



# 2006 Injured Worker Satisfaction Study

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Bill Richardson, Governor

Alan M. Varela, Director

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

While there are many interesting and useful findings in this annual review of the performance of the WCA and its partners relative to *Injured Workers* in New Mexico, possibly this report should be subtitled, “Plight of the Injured Female Worker in New Mexico.”

When comparing attitudes by gender, we found dramatically different, and prominently more negative, responses from female injured workers.

- Thirty-six percent of female respondents told us they remain unable to return to work. Only about a quarter of male respondents were still waiting.
- Nearly all male respondents (98.0%) who had recovered from their injuries were able to return to work with their same employer, while a quarter of recovered female respondents were not allowed to return to their employers.
- Nearly all recovered male respondents (94.2%) returned to their previous or a similar position, while only two-thirds of recovered females were allowed to return to their former or a similar job.
- Upon returning to work after recovering from their injuries, a quarter of male respondents (25.5%) reported higher earnings. Comparatively, less than seven percent of returning female respondents saw increases, and over a third of recovered females (34.5%) returned to lower paying positions.

Turning to broad performance measures related to specific WCA services and products, respondents were generally satisfied with the workers’ compensation system.

- Part of the WCA mission is to “assure the quick and efficient delivery of indemnity and medical benefits to injured workers.” Approximately 70 percent of respondents reported they had received prompt and quality medical treatment.
- Nearly 70 percent of respondents told us they had received their initial payments within two weeks after the seventh day of lost time from work, and a slightly smaller number (67.3%) said subsequent insurer payments arrived no more than 16 days apart.
- Two thirds of study participants (66.1%) stated they were either satisfied or very satisfied with their experience with the Workers’ Compensation Administration. This was an increase from 2005 when 53.6 percent reported a favorable opinion.
- Respondents in general expressed greatest satisfaction with WCA publications. Women pointed to Clerk of the Court operations, and Spanish speaking respondents highlighted our Ombudsman services.

## **I. Study Overview**

To further the stated objective of the Workers' Compensation Administration to improve the information and services we provide injured workers in New Mexico, we asked approximately 550 injured workers to participate in our annual customer satisfaction survey. Each of the targeted respondents 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 24<sup>th</sup> and ended on about May 22<sup>nd</sup>. Our targeted respondents returned 127 completed questionnaires, including 11 questionnaires that participants answered in Spanish. Respondents were slightly more likely to be male, as 61 percent of the returned questionnaires came from men (39 percent female). In addition, approximately one third of our study participants reported they had not yet returned to work following their accident or injury.

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 D).

The overall response rate for this study equaled 24.6 percent (see Appendix E).

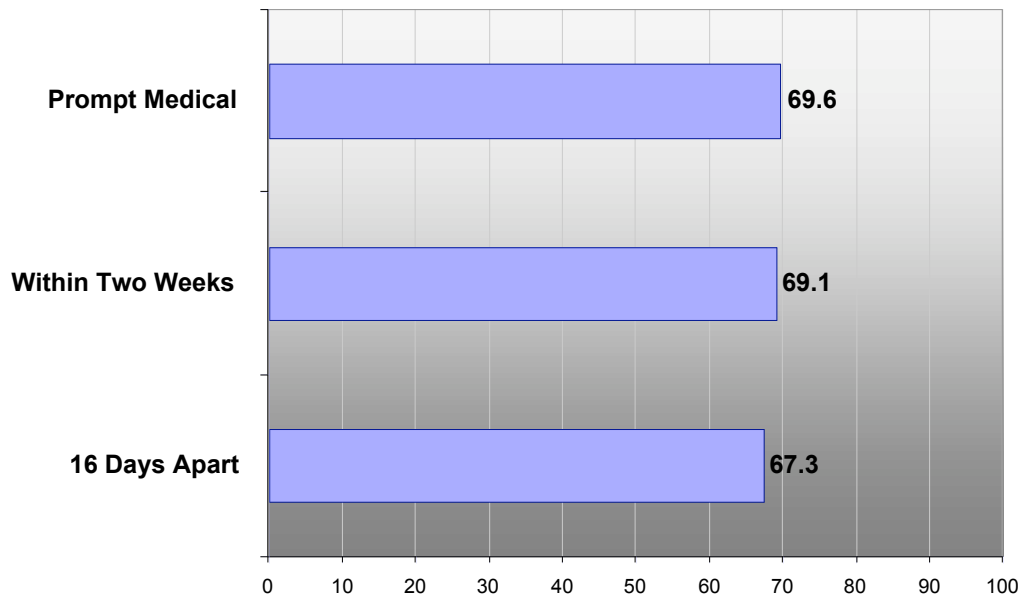
## II. WCA Mission Reviewed

### A. Quick Delivery of Benefits

The worker component of the WCA mission directs the agency to assure the quick and efficient delivery of indemnity and medical benefits to injured workers. To establish baseline performance satisfaction measures regarding the timeliness of benefit delivery, we asked study participants to tell us whether they had “received prompt medical treatment;” whether they had “received their initial payments within two weeks after the seventh day of lost time from work;” and whether “subsequent insurer payments were issued no more than 16 days apart.”

As shown in the chart below, approximately 70 percent of respondents agreed that the workers’ compensation system is meeting our mission objective to provide prompt delivery of medical treatment. Nearly the same percent of respondents (69.1%) reported they had received their initial payment within two weeks after the seventh day of lost time from work, and a slightly lower percent of study participants (67.3%) told us subsequent insurer payments were issued no more than 16 days apart.

**Satisfaction with the Timeliness of  
Medical Treatment and Financial Benefits**



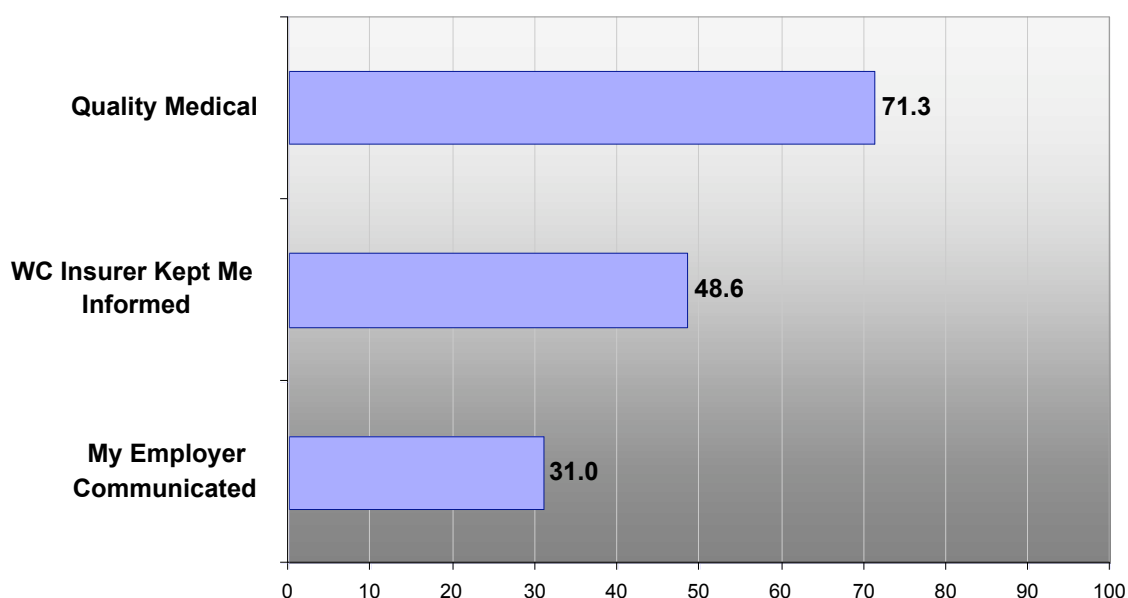
*NOTE: We found no statistical differences for each of these measures when we compared by gender, whether the respondent had returned to work or not, or whether the respondent preferred to respond in English or Spanish.*

## **B. Efficient Delivery of Benefits**

To establish baseline performance satisfaction measures regarding the efficiency in benefit delivery, we asked study participants to rate whether they had “received quality medical treatment;” whether “their employer communicated with [them] about the status of [their] claim process on a regular basis;” and whether the “workers’ compensation insurer kept [them] informed about the status of [their] claim process on a timely basis.”

Over 70 percent of respondents agreed they had received quality medical treatment. Half of our participants agreed the workers’ compensation insurer kept them informed on a timely manner, and less than a third of respondents agreed their employer had communicated with them about the status of their claim on a regular basis.

### **Satisfaction with the Efficiency of Medical Treatment and Financial Benefits**

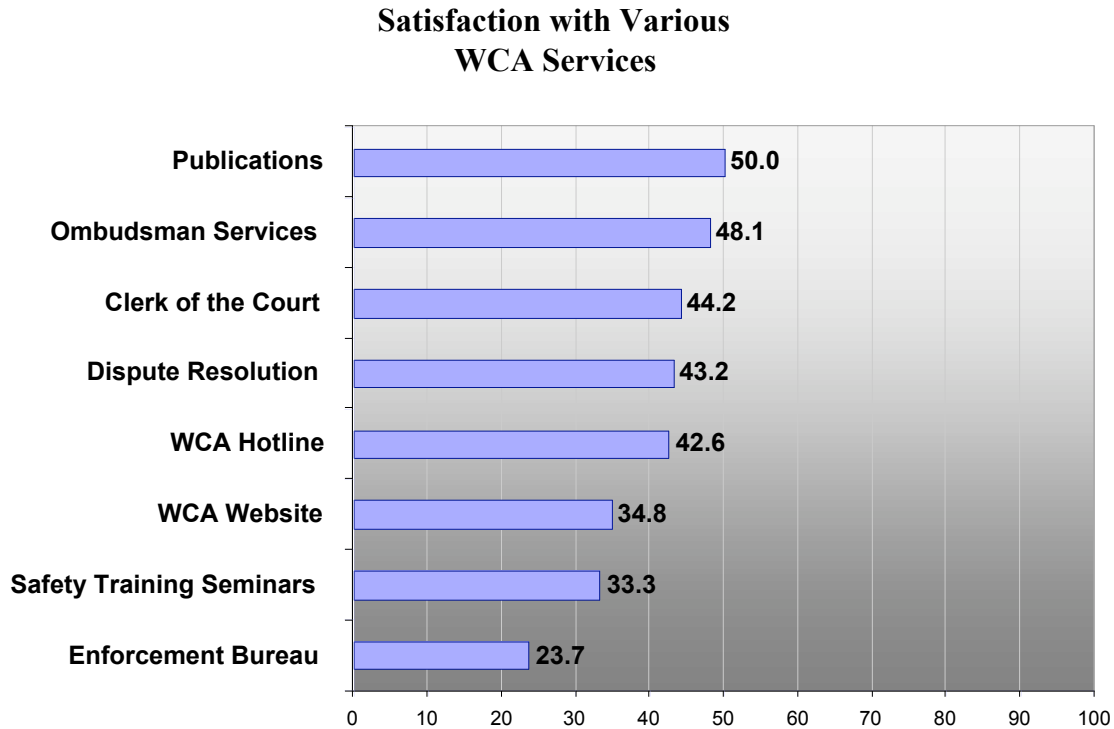


*NOTE: We found considerable differences in opinion based on whether the respondent had returned to work or not. Of those who had returned, 76 percent agreed they had received quality medical treatment. Only 61 percent of respondents who had not returned to work offered a favorable position. These results met only borderline standards of statistical significance ( $p < 0.1$ ).*

