



2006 Employer Satisfaction Study

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This study conducted by the Economic Research Bureau under the direction of Mark Llewellyn and Deborah Dawson with contributions from all the WCA Bureaus.

Executive Summary

About 85 percent of employer representatives who participated in our study reported they received at least some of their information about workers' compensation from a workers' compensation insurance company or agent. Yet employers who rely solely on insurance companies or agents for their information (herein *Carrier reliant*) were significantly more likely to rate the performance of the WCA, the overall workers' compensation system, and WCA services and information lower than employer representatives who relied more heavily on the WCA (herein *WCA reliant*) for information.

- Over 80 percent of *WCA reliant* employers reported satisfaction with “Workers’ Compensation Administration services” while only 50 percent of *Carrier reliant* employers expressed satisfaction.
- *WCA reliant* employers reported higher levels of satisfaction (78%) about their experiences with the “workers’ compensation system overall” than did *Carrier reliant* employers (53%)
- *WCA reliant* employers were more satisfied with the quality of information services about “Employer responsibilities” (85%) than were *Carrier reliant* employers (48%).
- *WCA reliant* employers were more satisfied with the quality of “Information services on claim mediation dispute resolution” (79%) than were *Carrier reliant* employers (45%).
- *WCA reliant* employers were more satisfied with the quality of “Information services on updates about workers’ compensation law or rule changes” (57%) than were *Carrier reliant* employers (32%).
- *WCA reliant* employers rated “Ombudsman services” satisfactory in 80 percent of interviews while only 29 percent of *Carrier reliant* employers rated “Ombudsman services” satisfactory.
- Over 65 percent of *Carrier reliant* employers selected “Email” as their preferred method of receiving information compared to 40 percent of *WCA reliant* clients.
- *Carrier reliant* employers preferred the “WCA Internet/Web sites” nearly two to one when contrasted with *WCA reliant* clients (43.5% v. 25.0%).
- *WCA reliant* clients overwhelmingly selected “WCA Newsletters” as their favored information resource (70.0%).
- Employers want more information about “Keeping workers’ compensation costs down,” “Fraud and system abuse investigations,” and “Employer Responsibilities.”
- Employers were most satisfied with our *Partners* in “Insurer services” (80%) and least satisfied with “Hospital services provided for injured workers” (58%).

I. Study Overview

To further the stated objective of the Workers' Compensation Administration to improve the information and services we provide employers in New Mexico, we asked approximately 150 representatives of the New Mexico business community to participate in our annual customer satisfaction survey. Each of the designated companies had utilized components of the workers' compensation system up to and including WCA mediation and dispute resolution.

We collected data for this study using a mailed questionnaire based on the Total Design Method. The field period began on about April 12th and ended on about May 22nd. We sent out the initial round of questionnaires on about April 12th, and followed up by sending out a second wave of questionnaires to those who had not yet responded on about April 26th. This additional request for information increased the survey response rates by about eight percent. The overall response rate for this study equaled 35.3 percent (see Appendix B).

Our targeted companies returned 49 completed questionnaires. Respondents derived from a diverse pool of management personnel, including Human Resource professionals, insurance specialists, company presidents, managers and owners.

Respondents not only provided in-depth information to our close ended questions, but also shared detailed and thought provoking open ended responses to many of the survey items (see Appendix C).

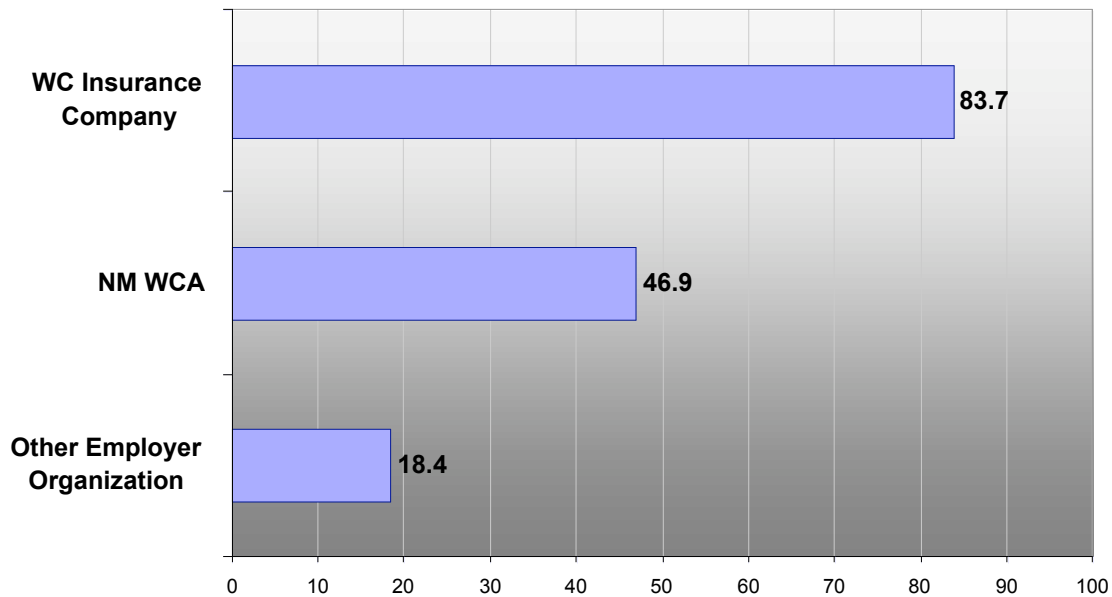
II. WCA Performance Reviewed

A. Where Employers Get Information About Workers' Compensation

This set of questions may be the most intriguing items included in this year's review of employers and the New Mexico workers' compensation system. Almost 85 percent of study participants (83.7%) told us they get information about the workers' compensation system from their workers' compensation insurance company or agent. This is nearly twice the percentage of respondents who reported they get their information from the Workers' Compensation Administration (46.9%).

Importantly, a sizeable body of employers reported they rely solely on insurance companies and their agents as the source of information about the workers' compensation process. These respondents were considerably more negative about the WCA, the overall workers' compensation system, and many of the WCA programs and services than were those who received information from the WCA.

