



2012 Provider Satisfaction Survey Results

July 2013

Healthcare providers tell Labor & Industries what they think

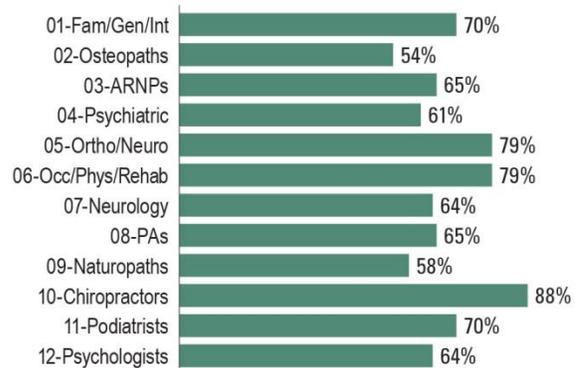
Labor & Industries contracted with Gilmore Research Associates in the fall of 2012 to survey healthcare practices regarding:

- Satisfaction treating injured workers,
- Use and helpfulness of L&I resources,
- Comparing L&I to other insurers, and
- How to improve the workers' compensation system.

Eight hundred and thirty-three (833) practices that treat injured workers responded either online or by telephone. Fifty-seven percent (57%) of respondents were clinical staff and the remaining 43% were administrative personnel such as office and billing managers. Of the three surveys conducted since 2008, this was the first time that more providers than administrative personnel responded.

Attending providers comprise the majority of the survey respondents. Chiropractors, medical and osteopathic physicians and physician assistants, nurse practitioners, and naturopathic doctors' practices were included. Some specialists were also surveyed: orthopedic and neurological surgery, psychiatry, neurology, occupational medicine, and physical medicine and rehabilitation. This survey also included podiatrists and psychologists for the first time.

My practice is somewhat or very satisfied treating patients with L&I claims



2012 Attending Provider Satisfaction Survey

Seventy-one percent of providers are satisfied treating injured workers

1. Most practices compare L&I as the same or better than other healthcare payers (insurers) on Responsiveness (76%), Fees (68%), Payment Processes (63%), and Reporting and Paperwork Requirements (50%).
2. Since 2008, L&I has made an 8% improvement in provider satisfaction with L&I fees compared to other payers.
3. When compared to other payers' bill payment processes, provider satisfaction with L&I processes has increased by 5% since 2008.
4. On the negative side, providers and administrative staff continue to complain about L&I's reporting requirements and paperwork burden.

Providers find L&I resources helpful

- This year, 74% rated Claim Managers as helpful on their claims, including 35% who said very helpful. In our 2008 and 2010 surveys, 75% said very helpful/somewhat helpful.
- Lack of access to the Claim Manager was the primary reason for negative ratings to this question (48% of respondents).
- Providers and staff who use L&I's Interactive Voice Response, Provider Hotline, Fee Schedule Lookup Utility, Quick Fee Lookup feature, Provider Bulletins, and Claim & Account Center overwhelmingly consider them helpful resources. The fee schedule and billing tools are used frequently by staff, but over half of providers were unfamiliar with them.
- Providers who are more satisfied treating injured workers are aware of more L&I's resources than less-satisfied providers.
- Medical Guidelines or Coverage Decisions were considered very or somewhat useful by 88% of provider respondents (n=184) and 92% of clinical staff respondents (n=239).

What can L&I do to make treating injured workers more satisfying for providers?

Respondents offered over 3,000 comments. By far, their overwhelming concern is the amount of paperwork and provider staff time required when treating injured workers.

They also said that more access to the Claims Manager would improve their response time.

We hear you and we're improving

Thank you for your input. The survey results will help us prioritize improvements. Here are some of our efforts:

- Reducing and streamlining paperwork:
 - Campaign to expand use of online accident reporting (FileFast) is ongoing.
 - Reducing unwanted mail: Electronic Correspondence begins this month.
 - Health Information Exchange – planning is underway.
- Expanding the Centers of Occupational Health and Education (COHEs) statewide is underway.
- Streamlining claim management based on Lean process-improvement methods – ongoing.
- Improving health-care training for claim managers – ongoing.
- All L&I staff are participating in an agency-wide initiative to improve our customer service.

Need more information?

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