*Concerning whether the workers’ compensation insurer kept injured workers informed about the status of the claim process on a timely basis, we again found strong differences in opinion based on whether the respondent had returned to work or not. Of those who had returned, 56 percent reported satisfaction with the insurer’s performance. Only 38 percent of respondents who had not returned to work expressed satisfaction. These differences only met borderline standards of statistical significance ( $p < 0.1$ ). Caution should be used when attempting to generalize these findings.*

### **C. Satisfaction with Various WCA Services**

Continuing our general performance satisfaction review, we asked study participants to rate eight service areas provided by the WCA. As the chart below illustrates, respondents were most satisfied with “WCA publications, including pamphlets and handbooks” (50.0%). Respondents were least satisfied with “Enforcement Bureau services” (23.7%).



When we isolated the study’s female respondents to examine their specific performance evaluation for these eight WCA service areas, they reported greatest satisfaction with the “Clerk of the Court or complaint filing services” (52.6%). Focusing solely on our Spanish speaking respondents, they reported greatest satisfaction levels with the “Ombudsman services” (57.1%).

While respondents who had not yet returned to work mirrored overall respondents attitudes by noting their greatest satisfaction with “Publications: pamphlets & handbooks” (51.9%), they expressed high satisfaction levels with the “WCA Hotline (1-866-967-5667)” and the “WCA Web site information,” 45.8% and 41.7% respectively. See Appendix A for complete breakdowns for Female, Spanish speaking and Not Yet Returned to Work respondents.

#### **D. Satisfaction with WCA Information Services**

We asked study participants to rate their satisfaction with the quality of information services that include ten components of the WCA process. As shown in the chart below, respondents were most satisfied with WCA information services about “Your Doctor’s Responsibilities” (63.9%), and least satisfied with WCA information services regarding “Information Services About How Claim Disputes/Disagreements Are Resolved” (44.0%).



We examined responses about quality of WCA information services for three subgroups: women, respondents who had not yet returned to work, and study participants who responded in Spanish. Women were most satisfied with WCA information services that featured “How to file a worker’s compensation complaint” (60.9%). Workers who had not yet returned to work were most satisfied with WCA information services about “Your responsibilities as an injured worker,” and “How to file a worker’s compensation complaint” (55.6% each).

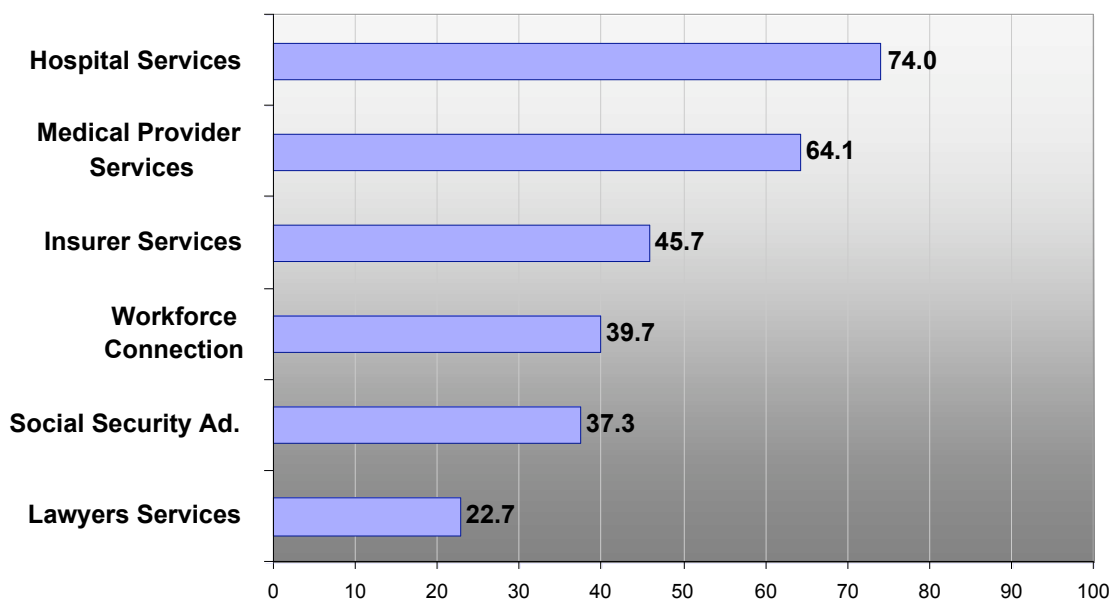
Spanish speaking respondents were most satisfied with the WCA information services that featured “Your doctor’s responsibilities” (60.0%). See Appendix B for complete breakdowns for Female, Not Yet Returned to Work and Spanish speaking respondents.

### **E. Satisfaction with WCA Partner Services**

The WCA does not operate alone, as there are a number of groups, individuals and organizations who assist our overall mission. We commonly refer to these entities as our *Partners*. To better assess the overall satisfaction with the workers' compensation process, we asked respondents to evaluate the quality of services provided our *Partners*.

The chart below illustrates that respondents are most satisfied with the WCA *Partners* who work in the area of "Hospital services" (74.0%), and least satisfied with WCA *Partners* functioning in the legal field we termed "Lawyer services" (22.7%).

**Satisfaction with Various  
WCA Partner Services**



Our extended review of this data by various subgroups yielded no additional information about the rank order of these six *Partner* evaluations, yet we did uncover strong differences in attitude about the Medical Provider services. Workers who had returned to work reported statistically significantly ( $p < 0.05$ ) more favorable attitudes (70.1%) about Medical provider services than did respondents who had been unable to return to their former jobs (51.4%).

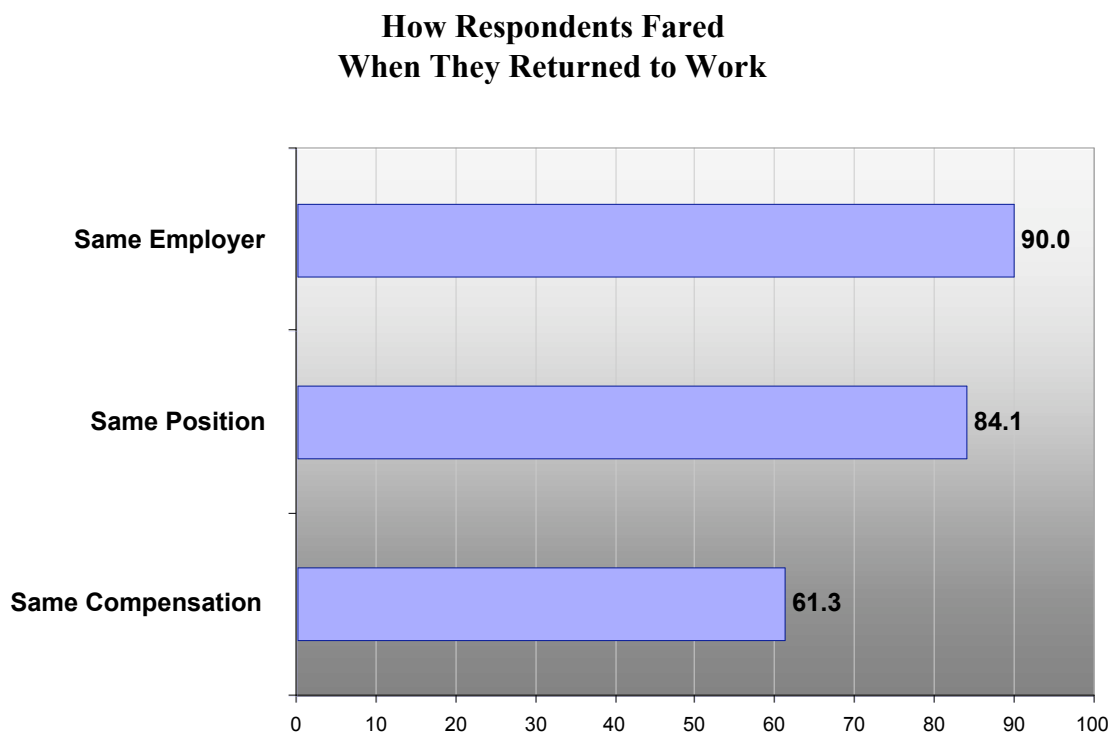
In addition, male respondents reported higher satisfaction ratings (69.4%) than did the female respondents (55.6%) for this item. *These differences met only borderline standards of statistical significance ( $p < 0.1$ )*

See Appendix C for complete breakdowns for Female, and Not Yet Returned to Work respondents.

## **F. Returning to Work**

As the underlying objective of the WCA mission is to return injured workers to their status of productive members of the New Mexico workforce, we focused heavily on this issue in our review of the workers' compensation process. Of individuals who participated in our study, nearly 70 percent were able to accomplish the stated goal of returning to the ranks of the employed following their work related accident or injury. On the other hand, this means three of every ten study respondents still have been unable to return to work.

As we illustrate in the chart below, of those who were able to return to work, nine out of ten returned to their former employer. Eight out of ten returned to the same or a similar position, and six out of ten reported they were restored to their previous level of compensation as well.