**Where Employers Get Information
About Workers' Compensation**



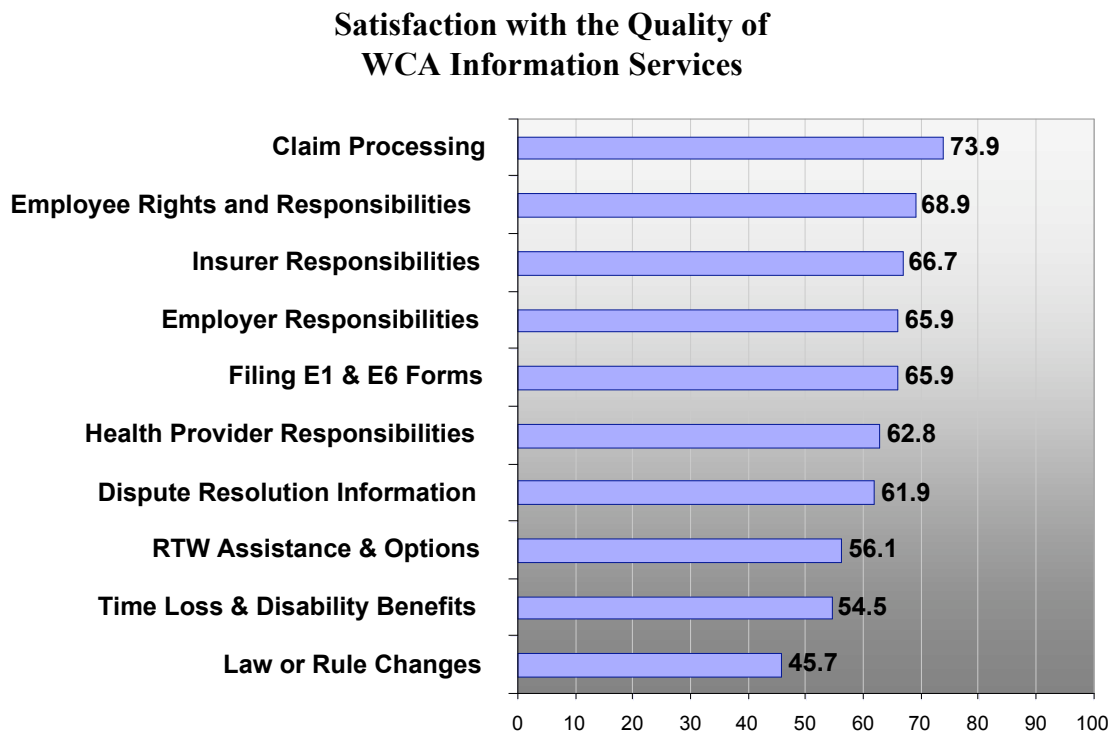
Other than insurance companies, the WCA and other employer organizations, participants also specified the following entities as sources for workers' compensation information:

- Builder's Trust
- Carpenter's Union
- DOL
- Internet

B. Satisfaction with the Quality of WCA Information Services

Employer evaluations of WCA information services, in light of the findings discussed in the previous section related to information sources, highlighted critical differences in satisfaction levels and item rankings when considering the respondent’s sources of information.

The chart below summarizes respondent evaluations without controlling for the source of information. “Claim Processing” received the highest overall satisfaction evaluation with approximately 75 percent of study participants expressing a favorable opinion.

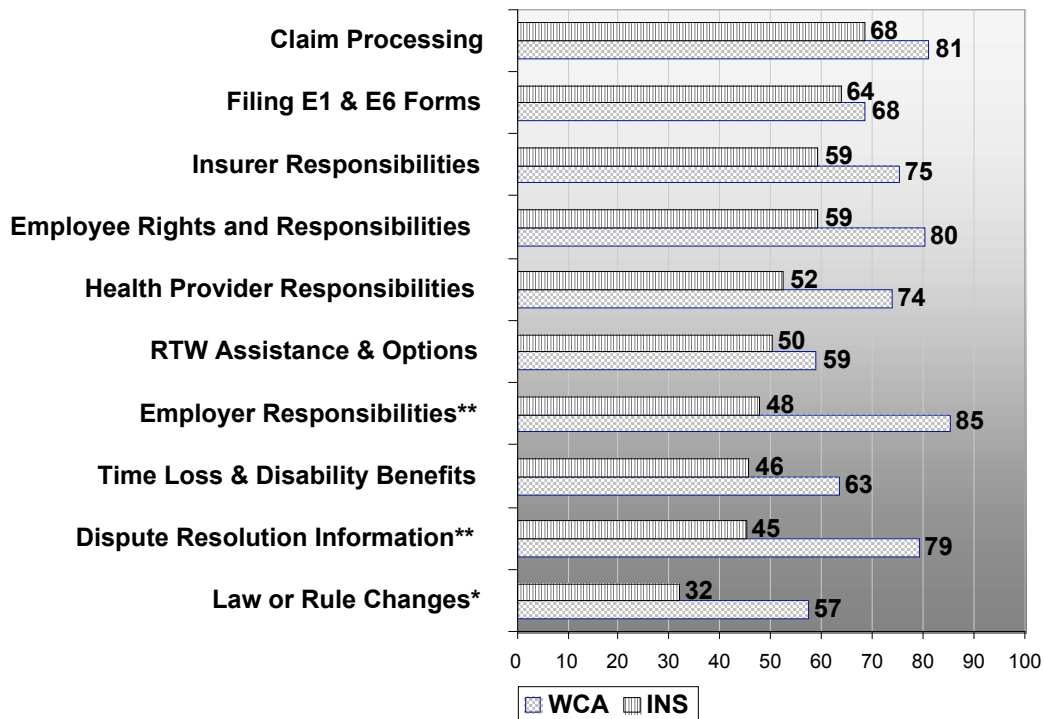


When we looked specifically at respondents who told us they receive their information from the New Mexico Workers’ Compensation Administration, we found marked differences in both satisfaction evaluations and the order of rankings. For example, this subset of respondents noted their greatest satisfaction with WCA information about “Employer Responsibilities” (85.0%). They reported greater satisfaction with WCA information on “Claim Processing” (81.0%) than did the complete pool of respondents (73.9%).

While all study participants expressed satisfaction with “Information services on updates about workers’ compensation law or rule changes” about 46 percent of the time, respondents who said the WCA was a primary information source recorded a favorable opinion in nearly 60 percent of interviews (57.1%). We have summarized these differences in attitudes compared to information sources in Appendix A.

The chart below contrasts the differences in satisfaction ratings based on the source of the information. In each of the ten measures, we found satisfaction to be higher from respondents who reported the WCA was a primary information source (*WCA reliant*) compared to those who relied solely on their workers' compensation insurance company or agent (*Carrier reliant*).

