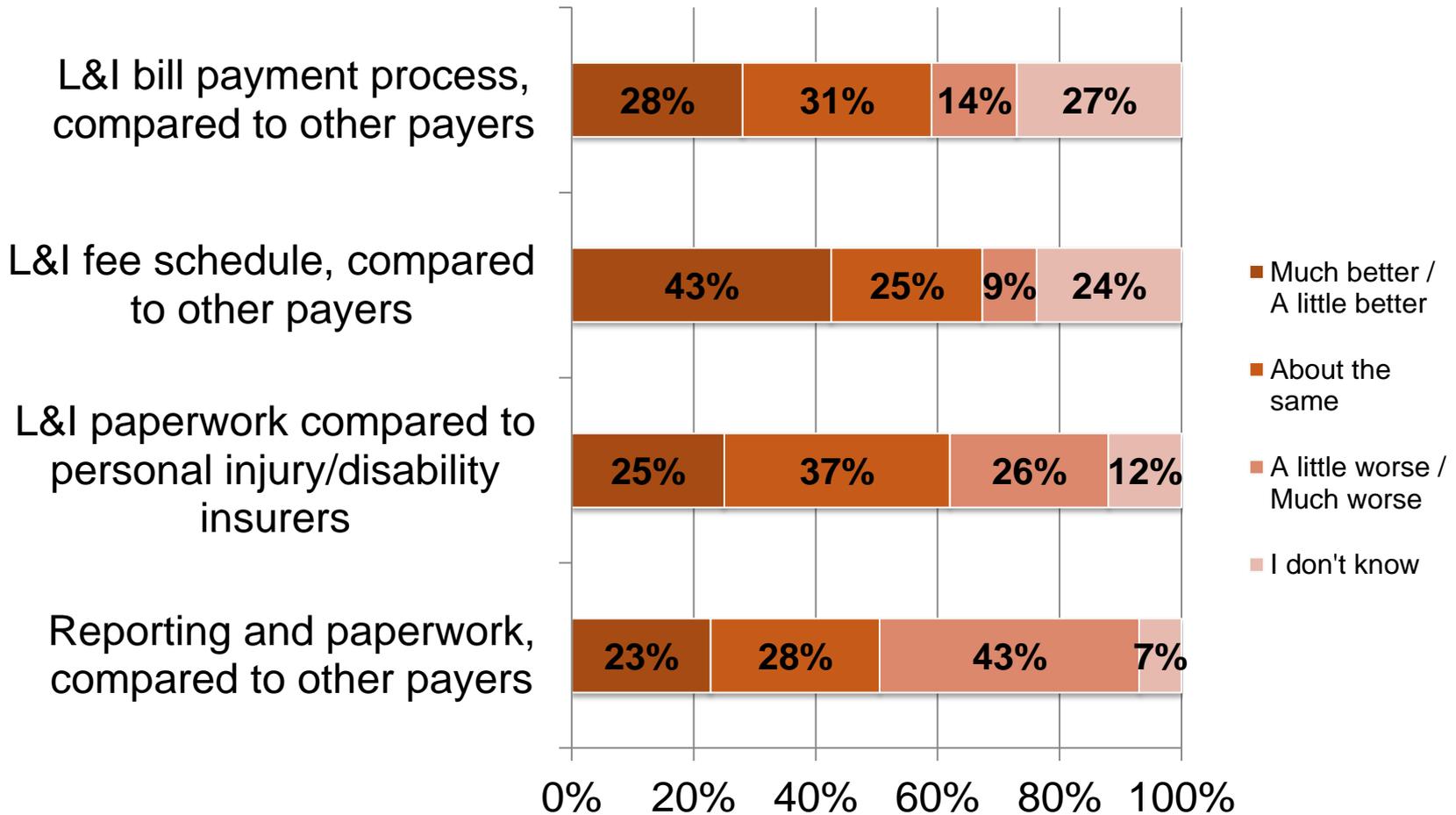
■ No ■ I don't know ■ Yes

# Provider role in Return to Work (RTW)

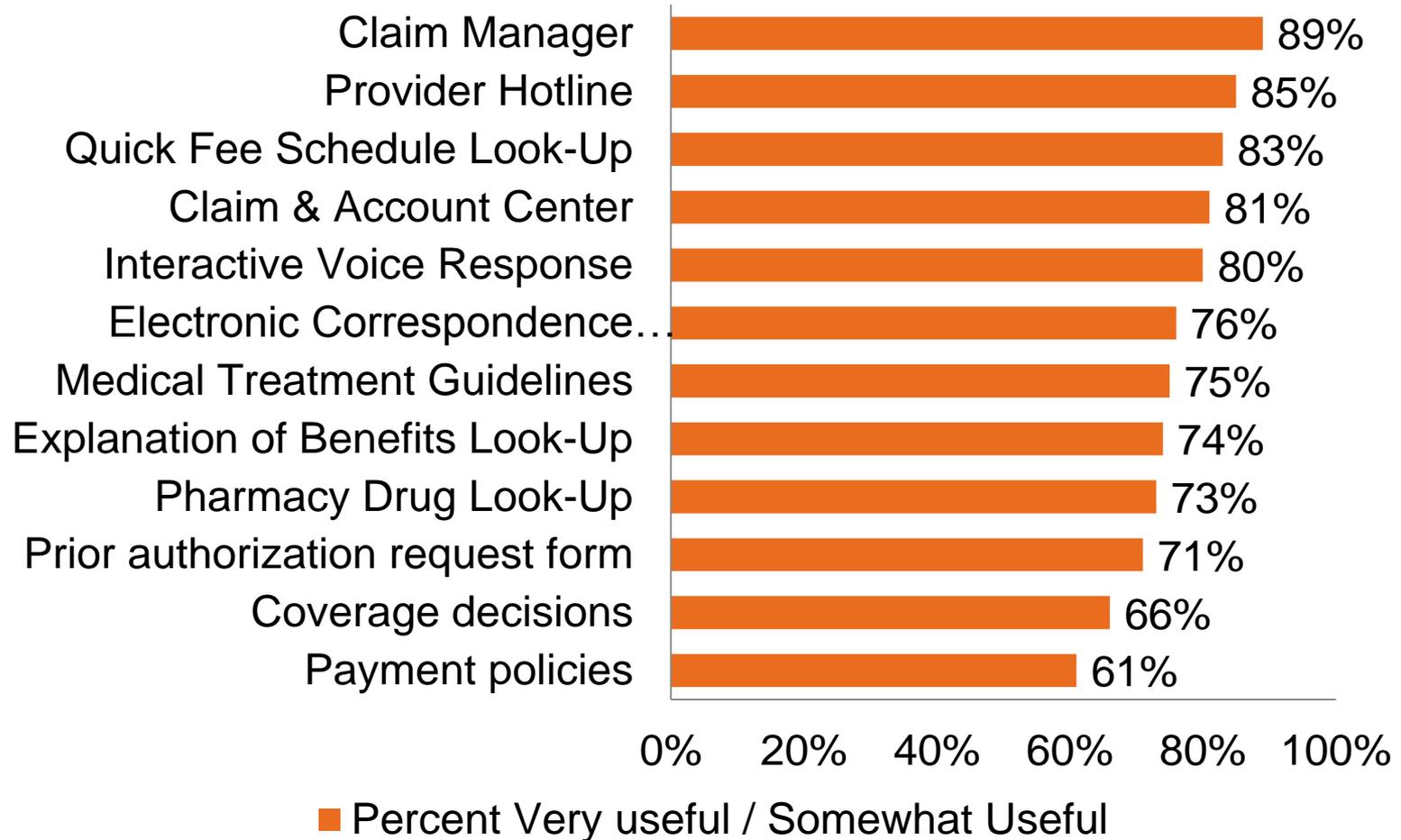
“How much of a role should providers play in helping patients return to work?”



# Comparison to other payers



# Perceived usefulness of L&I Resources



# Process improvements

- Authorizations
- Documentation
- Leveraging technology
- Ongoing LEAN projects
  - Credentialing
  - Provider Hotline

# Provider support and outreach

- Workshops / education
- Provider account representatives
- Centers for Occupational Health and Education
- Self-insured employers
- Facilitating difficult cases

Link to survey presentation from  
Data Recognition Corporation:

<http://www.Lni.wa.gov/ClaimsIns/Files/Providers/ProviderSurvey2014.pdf>