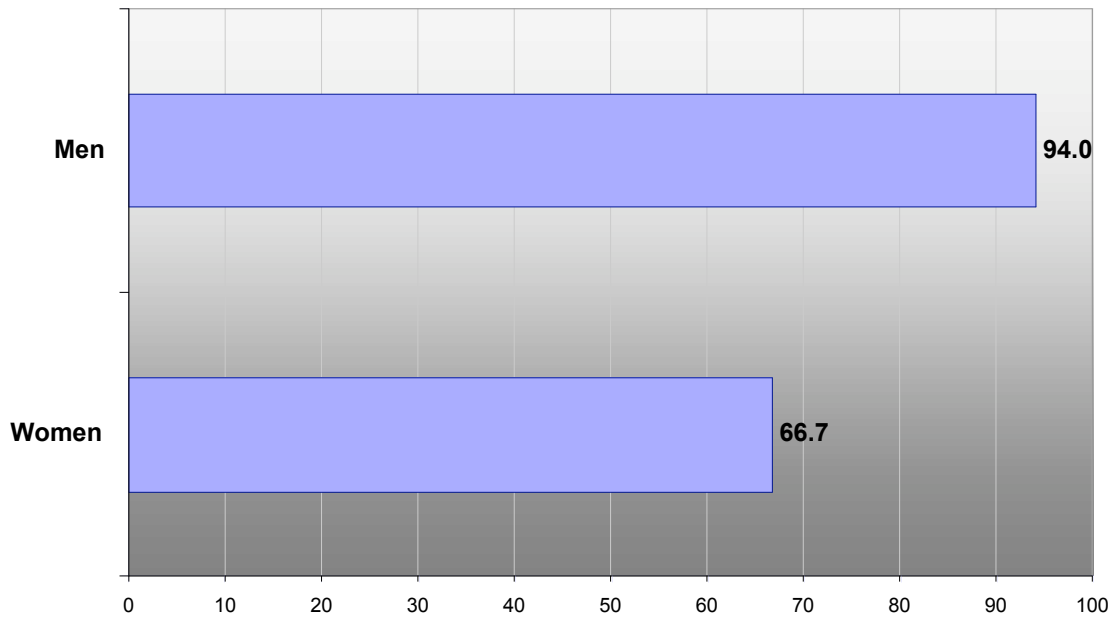


On the surface, these are relatively positive findings. Yet deeper inspection revealed some unsettling results. For example, although 90 percent of all respondents who were physically able to return to work returned to their former employer, we see statistically significant differences ( $p < 0.01$ ) between the outcomes of men and women on this issue. Nearly all physically capable men (98.0%) were able to return to work for their former employer, yet only 77.4% of women were able to do so.

Second, although slightly greater than 84 percent of all workers who were sufficiently healed from their work related accident or injury told us their employer had restored them

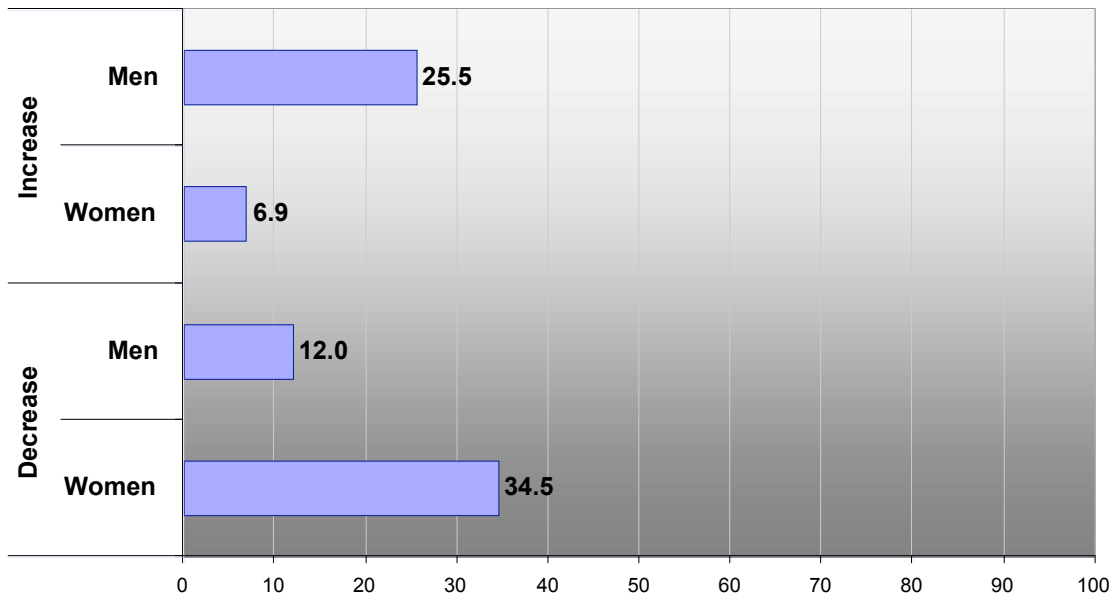
to their previous or a similar position, this trend did not hold between the sexes. As shown in the chart below, men returned to their former positions 94 percent of the time, while only two-thirds of women (66.7%) were able to do so. These were statistically significant differences ( $p < 0.01$ ).

**Gender Differences  
When Returning to Same/Similar Position**



Third, about 61 percent of all workers who returned to work reported that their employer had restored them to their previous levels of compensation. Men and women were statistically similar on this measure. On the other hand, as shown in the chart below, over a quarter of men (25.5%) received an increase in compensation upon their return, while only 6.9 percent of women received an increase. In addition, over a third of women (34.5%) returned to work at a lower level of compensation while less than 12 percent of men who returned to work did so for less pay. These were statistically significant differences as well ( $p < 0.05$ ).

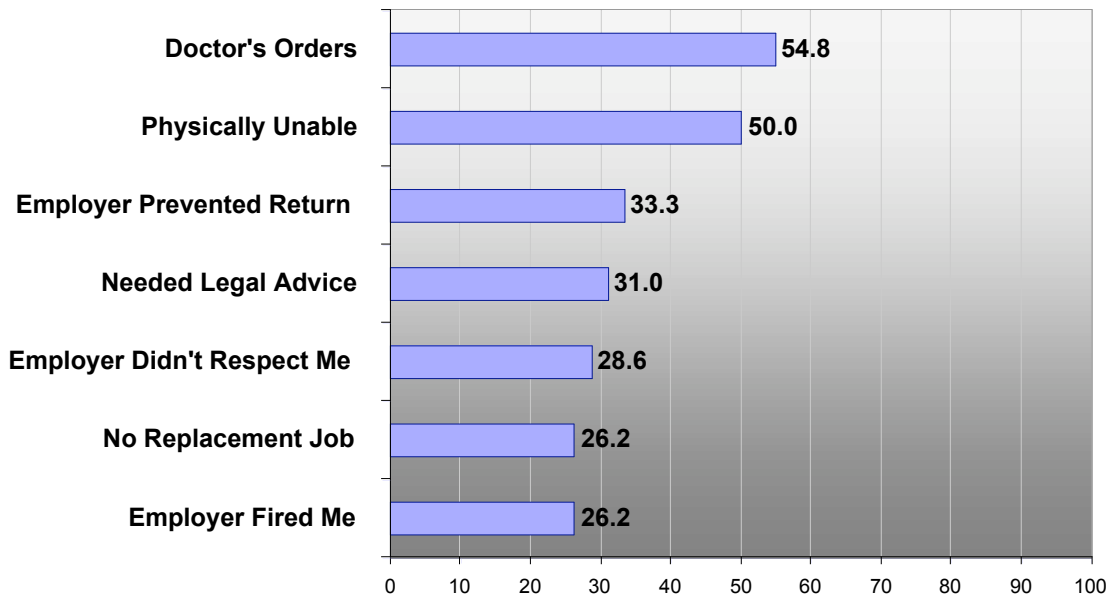
### Gender Differences In Compensation When Returning to Work



### **G. Respondents Unable to Return to Work**

Approximately 30 percent of the participants in our study reported they were still physically unable to return to work. We asked these individuals to provide us with more information about the reasons they remained out of the workforce. The chart below highlights the top seven reasons given to us by the out-of-work respondents (participants were allowed select more than one option).

**Top Reasons Why Injured Workers Did Not Return to Work**

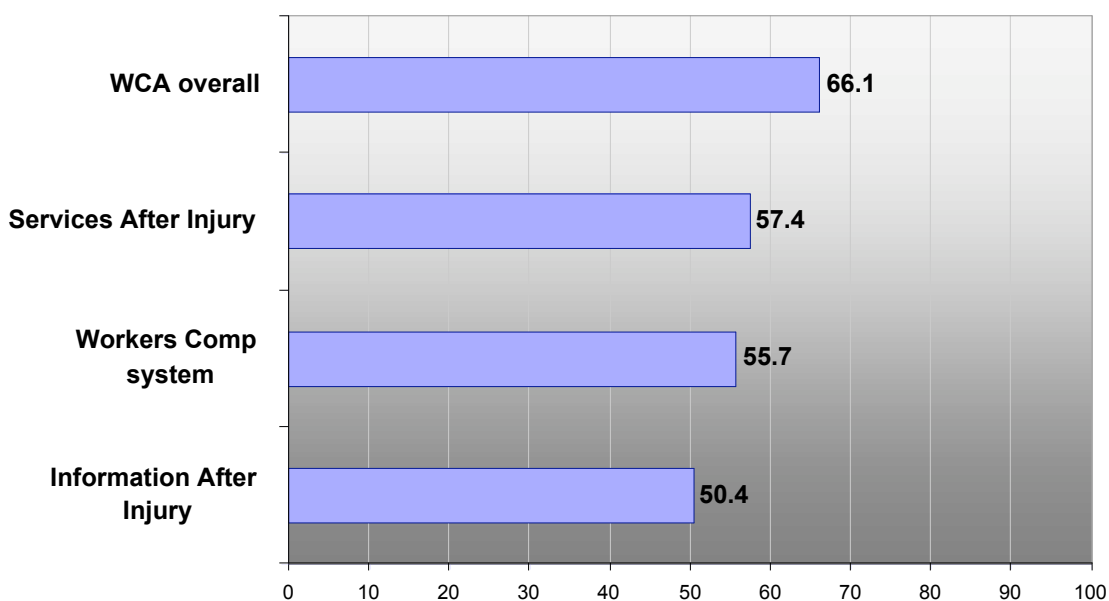


*While there were sizeable differences between men and women when comparing reasons for not returning to work, the low number of observations makes it difficult to generalize these findings. For example, nearly 63 percent of male respondents (62.5%) told us their doctor “did not feel that [they were] able to return to work,” but less than half of female respondents (44.4%) selected this as a reason for not returning to work. More strikingly, nearly 42 percent of men (41.7%) reported their “employer did not have a replacement job for [them],” while less than six percent (5.6%) of women offered this opinion. As there were approximately 18 females and 24 males who choose these options, the small number of observations makes statistical analysis unreliable.*

## **H. Annual Report Card**

After undertaking our detailed and rigorous *question and answer* review, we asked respondents to summarize their general attitudes about the overall process. Over two-thirds of all injured workers (66.1%) expressed general satisfaction with their “experience with the Workers’ Compensation Administration.” A similar percent of injured workers rated the “services [they] used after [their] injury” and their “experience with the workers’ compensation system” as satisfactory (57.4% and 55.7% respectively). And, approximately half of injured workers (50.4%) expressed satisfaction with the “information [they] received after [they] were injured.” The chart below highlights those results.