Satisfaction with the Quality of WCA Information Services (Insurance Companies v. WCA)



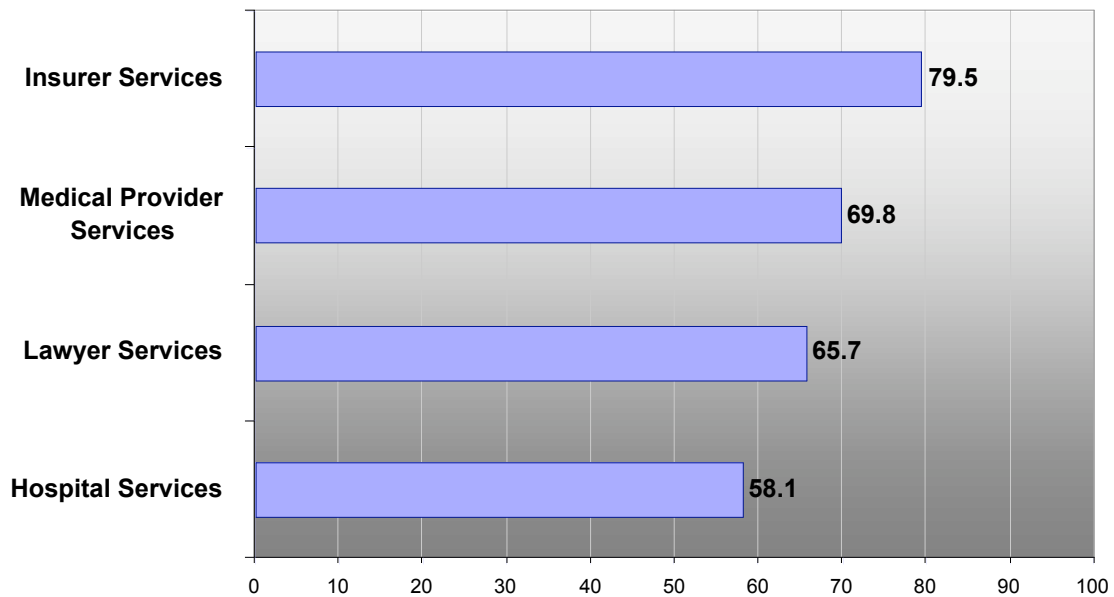
** Statistically Significant at $p < 0.05$

* Statistically Significant at $p < 0.1$

C. Satisfaction with WCA Partners

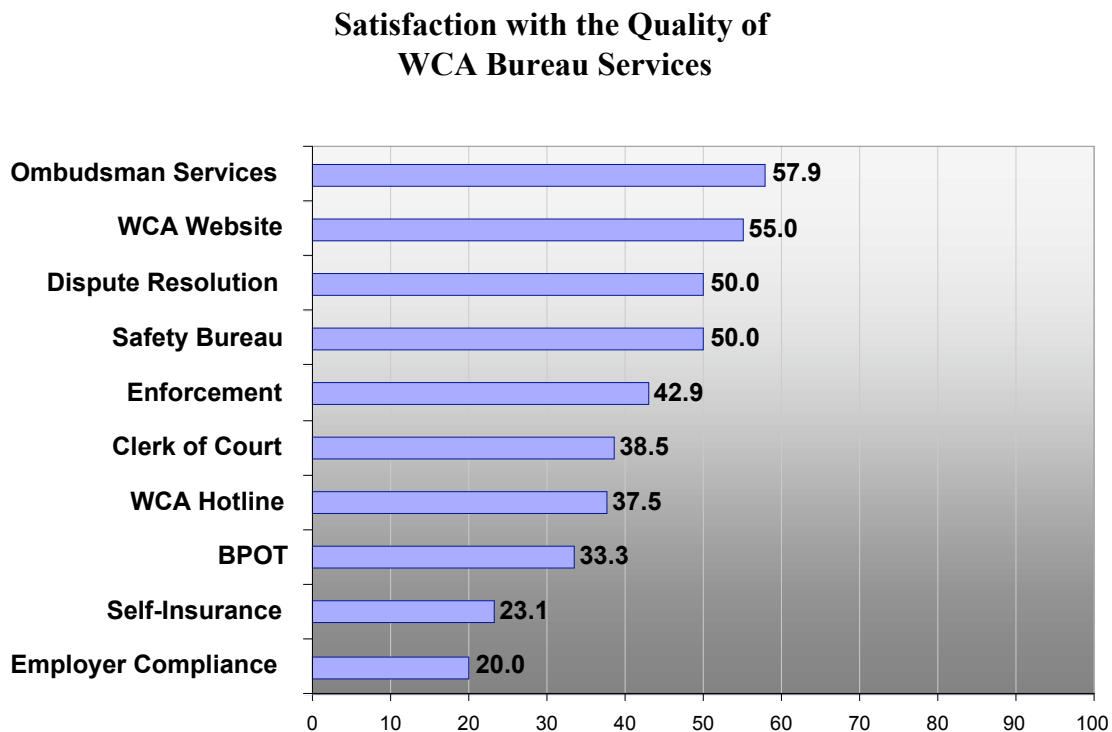
We asked respondents to rate their satisfaction with various *Partner* groups linked to the workers' compensation system. Employers expressed greatest overall satisfaction with "Insurer services" (79.5%), and least satisfaction with "Hospital services provided for injured workers" (58.1%). Interestingly, our 2006 review of injured workers found opposite attitudes. Injured workers rated "Hospital services" highest of the *Partner* groups (74.0%), and noted their satisfaction with "Insurer services" in only 46 percent of the interviews.

**Satisfaction with the Partners
in the Workers' Compensation Process**



D. Satisfaction with WCA Bureau Services

We caution readers about generalizing results in this section due to the high incidence of item non-response for each of the questions. At a minimum, nearly 60 percent of respondents (59.2%) did not evaluate the bureau (e.g. WCA Website and Dispute Resolution Bureau services), and at a maximum nearly 75 percent of respondents (73.5%) choose not to provide a rating (e.g. Self-Insurance Bureau and Clerk of Court Bureau services). Item non-response for other bureaus ranged between these extremes. Based on the employers who registered an opinion, we summarize satisfaction ratings for the various WCA bureau services in the chart below.



