

Healthcare providers tell Labor & Industries what they think

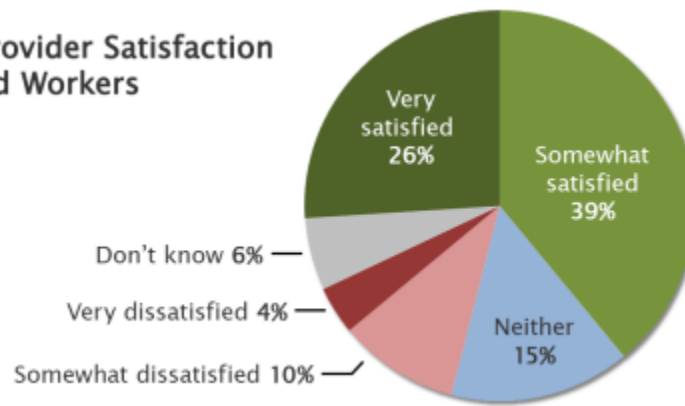
Every two years, L&I conducts a survey of attending providers who treat injured workers in Washington state. In the fall of 2014, an independent contractor, Data Recognition Corporation, contacted over 9,000 attending providers. Of the 1,127 providers who responded, seventy-seven percent (77%) believe they have a significant role in helping injured workers return to work. This is great news, but it also means we still have to talk with more providers. Return to work should always be a goal in workers' compensation healthcare.

Survey questions covered 3 major areas

1. How satisfied are you with treating injured workers and working with L&I?

Overall, 65% of providers were "somewhat satisfied" or "very satisfied" with treating L&I patients and working with us.

**2014 Overall Provider Satisfaction
Treating Injured Workers**



Providers also told us:

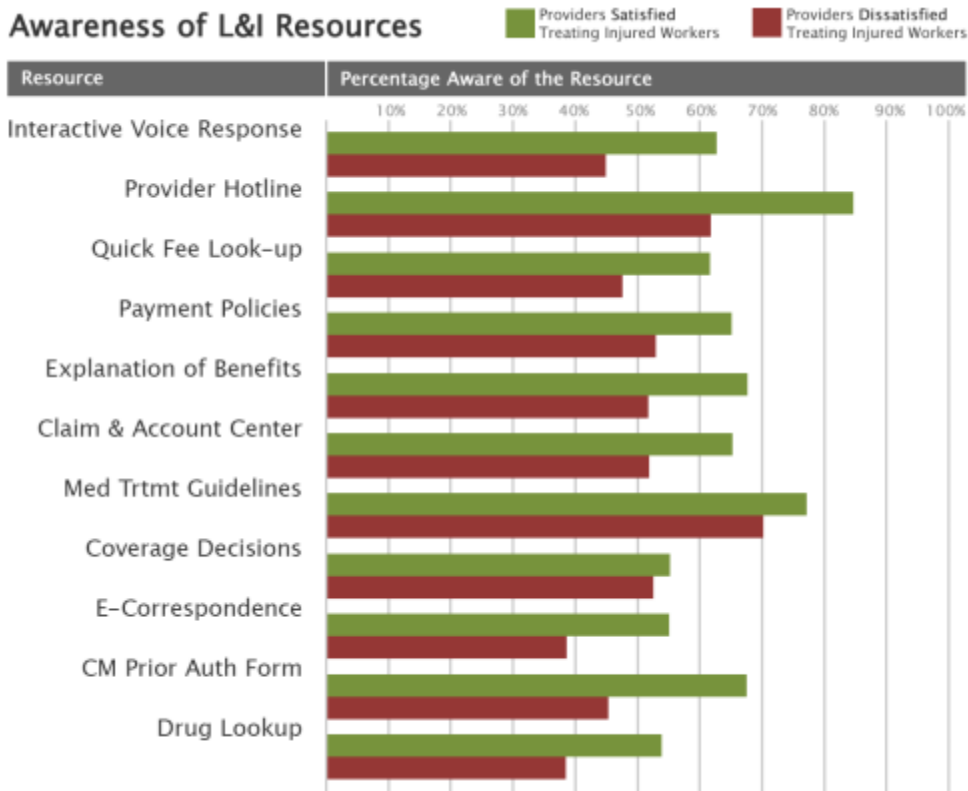
- 67% will treat any injured worker who seeks care, and 50% want to treat more injured workers.
- 88% trust us.

2. Are you aware of L&I resources? How useful are they?

Healthcare providers said their most well-known and used resources are L&I staff: claim managers and the provider hotline.

As in previous surveys, providers who are aware of our resources are more likely to be satisfied working with us and treating injured workers.

Awareness of L&I Resources



3. How can L&I be a better business partner?

In approximately 5,500 responses to open-ended questions, providers told us they think L&I staff and resources are helpful and we pay fairly, but we would be a better business partner if we:

- Relieve them from paperwork requirements.
- Make decisions faster.
- Improve our website and provide easier online access to claim information.
- Make it easier to reach claim managers and the provider hotline.

What we promise to do with this information

We have shared these survey results broadly – from executive management to line staff. We are using the data to improve our tools, staff training, and outreach to the provider community.

What we have done with previous survey results

Past surveys led to improvements in how L&I does business with providers. These include:

1. Additional administrative resources for claims managers,
2. Hiring provider account representatives to problem-solve with providers and clinic staff,
3. Holding billing workshops across the state
4. Improvements to the Find-a-Doc provider locator on L&I's website

5. Reducing mail volume by offering claims correspondence electronically rather than via USPS
6. Emphasis on improving access to care for injured workers with complex claims
7. Expanding the Centers of Occupational Health and Education (COHE)
8. Expediting prior authorization

Thank you to all providers who completed the 2014 survey!

Read the [detailed survey results](#) from Data Recognition Corporation.

Questions?

Contact Jim Kammerer at James.Kammerer@Lni.wa.gov .