**Experience With Services  
Overall Report Card**

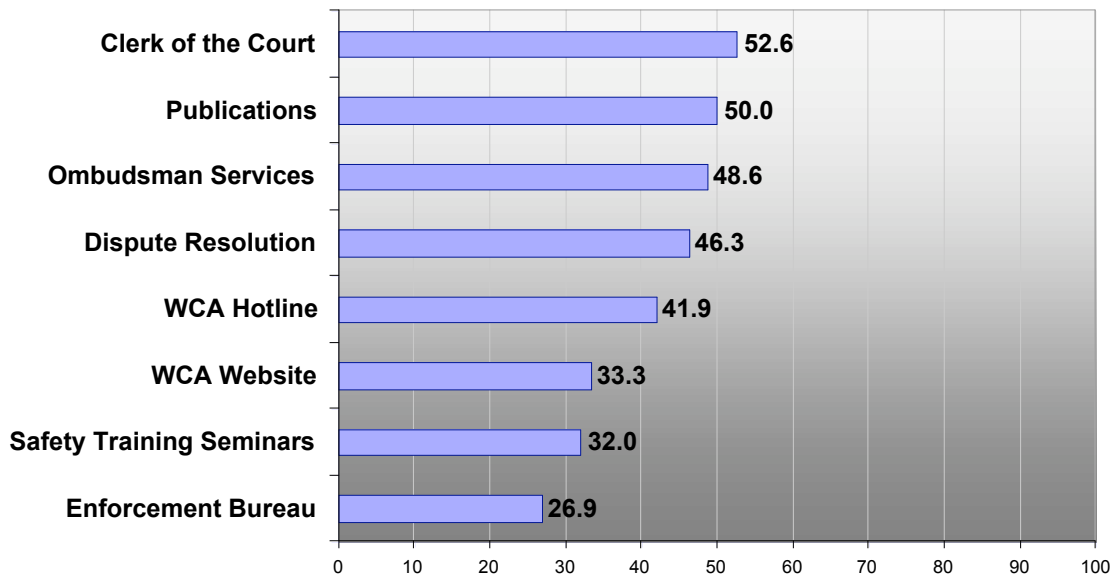


While we found no statistically significant differences between men and women on these measures, we did uncover strong differences in attitude when factoring in whether the respondent had returned to work. For example, when asking respondents to rate their satisfaction with the “information [they] received after [they] were injured,” nearly 57 percent of those who had returned to work (56.6%) reported favorable opinions. Less than 40 percent of respondents out of work (38.9%) held favorable views ( $p < 0.1$ ).

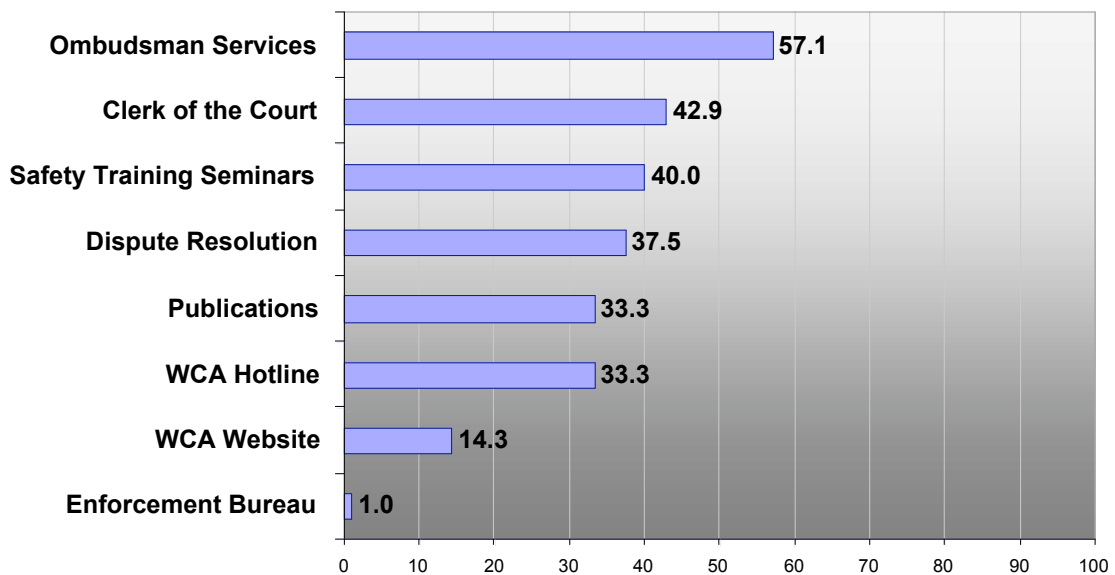
Additionally, those who returned to work expressed nearly double the satisfaction levels (67.5%) with services they had received compared to those who remained out of work (36.1%) ( $p < 0.01$ ).

## Appendix A: Attitudes About WCA Services by Subgroup

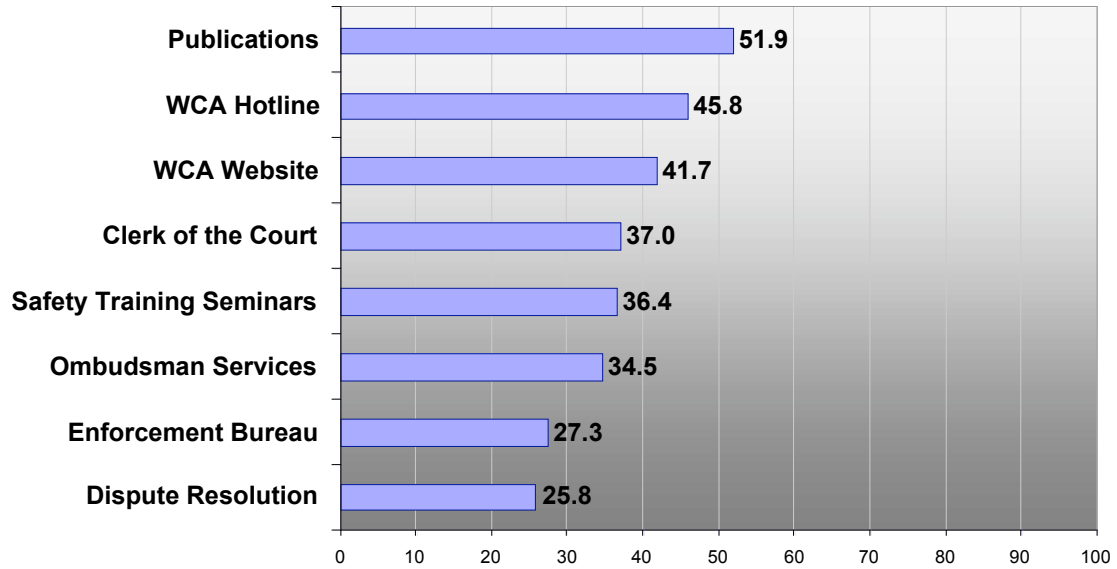
**Satisfaction with Various  
WCA Services  
(Women only)**