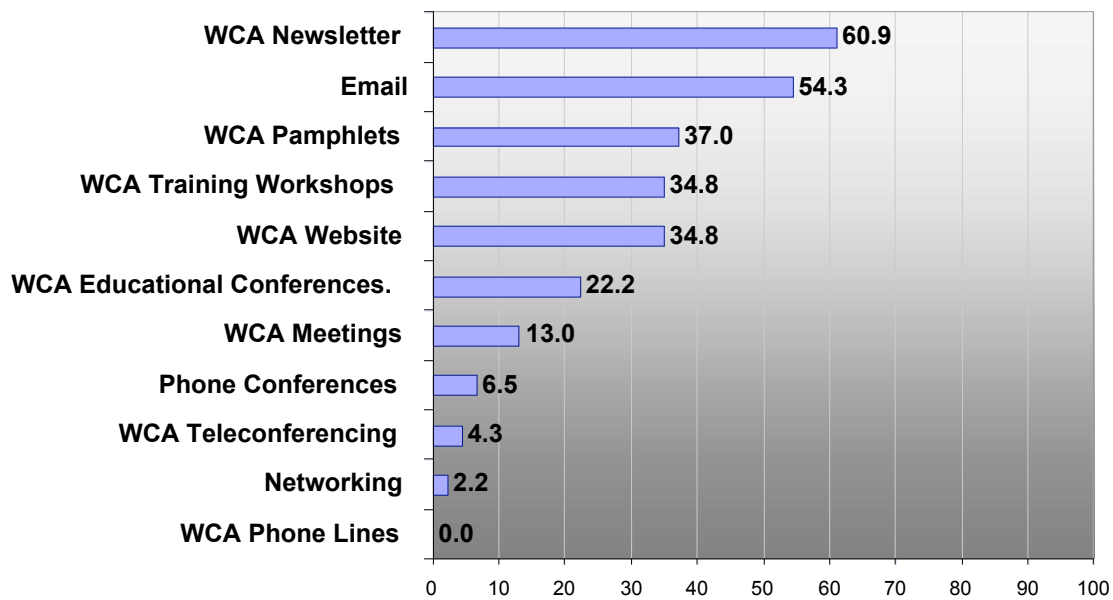
NOTE: The high item non-response rates required us to question the accuracy, or validity, of these ratings. A recent review of employer evaluations for the Business & Public Outreach Team (BPOT) revealed contrasting ratings to those above. “New Employers” were asked whether the BPOT “presentation answered [their] most important questions.” BPOT members earned approximately 95 percent satisfaction ratings across a four year period (2003-2006). As the chart above suggests, only a third of employers in this 2006 study expressed satisfaction with the BPOT group (33.3%).

We again found striking differences in opinion based on the employer’s source of information. For example, 58 percent of all employers who provided an evaluation of “Ombudsman services” rated their performance as satisfactory. Yet *WCA reliant* employers rated the “Ombudsman services” satisfactory in 80 percent of interviews; *Carrier reliant* employers held statistically significantly more negative views, as only 28.6% of this subgroup rated “Ombudsman services” as satisfactory ($p < 0.05$). We found similar variation in opinion for a number of items in this section.

E. Preferred Methods of Receiving WCA Information

The Economic Research bureau invests a considerable amount of time and resources to produce the Quarterly Bulletin on behalf of the WCA. And, over 60 percent of respondents selected the “WCA Newsletters” as their preferred method for receiving information about workers’ compensation. Nearly 55 percent of respondents choose “Email” as their preferred method of receiving WCA information. The chart below highlights these comparisons.

**Preferred Methods for
Receiving WCA Information**

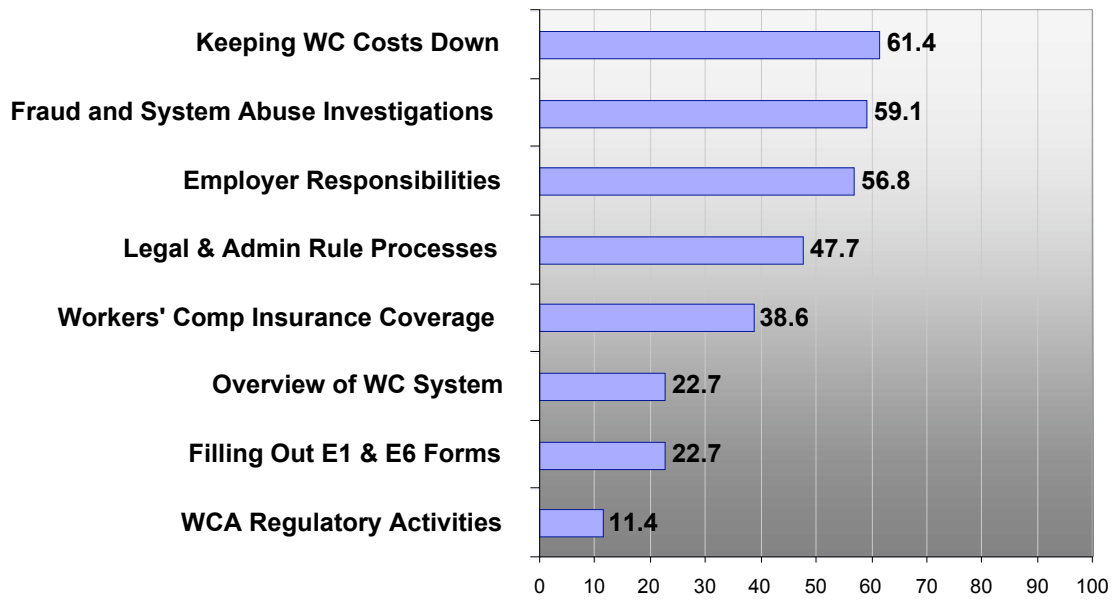


We found statistically significant differences between *Carrier reliant* and *WCA reliant* employers on some of these items as well. Over 65 percent of *Carrier reliant* respondents selected “Email” as their preferred method of receiving information; about 40 percent of *WCA reliant* clients selected this option. *Carrier reliant* employers also preferred the “WCA Internet/Web sites” nearly two to one when contrasted with *WCA reliant* clients (43.5% v. 25.0%). *WCA reliant* clients, on the other hand, overwhelmingly selected “WCA Newsletters” as their favored information source (70.0%).

F. Preferred Topics for Additional Workers' Compensation Information

Although we have seen significant differences in preference and attitude for many of the items in our study, respondents were in general agreement about the types of additional information they would like the WCA to provide in the future. Employers told us they would like to learn more about “Keeping workers’ compensation costs down” (61.4%), “Fraud and system abuse investigations” (59.1%), and “Employer Responsibilities” (56.8%). The chart below summarizes this information.

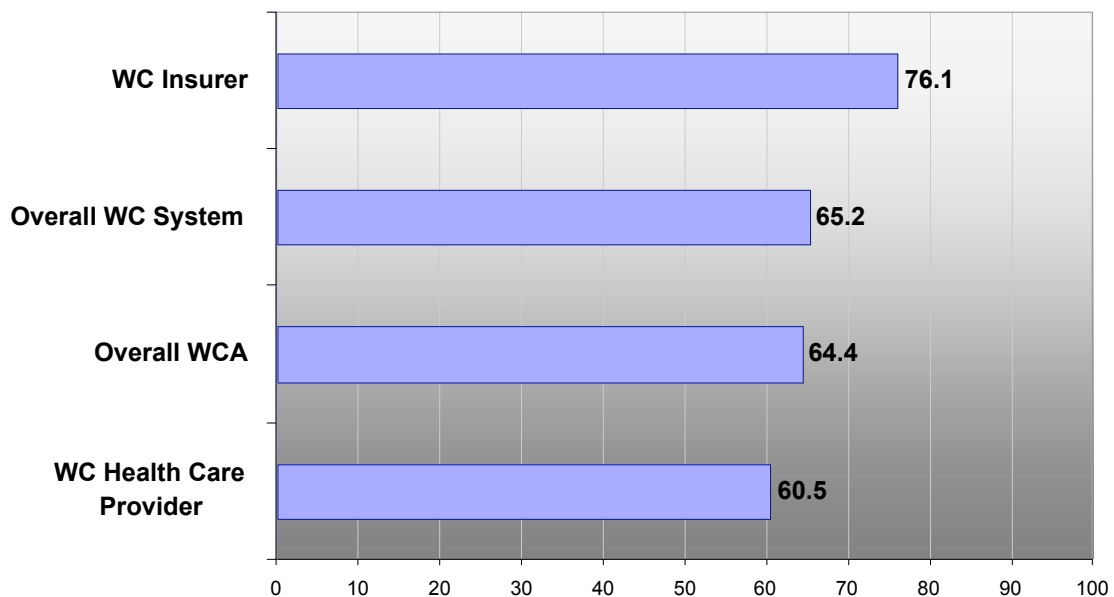
Preferred Topics for Additional Workers Compensation Related Information



G. Overall Report Card

The chart below summarizes employer attitudes regarding their experiences with four key components within the workers' compensation system. Study participants in general expressed greatest satisfaction with their "workers' compensation insurer" (76.1%). Satisfaction with their experiences surrounding both the "workers' compensation system overall" and the "Workers' Compensation Administration services" were similar (65.2% and 64.4% respectively), and respondents rated experiences with the "workers' compensation health care providers" lowest at about 61 percent.

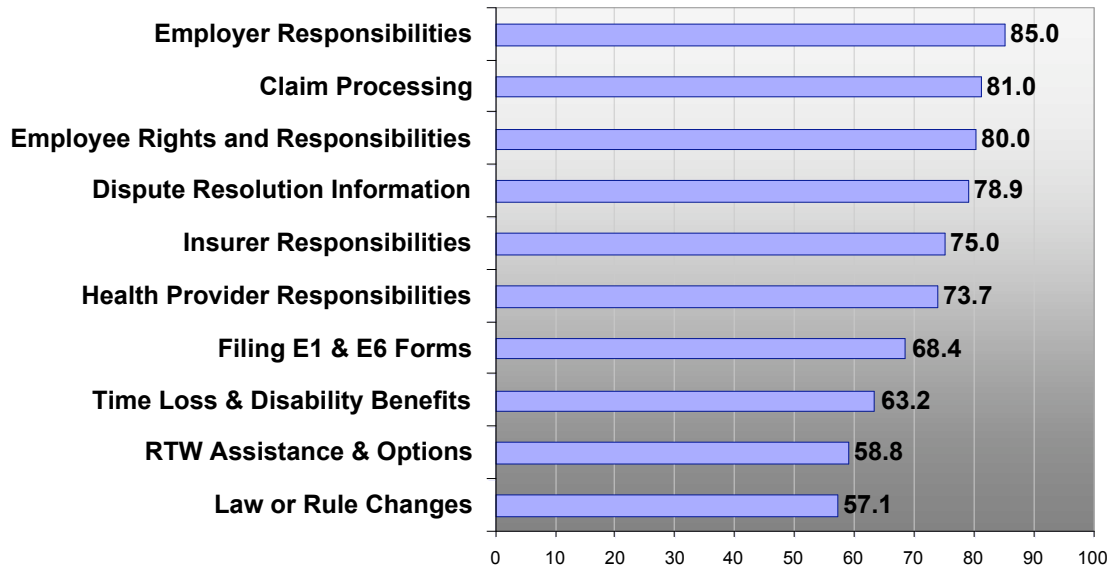
**Evaluations of WCA and
Workers' Compensation Components**



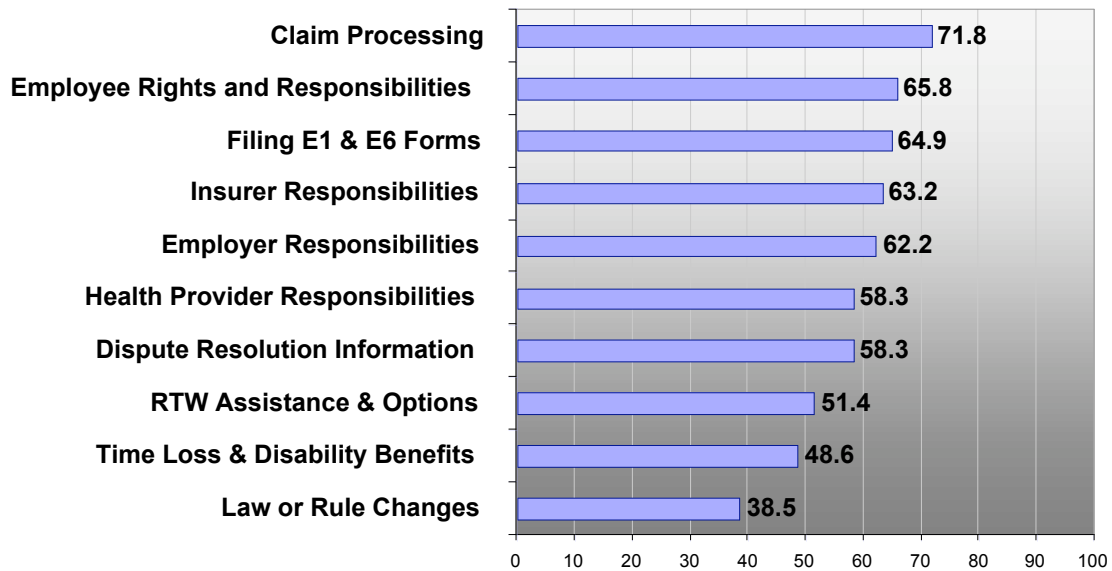
NOTE: We found statistically significantly higher satisfaction scores when we accounted for where employers obtained their information. *Carrier reliant* employers expressed relatively dismal satisfaction evaluations with the "Workers' Compensation Administration services" (50.0%), while over 80 percent of *WCA reliant* employers (81.0%) gave satisfaction ratings ($p < 0.05$). Similarly, *WCA reliant* employers reported higher levels of satisfaction (78.3%) with the "workers' compensation system overall" than did carrier reliant employers (52.6%) ($p < 0.1$).