**Satisfaction with Various  
WCA Services  
(Spanish only)**

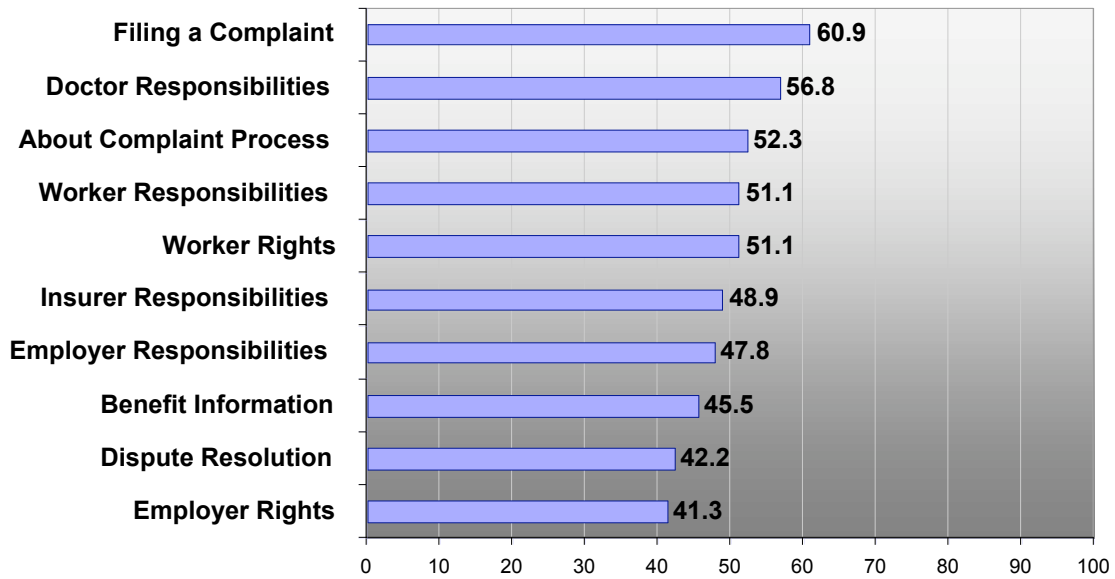


**Satisfaction with Various  
WCA Services  
(Non-Working Respondents only)**

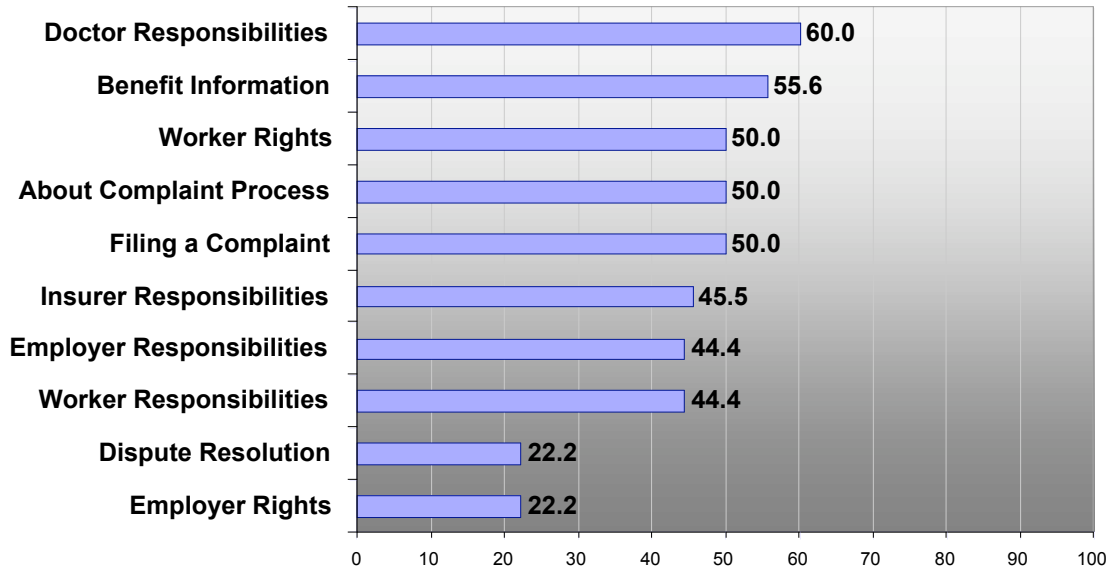


**Appendix B: Attitudes About WCA Information Services by Subgroup**

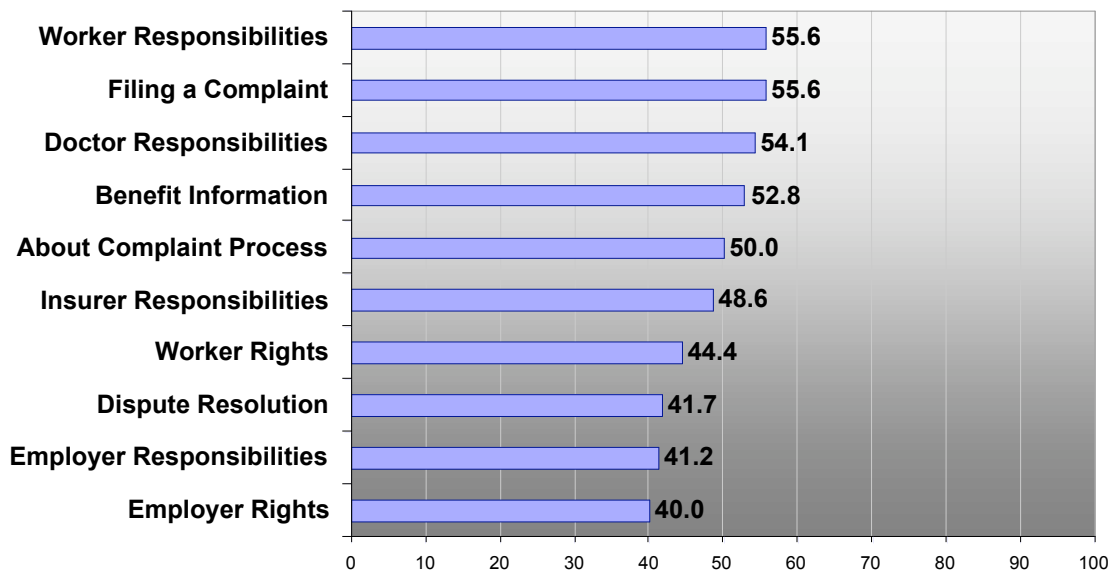
**Satisfaction with the Quality of  
WCA Information Services  
(Women only)**



**Satisfaction with the Quality of  
WCA Information Services  
(Spanish Language only)**

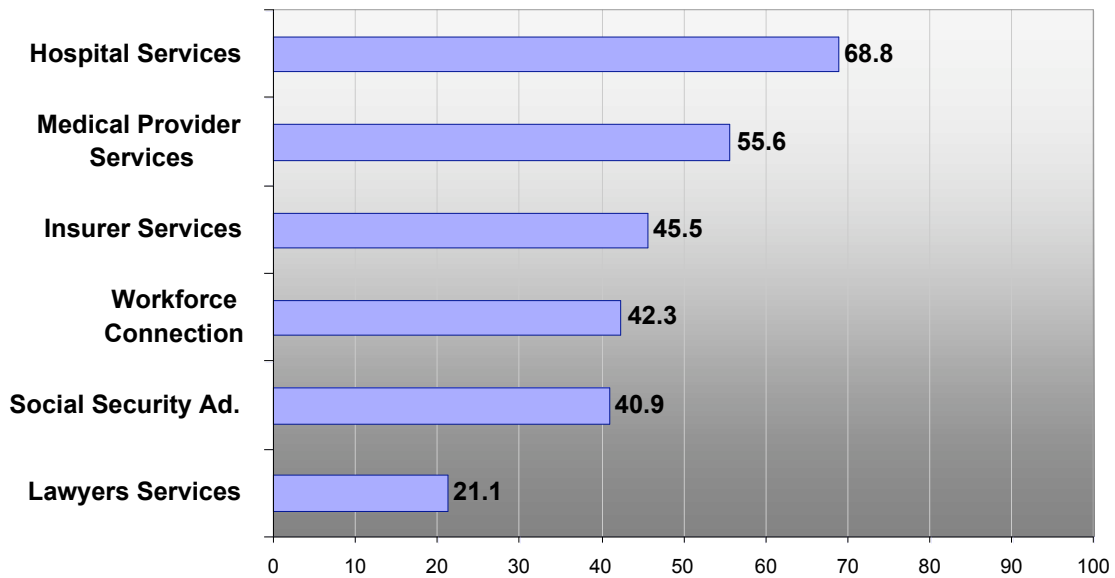


**Satisfaction with the Quality of  
WCA Information Services  
(Non-Working Respondents only)**

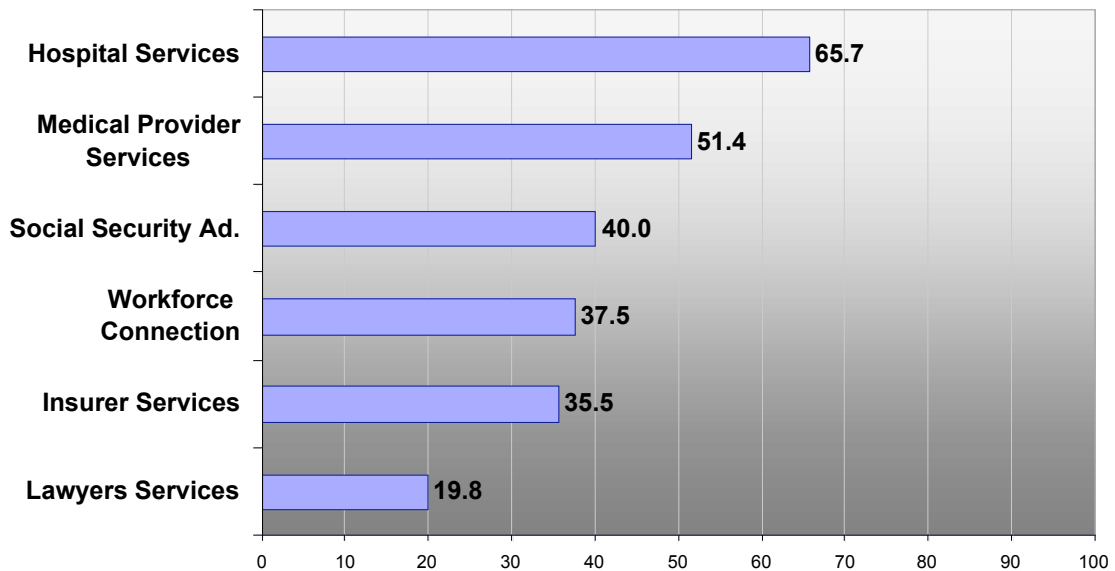


## Appendix C: Attitudes About WCA Partners by Subgroup

**Satisfaction with Various  
WCA Partner Services  
(Women only)**



**Satisfaction with Various  
WCA Partner Services  
(Non-Working Respondents only)**



## **Appendix D: Open Ended Responses**

### **Question 12: Based on your experience, what would you change or improve about the workers' compensation process?**

- 1307 Able to go to El Paso to see doctors there instead of having to drive from Las Cruces to Albuquerque.
- 1034 [XXXXXXXXXX] was a very rude, mean, and uncaring person. She only cared about saving the State money, and not the health of the employee! Her boss, [XXXXXXXXXX], was no help at all. When I called to complain about [XXXXXXXXXX], I asked for him (didn't even get to tell him who I was), and he said who is this? Another person complained about [XXXXXXXXXX] just because she's doing her job? This system is horrible. These people have your whole life in their hands & they don't care.
- 1380 Came back to work, stayed about 90-days. Then, employer released me. Doctor said I wasn't able to continue working. I did not get my job back. If I could speak with the governor, I would ask that a program be created to give people some kind of job, any job they could do, that matches their talent & skills. Keep people working; keep them active, if they are willing to go back to work.
- 1286 Communicating
- 1072 Q7 (cont) Did you return to work after your injury? I worked for 3 years, then I was no longer able to do my job. Q12: WCA actually did pretty well for us.
- 1136 Employer education for injured workers. Without the help & services of WC Omsbudman, I do not know where I would be. The Ombudsman performed a great service. I could not get thru the insurance & employer. Thanks for the Ombudsman!!!
- 1225 Everything worked out well.
- 1326 Find answers on website - too hard to get info.
- 1316 Force employers to give injured workers information about their rights. I was kept in the dark. Force employers to change conditions that caused the injury. Keep employers from retaliating for reporting the injury.
- 1284 From hell! I was always left feeling patronized and humiliated. I can only hope bad to happen to the so-called people who handled my case.
- 1178 Get your own doctor and not workman's comp doctor that are with a [???] on the workman's comp pay role, and not for injure person. If I ever get hurt I would definitely get lawyer as their all crooks anyway. I got medical help that I paid out of my own pocket. Could [not??] get reimbursed as they did [not??] send me to the doctor. [From attached sheet marked Addendum to Survey #1178] Workmans is not for the injured patients. PERIOD. As I have lost the hearing in my right ear due the fall of 20' hit on right side punched hole in my ear drum with no help they won't eave [sic] pay for my hearing aids. I paid out of my pocket still can not hear out my right ear.
- 1193 Guidance & direction for those in need. When one is injured, their [sic] in pain & it is frustrating when you can't organize paperwork.
- 1141 I have had no problems with the way I was treated. For me, no change is necessary. I could not have asked for better treatment. Everybody was great.