Appendix A: Information Sources v. Satisfaction Compared

Satisfaction with the Quality of WCA Information Services (WCA as Information Source)



Satisfaction with the Quality of WCA Information Services (Insurance Companies as Information Source)



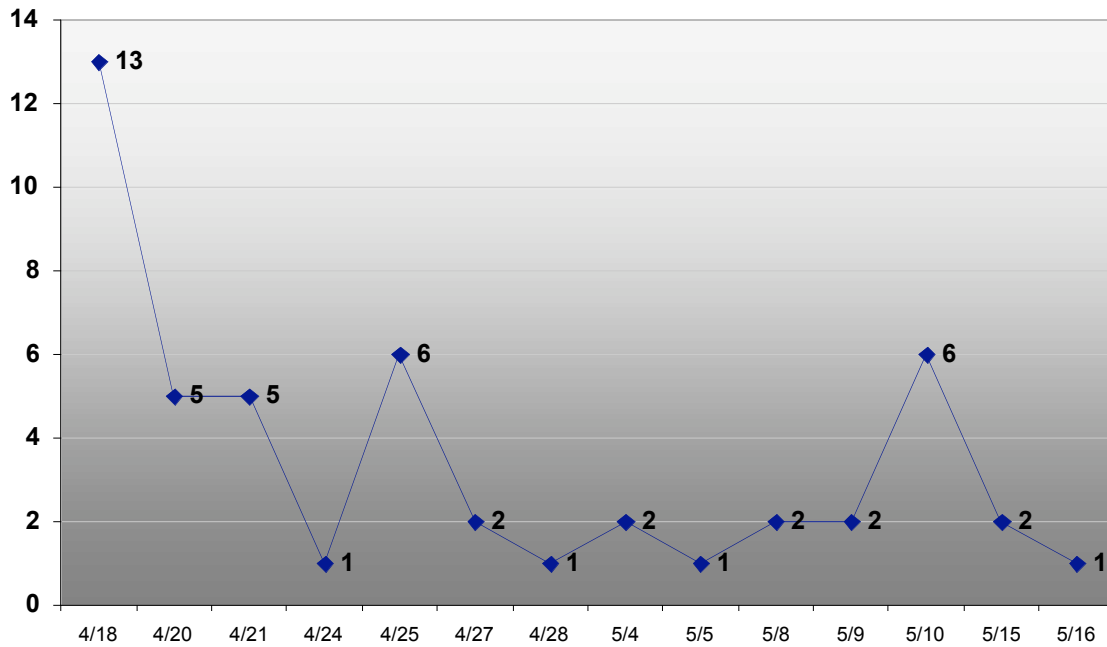
Appendix B: Response Rates

(Final 5/23/06)

Employer Survey Response

$$35.3\% = \frac{38 \text{ (first wave)} + 11 \text{ (second wave)}}{148 - 9} \times 100$$

Surveys Returned by Date
[N = 49]



$$RR \% = \frac{\text{Completed}}{\text{Total Mailed} - \text{Disqualified/Bad Address}} \times 100$$

Appendix C: Questionnaire and Frequency Report

[Final 5.23.06:: N = 49]

1. Where does your company/organization get information about workers' compensation?

a. Workers' compensation insurance company/agent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	16.3	16.3	16.3
	Yes	41	83.7	83.7	100.0
	Total	49	100.0	100.0	

b. New Mexico Workers' Compensation Administration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	53.1	53.1	53.1
	Yes	23	46.9	46.9	100.0
	Total	49	100.0	100.0	

c. Other employers or employers' organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	53.1	53.1	53.1
	Yes	23	46.9	46.9	100.0
	Total	49	100.0	100.0	

d. Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		40	83.3	83.3	83.3
	Builder's Trust	1	2.1	2.1	85.4
	Carpenter's Union	1	2.1	2.1	87.5
	DOL	1	2.1	2.1	89.6
	Insurance Company	1	2.1	2.1	91.7
	insurance pool	1	2.1	2.1	93.8
	Internet	1	2.1	2.1	95.8
	Other	1	2.1	2.1	97.9
	Website	1	2.1	2.1	100.0
	Total	48	100.0	100.0	

e. Unknown

[No additional information provided by respondents]

2. Please rate the quality of the information services you received about WCA on the following:

a. Filing claim report forms E1 & E6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	8.2	8.3	8.3
	Very Dissatisfied	3	6.1	6.3	14.6
	Neutral	12	24.5	25.0	39.6
	Satisfied	21	42.9	43.8	83.3
	Very Satisfied	8	16.3	16.7	100.0
	Total	48	98.0	100.0	
Missing	System	1	2.0		
Total		49	100.0		

b. Claim processing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	8.2	8.3	8.3
	Very Dissatisfied	3	6.1	6.3	14.6
	Neutral	12	24.5	25.0	39.6
	Satisfied	21	42.9	43.8	83.3
	Very Satisfied	8	16.3	16.7	100.0
	Total	48	98.0	100.0	
Missing	System	1	2.0		
Total		49	100.0		

c. Information services on claim mediation dispute resolution

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	6	12.2	12.5	12.5
	Very Dissatisfied	2	4.1	4.2	16.7
	Dissatisfied	3	6.1	6.3	22.9
	Neutral	11	22.4	22.9	45.8
	Satisfied	20	40.8	41.7	87.5
	Very Satisfied	6	12.2	12.5	100.0
	Total	48	98.0	100.0	
Missing	System	1	2.0		
Total		49	100.0		

d. Employer responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	6.1	6.4	6.4
	Very Dissatisfied	2	4.1	4.3	10.6
	Dissatisfied	5	10.2	10.6	21.3
	Neutral	8	16.3	17.0	38.3
	Satisfied	24	49.0	51.1	89.4
	Very Satisfied	5	10.2	10.6	100.0
	Total	47	95.9	100.0	
Missing	System	2	4.1		
Total		49	100.0		

e. Doctor/health care provider responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	8.2	8.5	8.5
	Very Dissatisfied	2	4.1	4.3	12.8
	Dissatisfied	3	6.1	6.4	19.1
	Neutral	11	22.4	23.4	42.6
	Satisfied	22	44.9	46.8	89.4
	Very Satisfied	5	10.2	10.6	100.0
	Total	47	95.9	100.0	
Missing	System	2	4.1		
Total		49	100.0		

f. Employee rights & responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	8.2	8.5	8.5
	Very Dissatisfied	2	4.1	4.3	12.8
	Dissatisfied	3	6.1	6.4	19.1
	Neutral	11	22.4	23.4	42.6
	Satisfied	22	44.9	46.8	89.4
	Very Satisfied	5	10.2	10.6	100.0
	Total	47	95.9	100.0	
Missing	System	2	4.1		
Total		49	100.0		

g. Workers' comp insurer responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	4.1	4.3	4.3
	Very Dissatisfied	1	2.0	2.1	6.4
	Dissatisfied	2	4.1	4.3	10.6
	Neutral	12	24.5	25.5	36.2
	Satisfied	26	53.1	55.3	91.5
	Very Satisfied	4	8.2	8.5	100.0
	Total	47	95.9	100.0	
Missing	System	2	4.1		
Total		49	100.0		

h. Return to work assistance & options

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	5	10.2	10.9	10.9
	Dissatisfied	6	12.2	13.0	23.9
	Neutral	12	24.5	26.1	50.0
	Satisfied	20	40.8	43.5	93.5
	Very Satisfied	3	6.1	6.5	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

i. Time loss/disability benefits for injured workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	6.1	6.4	6.4
	Very Dissatisfied	3	6.1	6.4	12.8
	Dissatisfied	4	8.2	8.5	21.3
	Neutral	13	26.5	27.7	48.9
	Satisfied	20	40.8	42.6	91.5
	Very Satisfied	4	8.2	8.5	100.0
	Total	47	95.9	100.0	
Missing	System	2	4.1		
Total		49	100.0		

j. Information services on updates about workers' compensation law or rule changes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	4.1	4.2	4.2
	Very Dissatisfied	4	8.2	8.3	12.5
	Dissatisfied	10	20.4	20.8	33.3
	Neutral	11	22.4	22.9	56.3
	Satisfied	17	34.7	35.4	91.7
	Very Satisfied	4	8.2	8.3	100.0
	Total	48	98.0	100.0	
Missing	System	1	2.0		
Total		49	100.0		

3. Please rate other New Mexico workers' compensation system services:

a. Your lawyer services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	10	20.4	22.2	22.2
	Neutral	12	24.5	26.7	48.9
	Satisfied	18	36.7	40.0	88.9
	Very Satisfied	5	10.2	11.1	100.0
	Total	45	91.8	100.0	
Missing	System	4	8.2		
Total		49	100.0		

b. Your insurer services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	4.1	4.3	4.3
	Very Dissatisfied	1	2.0	2.2	6.5
	Neutral	8	16.3	17.4	23.9
	Satisfied	25	51.0	54.3	78.3
	Very Satisfied	10	20.4	21.7	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

c. Your hospital services for injured workers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	4.1	4.4	4.4
	Very Dissatisfied	2	4.1	4.4	8.9
	Dissatisfied	5	10.2	11.1	20.0
	Neutral	11	22.4	24.4	44.4
	Satisfied	18	36.7	40.0	84.4
	Very Satisfied	7	14.3	15.6	100.0
	Total	45	91.8	100.0	
Missing	System	4	8.2		
Total		49	100.0		

d. Your medical provider services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	6.1	6.5	6.5
	Very Dissatisfied	4	8.2	8.7	15.2
	Dissatisfied	2	4.1	4.3	19.6
	Neutral	7	14.3	15.2	34.8
	Satisfied	22	44.9	47.8	82.6
	Very Satisfied	8	16.3	17.4	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

4. Please rate any of the particular WCA bureau services you have used below:

a. Business & Public Outreach Team services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	28	57.1	75.7	75.7
	Neutral	6	12.2	16.2	91.9
	Satisfied	2	4.1	5.4	97.3
	Very Satisfied	1	2.0	2.7	100.0
	Total	37	75.5	100.0	
Missing	System	12	24.5		
Total		49	100.0		

b. Safety Bureau training workshops & publications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	28	57.1	75.7	75.7
	Neutral	6	12.2	16.2	91.9
	Satisfied	2	4.1	5.4	97.3
	Very Satisfied	1	2.0	2.7	100.0
	Total	37	75.5	100.0	
Missing	System	12	24.5		
Total		49	100.0		

c. Ombudsman services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	21	42.9	52.5	52.5
	Neutral	8	16.3	20.0	72.5
	Satisfied	9	18.4	22.5	95.0
	Very Satisfied	2	4.1	5.0	100.0
	Total	40	81.6	100.0	
Missing	System	9	18.4		
Total		49	100.0		

d. WCA hotline (1-866-967-5667)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	21	42.9	56.8	56.8
	Neutral	10	20.4	27.0	83.8
	Satisfied	5	10.2	13.5	97.3
	Very Satisfied	1	2.0	2.7	100.0
	Total	37	75.5	100.0	
Missing	System	12	24.5		
Total		49	100.0		

e. Enforcement Bureau Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	24	49.0	63.2	63.2
	Very Dissatisfied	1	2.0	2.6	65.8
	Dissatisfied	2	4.1	5.3	71.1
	Neutral	5	10.2	13.2	84.2
	Satisfied	5	10.2	13.2	97.4
	Very Satisfied	1	2.0	2.6	100.0
	Total	38	77.6	100.0	
Missing	System	11	22.4		
Total		49	100.0		

f. WCA Web site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	18	36.7	47.4	47.4
	Neutral	9	18.4	23.7	71.1
	Satisfied	8	16.3	21.1	92.1
	Very Satisfied	3	6.1	7.9	100.0
	Total	38	77.6	100.0	
Missing	System	11	22.4		
Total		49	100.0		

g. Self-Insurance Bureau services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	18	36.7	47.4	47.4
	Neutral	9	18.4	23.7	71.1
	Satisfied	8	16.3	21.1	92.1
	Very Satisfied	3	6.1	7.9	100.0
	Total	38	77.6	100.0	
Missing	System	11	22.4		
Total		49	100.0		

h. Employer Compliance Bureau services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	22	44.9	59.5	59.5
	Very Dissatisfied	2	4.1	5.4	64.9
	Dissatisfied	1	2.0	2.7	67.6
	Neutral	9	18.4	24.3	91.9
	Satisfied	2	4.1	5.4	97.3
	Very Satisfied	1	2.0	2.7	100.0
	Total	37	75.5	100.0	
Missing	System	12	24.5		
Total		49	100.0		

i. Dispute Resolution Bureau services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	19	38.8	48.7	48.7
	Dissatisfied	2	4.1	5.1	53.8
	Neutral	8	16.3	20.5	74.4
	Satisfied	8	16.3	20.5	94.9
	Very Satisfied	2	4.1	5.1	100.0
	Total	39	79.6	100.0	
Missing	System	10	20.4		
Total		49	100.0		

j. Clerk of Court Bureau services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	24	49.0	64.9	64.9
	Neutral	8	16.3	21.6	86.5
	Satisfied	4	8.2	10.8	97.3
	Very Satisfied	1	2.0	2.7	100.0
	Total	37	75.5	100.0	
Missing	System	12	24.5		
Total		49	100.0		