- 1063 I think the employer should give out pamphlets of injured's rights. [Added to Q2] I never was off work.
- 1077 I worked for 1 more year. I quit cause of my health. I was still bad from the accident.
- 1022 I would be neutral. In my case, Raley's lawyer used to work for WCA, so it wasn't a neutral case.
- 1397 I would change how we get paid for our settlements. I feel that we should receive money so we can take care of our own finances.
- 1279 I would help people go back to work for the same job. Just help them with their disability and let their lives continue. If someone gets hurt at work, they help them get back to work quicker and give them right medical treatment. [NOTE: This respondent called on two occasions to leave detailed message on voice mail. The comments were lengthy descriptions of incident history related to work, medical history, and frustration with disability and perceived lack of concern and care by all associated with his disposition. He attached two additional sheets of comments. Most are unrelated to specific questions in survey. This is a person who believes system has failed him.]
- 1510 I would not use WCA period. A dollar has more value to WCA than an injured worker. I have been treated badly from WCA for over 4 years.
- 1263 I would visit patient returning to work and suggest ergonomics if required. Thanks.
- 1277 I truly wish I had the answer to simplify the process, make the "compensation" fair and reasonable to those with legitimate needs, and be able to discern true from false.
- 1070 [Attached letter to survey as follows] **May 15, 2006** I've just returned from vacation and these are my comments – for what they are worth. Although it may be too late for the purpose of information from the form, perhaps my feelings may see the light of day. After initial contact with an ombudsman and an attorney, which went very well, I was cut off from any assistance from WCA/Albuquerque. I jumped through all the hoops including a physical by Johns Hopkins and collecting the information I understood would be helpful, completing a form on the incident, and forwarded the information to WCA/Albuquerque. From May 2, 2004 to August 10, 2004, I made several and various unsuccessful attempts by correspondence and telephone to obtain information from WCA/Albuquerque concerning the progress of my case. My letters were not answered and my telephone calls were not returned. In my letters, I had included information and attached documentation received from various sources such as LANL and Johns Hopkins concerning my claim. Finally, when I called on February 28, 2005, I was able to speak to someone who made the mistake of answering the phone. I told her that for over nine months I had tried repeatedly to get some answer from Albuquerque on the status of my case. She replied that she could find no record of me. I told her that was surprising since I had sent letters to Albuquerque and at least one or two of those had a "Return Receipt" signed and returned to me. (I'm unsure how some of this same information happened to show up in the hands of two LANL contract attorneys and a WCA attorney at the hearing.) She asked me to hold while she transferred my call to a [XXXXXXXX]. [XXXXXXXX] did not pick up the phone. But I did, later on the same date, receive a call from a [XXXXXXXX] who said that my call to Albuquerque had been referred to her. [XXXXXXXX] informed me that a WCA office had been established in Santa Fe and was located on San Mateo. She could find no record on me but said that she would send me some form(s) to complete and return and gave me her office telephone number in case I had other questions or needed to contact her for further information. She apologized for the treatment I had received and was very interested in quickly moving the case forward. I met with [XXXXXXXX] at her office to answer some questions. She was knowledgeable, patient, helpful, courteous and professional--very refreshing attitude and pleasant to deal with. And she was instrumental in bringing my case to a relatively swift conclusion. I assume that she is no longer employed by WCA. [Name & Address Redacted]. Los Alamos, NM 87544

- 1205 I was never contacted by the State & the CLC coordinator always had to be called. Never let me know my rights unless I asked. [NOTE to Q7: Retired]
- 1378 [Added to Q10] I was still asked to do activities that agitated my injuries.
- 1438 I wouldn't change anything about the W/C. You do a very good job. Thank you. [name and address listed on survey]
- 1222 If I have 3 lbs of metal in foot, I'm not the same as I was. I still live in pain, and no where near compensation.
- 1255 Insatisfecho cuando me sacaron de con mi doctor. Y con la doctora de Albuq.
- 1121 It's not for me to decide due to the rules and regulations. I believe if you pay for financial insurance, it should be enough to keep you from going broke while waiting for physical wellness and being able to return to work.
- 1450 It seems that everyone play the "if they don't ask, don't tell". I have been injured before, and was never told I could file for a claim of disability. A friend told me about it.
- 1537 Just that they would return your calls sooner. Then, I've waited for some of mine, but they are very friendly, and nice. I can understand that they get real busy.
- 1038 Keep one person working the same claim. When they changed my case number, it was very hard to get in touch with my case worker.
- 1329 Let us get fix without all the red tape. Not all of us are cheater. I needed Dr. care fast, but didn't get it.
- 1496 Lower cost for workmans comp.
- 1053 Make payments faster! Don't turn down a claim for a work accident w/out a very good reason.
- 1260 Make things easy to understand.
- 1451 Mandate information given to employees by Insurer be direct, immediate and understandable language. You'll avoid much "avoidable" litigation.
- 1436 [XXXXXXXXXX] & [XXXXXXXXXX] are FABULOUS!! They were prompt, positive & helpful. Thank you for your assistance.
- 1452 Me parece que despues de todo lo que yo informe en mi caso. La comision o el [XXXXXXXXXX] icieron caso de algo que yo demande contra el doctor y la trabajadora del caso medico. En mi caso.
- 1410 Mediators follow rules. When worker's benefits are stopped on unilateral. Stop self-adjudacation [sic] of insurer workers. Tried complaint be heard sooner than 7 months with no WCA protections. In WCA hearing for lawyer [rem??] lawyer received 13 min...
- 1266 More information about workers compensation benefits.
- 1187 More info on the effects on my PERA. If I had used half sick leave and half workers' comp, my enhancement would have been intact. Instead, I will have to work longer to retire.

- 1287 More information available to us about WCA – a representative in the work force w/trng on WCA, pamphlets – also would be nice to meet w/a Rep to update us what is going on while away from work.
- 1033 More me [sic] being called & updated rather than me calling and getting a voice mail 10x before a person to get an update.
- 1014 More one on one information process. Need to work more closely with injured person on WC process, etc.
- 1464 More training for insurance adjusters. The adjusters that I have had have be [sic] inept. They have not returned phone calls when I have had questions. They say one thing and then do another .It is difficult for me to get prescriptions filled. I receive my partial disability checks in a very irratic [sic] manner. They may be cut and have a 5 to 6 day [??] before mailing. [NOTE to Q3] No information received.
- 1325 Muy trabajoso comunicarse con la ajustadora llamaba todos los dias y no respondia mi llamad inmediato tardaba y tenia que volver a llamar y no me informaba nada hasta que yo personal bolvia a llamar No tube suerte con sus trabajadora
- 1360 My right to the doctor of my choice.
- 1031 NA
- 1540 NA
- 1431 NA
- 1456 Need some agency to oversee WC Ins/Employer. Treats injured workers better. Doctor, too. More pay on our WC checks because we lose Social Security. 75% of our [checks??]
- 1252 No
- 1538 No change.
- 1531 None
- 1343 None.
- 1543 None.
- 1546 None. Working well in my situation.
- 1368 Not a single thing.
- 1355 Nothing
- 1242 Nothing.
- 1259 Nothing... it worked well for me.
- 1422 Pay should equal what you made. Also, State shouldn't waste money on printing in Spanish. If you can't speek [sic] English LEAVE or Read.
- 1362 Payment method! Get payments on time! Get rid of rude employees! ([XXXXXXXXXX])
- 1493 Pick a neutral Dr, not an Ins. Dr. I feel I was just passed by and not looked at totally.
- 1469 Provide information; more helpful & friendly staff.
- 1256 Que los trabajador de WCA deben prestar mas atencion al accidentado y que los doctores apoyan mas al patron que al trabajador.
- 1240 Respondent attached separate sheet to blast governor, Director Varela and commented on a number of political issues. Various political rants, but respondent did not answer any survey questions or address any WCA issues in attachment.

- 1030 Respondent called after submitting survey and after receiving Reminder Card. He had additional questions about the overall focus of the survey, and wanted to add that he had been treated harshly by the insurance adjuster, CCMSI. He claims to have documentation showing CCMSI representative tried to trick him into not following the recommendations of the WCA judge. He praises the WCA, his company, his doctors, but claims the insurance adjuster has repeatedly tried to deny benefits, delay treatment, discourage doctor visits and fraudulently attempt to persuade injured worker to sign away rights and benefits. He would be willing to provide documentation or discuss further in person or over phone.
- 1294 Respondent provided additional information per question: 1.(b) I received medical treatment from the staff of the workman's comp doctor. The doctor himself did not see me for over a year. The staff recommended every treatment connected to his services and his pocket. The referral was made to me by my employer. I was new to the area and had no doctor. 2.(c) This was a first for me (first claim), and I guess it was a first for my employer, because the only communication was to complain about me being on light duty. 2.(d) No, I was not informed. I had a hard time getting my prescription filled, my gas mileage reimbursed. 3.(a-j) I used Ombudsman services. I picked up the handbook and read – had no idea really what I had to do. 4.(a) Of course, the mediation ended with her saying I needed to hire a lawyer. 4.(c) What training seminars? 5.(e) Tried to get unemployment compensation, but employer appealed, and of course, I lost. Question 5.(e) and 7. need to be discussed in detail. I went back to work on light duty. Then, the disrespect and harassment began. I took it for about 8 months, and one day, I could not take it any more, and I quit. I now know that is how companies work when you get injured on the job. At the present, I have no job. I have no income. Yes, I won part of my case, and the judges decision is to ration it [the settlement] out, not even enough to feed a bird. I got hurt in 2004, had the hearing in 2005, and the decision in 2006, which by the way the judge took 5 months after the trial. Mean time, nothing! I can not work a full time job anymore. But who cares!! There's your survey – if it will do any good at all. Getting injured on the job benefits the doctors and lawyers, not the injured person. If you have any questions, 505 – XXX – XXXX. Name withheld, but listed on original document.
- 1030 Respondent answered "Union" for 7.(c).
- 1529 [Relates to Q11.(c)] Risk mgmt adjustor did everything she could to just get me to go away. She has since retired. There is too much to go into detail.
- 1151 Si que mi caso se cerro x que cambie de estado y tuve cita x telefono y no se me atendio y pues quisiera que si se puede hacer algo porque voy a volver aplicar otra demanda pero aqui en Las Cruces. Si me pueden apoyar un poco por favor escriban a la direccion que va en el sobre atte [XXXXXXXXXX].
- 1347 Si todo estubo bien pero ultimamente no me an querido dar la medicina que tomo, porque la he llevado a Walmart y no me la an querido ???.
- 1206 Some type of up front financial assistance for the interim until final settlement!
- 1117 Stop being "At Will" state. Because employer can fire you for no reason. My first job here, I was fired because I'm diaobetic [sic]. You did nothing then too!
- 1186 Stop the insurer from lumping everyone together and dictating what medical providers can and can't do - each case is different.
- 1503 The City acts like this is employers compensation. There should be means to force the employer to act in a more timely manner.
- 1194 The doctors from WCA and the sistem [sic] are against the workers.