5. What services or information do you need but are not currently getting?

- Don't get any info, except my quarterly report form
- Information received has been provided by [XXXXXXX]. She has been very helpful, both in person and on the telephone.
- None at this time.
- None of the above (items listed in Q4)
- None we are aware of.
- None. WCA is doing a very good job for us.
- Toolbox topics in Spanish and English that are concise, but relevant with good, special hazard information
- Training for all aspects of job
- We are not finding our employer responsibilities & new laws until after being fined.
- We were never prepped by WCA during our dispute resolution. We were prepped somewhat by our insurer. WCA process during dispute and mediation wasn't clear to Board or staff.
- Would like to get more information on insurance companies that are offering coverage

6. How would you prefer to receive information about workers' compensation from the WCA?

a. Email

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	42.9	45.7	45.7
	Yes	25	51.0	54.3	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

b. WCA Internet/Web Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	61.2	65.2	65.2
	Yes	16	32.7	34.8	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

c. WCA Meetings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	61.2	65.2	65.2
	Yes	16	32.7	34.8	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

d. Networking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	45	91.8	97.8	97.8
	Yes	1	2.0	2.2	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

e. WCA Newsletters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	36.7	39.1	39.1
	Yes	28	57.1	60.9	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

f. WCA Pamphlets/Manuals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	59.2	63.0	63.0
	Yes	17	34.7	37.0	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

g. WCA Phone/Toll-Free Information Lines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	93.9	100.0	100.0
Missing	System	3	6.1		
Total		49	100.0		

h. Phone Conferences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	43	87.8	93.5	93.5
	Yes	3	6.1	6.5	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

i. WCA Teleconferencing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	44	89.8	95.7	95.7
	Yes	2	4.1	4.3	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

j. WCA Training Workshops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	61.2	65.2	65.2
	Yes	16	32.7	34.8	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

k. WCA Educational Conferences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	35	71.4	77.8	77.8
	Yes	10	20.4	22.2	100.0
	Total	45	91.8	100.0	
Missing	System	4	8.2		
Total		49	100.0		

l. Other

[No additional information provided by respondents]

7. Which of the following would you be interested in learning more about?

a. Legal & administrative rule processes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	46.9	52.3	52.3
	Yes	21	42.9	47.7	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

b. Employer responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	38.8	43.2	43.2
	Yes	25	51.0	56.8	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

c. Fraud and system abuse investigations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	36.7	40.9	40.9
	Yes	26	53.1	59.1	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

d. Workers' compensation insurance coverage

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	55.1	61.4	61.4
	Yes	17	34.7	38.6	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

e. Keeping workers' compensation costs down

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17	34.7	38.6	38.6
	Yes	27	55.1	61.4	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

f. Filling out the E1 and E6 claim report forms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	69.4	77.3	77.3
	Yes	10	20.4	22.7	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

g. WCA regulatory activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	79.6	88.6	88.6
	Yes	5	10.2	11.4	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

h. Overview of the workers' compensation system

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	69.4	77.3	77.3
	Yes	10	20.4	22.7	100.0
	Total	44	89.8	100.0	
Missing	System	5	10.2		
Total		49	100.0		

i. Other

- Preventive
- Statute changes, cases that can affect the system

8. Please rate the following:

a. Your experience with the workers' compensation system overall

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	4.1	4.3	4.3
	Dissatisfied	4	8.2	8.7	13.0
	Neutral	10	20.4	21.7	34.8
	Satisfied	22	44.9	47.8	82.6
	Very Satisfied	8	16.3	17.4	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

b. Your experience with your workers' compensation insurer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	11	22.4	23.9	23.9
	Satisfied	26	53.1	56.5	80.4
	Very Satisfied	9	18.4	19.6	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

c. Your experience with the workers' compensation health care providers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	6.1	6.5	6.5
	Very Dissatisfied	1	2.0	2.2	8.7
	Dissatisfied	5	10.2	10.9	19.6
	Neutral	11	22.4	23.9	43.5
	Satisfied	19	38.8	41.3	84.8
	Very Satisfied	7	14.3	15.2	100.0
	Total	46	93.9	100.0	
Missing	System	3	6.1		
Total		49	100.0		

d. Your experience with the Workers' Compensation Administration services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	4.1	4.4	4.4
	Dissatisfied	5	10.2	11.1	15.6
	Neutral	9	18.4	20.0	35.6
	Satisfied	22	44.9	48.9	84.4
	Very Satisfied	7	14.3	15.6	100.0
	Total	45	91.8	100.0	
Missing	System	4	8.2		
Total		49	100.0		

9. What is your position in your company/organization?

- Asst Supt – Personnel
- Bookkeeper
- Care Manager, WC Agent
- Clinical Manager
- Controller
- Director
- Executive Director
- Finance Director
- Health Safety & Environmental Coordinator
- HR / SDC

- HR Coordinator
- HR Director
- HR Manager
- HR Specialist
- HRA – Payroll
- Human Resources Director
- Insurance Specialist
- Loss Control Rep / Contract Compliance
- Medical Issues Coordinator, CYFD
- Office Manager
- Officer - Co-Trustee
- Owner
- Payroll & Workers Comp administrator
- Payroll Clerk / Office Manager
- President
- President/Manager
- Procurement Specialist
- Receptionist/Ins. Clerk
- Regional HR Manager
- Risk Manager
- Safety Coordinator
- Safety Manager
- Safety Supervisor
- UP of HR

10. Based on your experience, what would you change or improve about the workers' compensation process?

[OPEN ENDED RESPONSES]

- All OK.
- Communication from WCA to contractors.
- Cost
- Further or more education classes
- Hire more investigators to catch fraud
- I would like to [be] more informed. Let me know if I'm doing things correctly, how I can improve.
- I would like to receive updates by email. The new books are great.
- If employee drug test positive, should bar them from collecting unemployment!
- Inform employer of new laws BEFORE they go into effect.
- Joshua Spencer is excellent!
- Just moved from TX to NM, so I don't know the rules of NM.
- More communication w/employer when claims arise.
- Nothing except to have a few more trainings - WCA does a great job.
- Nothing so far.
- Rights and Responsibilities are spelled out to employer by WCA, not our lawyer or insurer.
- Simplify electronic filing of E1s, E6s. Eliminate the second screening of submissions so the first submission can be submitted once accepted.

- Stop the fraud.
- Vocational Rehab should be included
- Would like to see more investigation as to the validity of employ injuries and the length of rehab