- 1019 The local hospital is a disaster & has gone down hill since becoming a for profit medical center. I can be reached at 505-XXX-XXXX evenings/Mondays. Call me.
- 1087 The mediation process I underwent seemed to lean toward the employer.
- 1527 Them [sic] to try and be a lot nicer to injured workers, some of us are not fakes, using the system. Out of all of them - one at the end now is nice to talk to & not nasty to me.
- 1431 There are a lot of crooked people in WC process. Please trust the injured worker's claim. Both WCA & insurer should have working relationship with doctors in Roswell. Medical staff yelled at me for not paying bills, but insurance was not paying bills. Very confusing! Carlsbad doctors don't want to take WC injured workers – because they don't think they'll get paid. Doctor is refusing me services. Doctor is good friends with claim adjuster.
- 1398 There should be more lawyers available. Mediators should do a better job in mediating and learn to listen to solve problems more effectively... train mediators.
- 1131 This would take too much time to write & explain my ideas & way of doing things, but I will say you need to re-adopt some of the things you discontinued back in '96. [Added comments to other question] Q11.(c) Experience with the wc system [added] Claims Rep, and rated the service at "Dissatisfied."
- 1088 To date, have been speaking with 3 different people involved in this claim from ONE ins. co. I think one adjuster is enough!!
- 1149 To help me and my family. I got treated like shit, and was forced to go to work. No matter what I got paid when ever they decided send me a check, I was hurt, and they did not care. So I had no choice but to go to work. I had no rights. I hope I never get hurt, to deal with you, I'm not scared to say I'm [XXXXXXXXXX] from TX.
- 1445 Try not to talk to personal [sic?] that are about to retire. They are not much helpful. Thank you, [XXXXXXXXXX].
- 1210 To get the employee well and not just a bandaid. [Added to Q2] I did not take time off. [Added to Q9] No time lost.
- 1235 Watch - drg the insurers... they are evil!
- 1384 WCA was very helpful. Taos County needs enforcement of law. Employers and CPAs are shirking their responsibility.
- 1169 We were not told when I was medically released nor were we told what that meant.
- 1542 Where I didn't have to pay back my stellment [sic] through S.S.
- 1389 What are you waiting for? The bills don't pay themselves.
- 1065 Worker has right to good doctors of his choosing only. Eliminate lawyer – insurer who gets paid to take worker to court. No lawyer brings about medical conditions in court. NOTES added to items throughout survey. Q2: (a) Never receive (b) Over a year later, receives 10 % vs. 28 %. (c) Osbudsman [sic] refused to call or talk. [Employer] never communicated. Q3: (i-j) Like I said, no-one ever helped me with my claim. Q4: (a) I was never allowed to present my case. The mediator had a lunch date. (d) [Ombudsman] never talked to me. (e-f) Never knew they existed. Q5: Abandoned by both doctors. (e) Didn't know about. Q7: Note: I worked until pain was to severe, then... [Respondent checked numerous options in Q8] (a), (c), (i), (k), (m), and added comments

to (n) I was lied to about my condition and now I crippled. Q10: Extremely WORSE. Q11: Very dissatisfied with WCA – except for [XXXXXXXXXX].

1327 Yo siempre desde que tengo uso de razon comenze a trabajar a los 12 anos siempre alludando a mis parientes y cuando me lastime me senti muy mal porque ellos dependen de mi espesialmente ahora que estan mayors Por eso estoy trabajando pero con mucho dolor y mis pastillas ibuprofen y cuando puedo conseguir hidyocoding para dolor. Estoy triste porque cuando mas nesicita uno la allude no lo alludan a uno.

**Question 6: What additional services or information would have helped you?**

- 1436 A choice for physical therapy. Unhappy with Lifecourse Rehab Outpatient Svcs - prefer Four Corners Physical Therapy.
- 1368 A letter of support for my back injury for Social Security disability from my workmens' comp doctor
- 1360 A second opinion, instead of having to wait 3 months, then getting a second & the correct diagnosis, then treatment. I feel 3 months were wasted, and inhibited my recover time.
- 1456 Agency to oversee Ins. WC company to make sure people are paid promptly, and all medical is taken care of. We should get more from our WC checks. Attorneys are more legit. Rules to benefit the worker more.
- 1187 Better trained safety officers with more information on identifying serious injuries, and effects on PERA that I will have to work longer to retire.
- 1316 Changing condition that injured me (it was not changed & I was reinjured). I was not told I had a WC claim at all & had to find out myself by talking to lawyers. I was not protected from retaliation by my employer. My employer tried to keep my ignorant of WC claim & rights.
- 1318 Communication between employer and insurer and doctor.
- 1327 Cuando me lastime nomas resevi allude 4 meses despues descontinuaron todo por eso tube que buscar un trabajo liviano.
- 1206 Don't have computer
- 1286 Employer or/and WCA communicating with me.
- 1329 Faster claim / Dr's office not needed to get every little think OK with workers' compensation.
- 1222 Having the right to know my doctor died, and the responsibility to deal that I have an inperement [sic]. Not that I make as much as before the accedent [sic].
- 1022 I tried everything. Every one ignored me or CAN'T help my case. My doctor bills went to collections. The insurance DIDN'T pay the bills - \$1187.00.
- 1537 If I could have received more income on my checks, my shoulder hurts 24-7's everyday, and it is really hard to do anything.
- 1063 If my employer could of gave me information on a lot of this stuff you mention in this questionnaire.
- 1210 If the claim adjuster had only listened to me.
- 1186 Information about retraining for other careers or help with school of some sort. I cannot do my job, and need information on what I should do next.
- 1121 I'm not sure if there is information that explain all the rules in a way that any one understand.
- 1397 It would help if we could get help to continue our college courses. I was a full time college student, and DRV is very hard to complete there [sic] service for us.

- 1279 I worked, got hurt, was on disability. Then, made go back work, had trouble, still have trouble. My injury bothers me still. Last year while trying work at SDSU (San Diego State University) in California, hit cop car [???] due injury.
- 1431 Initially denied me services, delayed my treatment and now problems are worse. I didn't have any knowledge of my rights. Doctor is refusing services. Doctor is good friends with claim adjusted.
- 1510 Knowing before hand that WCA only cares about the insurer and their profits. WCA is the most corrupt state government office. Governor Richardson looks like a saint compared to WCA.
- 1011 Language translator – Navajo.
- 1284 Manual labor workers tend to be unknowledgeable to the law. I had no help although I seen [sic] a lawyer within 3 months of injury. WC had no knowledge or record of even speaking with legal council on my part.
- 1131 More straight answers from my claim rep & also being honest & upfront. Also, calling back when they say they will & to be more concerned about the actual person hurt instead of just being a number.
- 1149 My bones were broke. I had head injury. I was second degree burned. To further worse scenario, your guys would not help me, so yes, ya'll service needs major improvement. My kids were starving!
- 1540 NA
- 1260 NA
- 1031 NA
- 1252 "Ninguno"
- 1451 No lying [sic] by Insurer Services. No run around. No apathy. No avoidance.
- 1531 None
- 1242 None
- 1543 None.
- 1065 1. Omsbudsmen [sic], they refused to even help Las Cruces. 2. Knowing the insurer and lawyer were fraudulent, and not getting a lawyer. 3. Having a licensed medical judge.
- 1503 Pamphlets were available from WCA office - but employer was dishonest and did not return calls or answer questions. They were as close to negligent as legally possible.
- 1088 Provider services, pamphlets and/or handouts.
- 1110 Someone to return phone calls to me about questions I had!
- 1384 Taos County employers commonly claim that workers' compensation is not required or is a "benefit."
- 1542 To know I was going to have to pay back my workers comp settlement.
- 1034 To have an adjuster [XXXXXXXXXX] that understood you were injured, and still had bills to pay, and a family to take care of. [XXXXXXXXXX] was very heartless in these matters.
- 1087 Was told I did not need a lawyer at a mediation - I should have
- 1072 What to expect for long term benefits.

**Question 8: If you did not return to work, please check the reason(s) why you did not return to work.**

- 1316 After I was fired, it took 3-4 months for me to get medical treatment. Note on 7: I was fired from next employer because my injury was untreated & made me dysfunctional. The employer that injured me tried to keep me from getting further treatment after firing me for reporting my injury. Had worsened because refused to correct the safety problem. I was fired from my next employer because my injury was untreated & made me dysfunctional.
- 1178 All the doctors I was set [sic] work for workman's, it was plain to see. My opinion on work comp, it is not wort the [sic] paper it is wrot [sic] on.
- 1034 [XXXXXXXXXX] delayed my physical therapy and medical treatment.
- 1542 Disable for life
- 1456 [Employer] would not make reasonable accommidations [sic]. Like a chair. I had and need additional back surgery, proper surgery disc replacement.
- 1368 I am in sivere [sic] pain everyday. I can not stand, bend, or sit a long period of time. I can not lift anything hevey [sic].
- 1187 I returned to work with pain.
- 1284 I suffer from PTSD - mentally ill.
- 1206 I was not physically capable; was off too long, so was discharged.
- 1027 Layoff
- 1327 Me dieron una carta disiendo que no abia nada que pudiera aser trabajar alli porque se requeria levantar mas de 30 libras y yo no puedo.
- 1151 Mi empleador me despidio del trabajo en 5 dias despues del accidente.
- 1256 Mi estado actual fisicamente es pesimo y para el doctor el piensa que puedo trabajar El no siente lo qe yo siento.
- 1537 My doctor said I could not ever do maid work again.
- 1318 My employer forgot about me. Hired someone else.
- 1087 Other disability
- 1131 Some respects were good, other respects I feel WC was pushing me to return to work before I was really healed & it took surgery to fix my back. [Added additional comments per question] Q7(a) No, over one year later for 1.5 years then I had surgery. Current wages are Much Lower. Q8(b) [My doctor did not feel that I was able to return to work] until she felt it was actually safe & she was being pushed (I feel) to release me at the time.
- 1279 Told that I would not be able to return to work, because I become disabled. Refused to let me go back to work. Said disabled can't help disabled. They would not let me [return to work]. They said don't want disabled help disabled.
- 1493 Wanted me to return to work hurt & on pain killers.
- 1121 Was released for light duty work, not able to lift more than 50 lbs.

## Appendix E: Response Rates

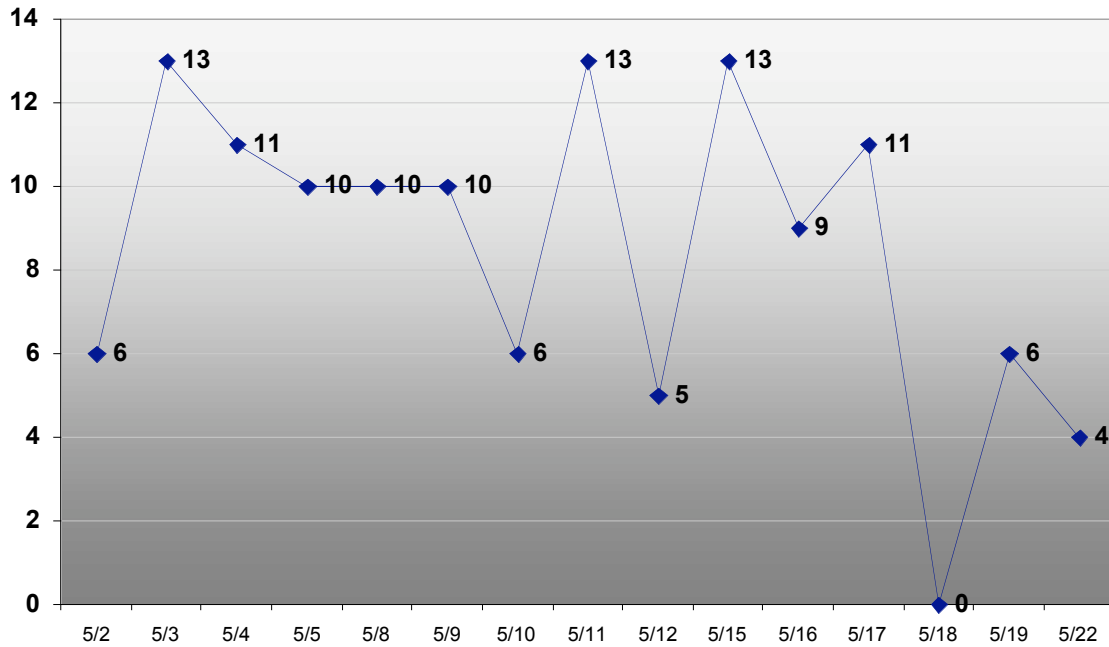
(final 5/23/06)

### Injured Worker Response

$$24.6\% = \frac{127}{544 - 27} \times 100$$

1. Eleven surveys completed and returned by Spanish speaking respondents.
2. One survey completed in English over the phone.
3. Four calls from English speaking respondents asking questions about survey.
4. Two calls from English speaking respondent asking for replacement survey.

**Surveys Returned by Date**  
**[N = 127]**



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

## Appendix F: Questionnaire and Frequency Report

[Final 5.23.06:: N = 127]

### 1. After I was injured:

#### a. I received prompt medical treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	3.1	3.3	3.3
	Strongly Disagree	10	7.9	8.2	11.5
	Disagree	12	9.4	9.8	21.3
	Neutral	14	11.0	11.5	32.8
	Agree	47	37.0	38.5	71.3
	Strongly Agree	35	27.6	28.7	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

#### b. I received quality medical treatment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	1	.8	.8	.8
	Strongly Disagree	15	11.8	12.6	13.4
	Disagree	8	6.3	6.7	20.2
	Neutral	11	8.7	9.2	29.4
	Agree	53	41.7	44.5	73.9
	Strongly Agree	31	24.4	26.1	100.0
	Total	119	93.7	100.0	
Missing	System	8	6.3		
Total		127	100.0		

### 2. While I was off work due to my injury:

#### a. I received my initial payment within two weeks after the seventh day of lost time from work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	25	19.7	20.5	20.5
	Strongly Disagree	17	13.4	13.9	34.4
	Disagree	8	6.3	6.6	41.0
	Neutral	5	3.9	4.1	45.1
	Agree	49	38.6	40.2	85.2
	Strongly Agree	18	14.2	14.8	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**b. Subsequent insurer payments were issued no more than 16 days apart**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	18	14.2	15.5	15.5
	Strongly Disagree	16	12.6	13.8	29.3
	Disagree	7	5.5	6.0	35.3
	Neutral	9	7.1	7.8	43.1
	Agree	49	38.6	42.2	85.3
	Strongly Agree	17	13.4	14.7	100.0
	Total	116	91.3	100.0	
Missing	System	11	8.7		
Total		127	100.0		

**c. My employer communicated with me about the status of my claim process on a regular basis**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	19	15.0	16.0	16.0
	Strongly Disagree	36	28.3	30.3	46.2
	Disagree	21	16.5	17.6	63.9
	Neutral	12	9.4	10.1	73.9
	Agree	22	17.3	18.5	92.4
	Strongly Agree	9	7.1	7.6	100.0
	Total	119	93.7	100.0	
Missing	System	8	6.3		
Total		127	100.0		

**d. The workers' compensation insurer kept me informed about the status of my claim process on a timely basis**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	13	10.2	10.7	10.7
	Strongly Disagree	25	19.7	20.5	31.1
	Disagree	13	10.2	10.7	41.8
	Neutral	18	14.2	14.8	56.6
	Agree	37	29.1	30.3	86.9
	Strongly Agree	16	12.6	13.1	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**3. Please rate the quality of the information services you received from the WCA about the following:**

**a. How to file a worker's compensation complaint**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	3.1	3.3	3.3
	Very Dissatisfied	15	11.8	12.3	15.6
	Dissatisfied	10	7.9	8.2	23.8
	Neutral	25	19.7	20.5	44.3
	Satisfied	48	37.8	39.3	83.6
	Very Satisfied	20	15.7	16.4	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**b. How the complaint process works**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	3.1	3.3	3.3
	Very Dissatisfied	18	14.2	15.0	18.3
	Dissatisfied	17	13.4	14.2	32.5
	Neutral	22	17.3	18.3	50.8
	Satisfied	41	32.3	34.2	85.0
	Very Satisfied	18	14.2	15.0	100.0
	Total	120	94.5	100.0	
Missing	System	7	5.5		
Total		127	100.0		

**c. Your rights as an injured worker**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	2.4	2.4	2.4
	Very Dissatisfied	16	12.6	13.0	15.4
	Dissatisfied	18	14.2	14.6	30.1
	Neutral	21	16.5	17.1	47.2
	Satisfied	49	38.6	39.8	87.0
	Very Satisfied	16	12.6	13.0	100.0
	Total	123	96.9	100.0	
Missing	System	4	3.1		
Total		127	100.0		

**d. Your responsibilities as an injured worker**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	1.6	1.7	1.7
	Very Dissatisfied	11	8.7	9.1	10.7
	Dissatisfied	12	9.4	9.9	20.7
	Neutral	27	21.3	22.3	43.0
	Satisfied	53	41.7	43.8	86.8
	Very Satisfied	16	12.6	13.2	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**e. Your employer's rights**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	4	3.1	3.3	3.3
	Very Dissatisfied	16	12.6	13.1	16.4
	Dissatisfied	14	11.0	11.5	27.9
	Neutral	32	25.2	26.2	54.1
	Satisfied	42	33.1	34.4	88.5
	Very Satisfied	14	11.0	11.5	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**f. Your employer's responsibilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	5	3.9	4.1	4.1
	Very Dissatisfied	14	11.0	11.6	15.7
	Dissatisfied	18	14.2	14.9	30.6
	Neutral	26	20.5	21.5	52.1
	Satisfied	46	36.2	38.0	90.1
	Very Satisfied	12	9.4	9.9	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**g. The worker's comp insurer's responsibilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	2.4	2.4	2.4
	Very Dissatisfied	17	13.4	13.7	16.1
	Dissatisfied	13	10.2	10.5	26.6
	Neutral	27	21.3	21.8	48.4
	Satisfied	47	37.0	37.9	86.3
	Very Satisfied	17	13.4	13.7	100.0
	Total	124	97.6	100.0	
Missing	System	3	2.4		
Total		127	100.0		

**h. Your doctor's responsibilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	1.6	1.7	1.7
	Very Dissatisfied	15	11.8	12.4	14.0
	Dissatisfied	10	7.9	8.3	22.3
	Neutral	18	14.2	14.9	37.2
	Satisfied	49	38.6	40.5	77.7
	Very Satisfied	27	21.3	22.3	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**i. Information services about workers' compensation medical and disability benefits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	2	1.6	1.7	1.7
	Very Dissatisfied	20	15.7	16.5	18.2
	Dissatisfied	9	7.1	7.4	25.6
	Neutral	28	22.0	23.1	48.8
	Satisfied	44	34.6	36.4	85.1
	Very Satisfied	18	14.2	14.9	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**j. Information services about how claim disputes/disagreements are resolved**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	6	4.7	4.9	4.9
	Very Dissatisfied	20	15.7	16.4	21.3
	Dissatisfied	16	12.6	13.1	34.4
	Neutral	29	22.8	23.8	58.2
	Satisfied	38	29.9	31.1	89.3
	Very Satisfied	13	10.2	10.7	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**4. Please rate the WCA services you used or needed when you were injured on the job:**

**a. Dispute resolution or mediation services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	36	28.3	29.0	29.0
	Very Dissatisfied	17	13.4	13.7	42.7
	Dissatisfied	8	6.3	6.5	49.2
	Neutral	25	19.7	20.2	69.4
	Satisfied	28	22.0	22.6	91.9
	Very Satisfied	10	7.9	8.1	100.0
	Total	124	97.6	100.0	
Missing	System	3	2.4		
Total		127	100.0		

**b. Clerk of Court or complaint filing services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	45	35.4	36.9	36.9
	Very Dissatisfied	10	7.9	8.2	45.1
	Dissatisfied	6	4.7	4.9	50.0
	Neutral	27	21.3	22.1	72.1
	Satisfied	21	16.5	17.2	89.3
	Very Satisfied	13	10.2	10.7	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**c. Safety training seminars**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	60	47.2	50.0	50.0
	Very Dissatisfied	12	9.4	10.0	60.0
	Dissatisfied	7	5.5	5.8	65.8
	Neutral	21	16.5	17.5	83.3
	Satisfied	19	15.0	15.8	99.2
	Very Satisfied	1	.8	.8	100.0
	Total	120	94.5	100.0	
Missing	System	7	5.5		
Total		127	100.0		

**d. Ombudsman services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	44	34.6	36.4	36.4
	Very Dissatisfied	12	9.4	9.9	46.3
	Dissatisfied	5	3.9	4.1	50.4
	Neutral	23	18.1	19.0	69.4
	Satisfied	20	15.7	16.5	86.0
	Very Satisfied	17	13.4	14.0	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**e. WCA hotline (1-866-967-5667)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	51	40.2	42.9	42.9
	Very Dissatisfied	11	8.7	9.2	52.1
	Dissatisfied	5	3.9	4.2	56.3
	Neutral	23	18.1	19.3	75.6
	Satisfied	18	14.2	15.1	90.8
	Very Satisfied	11	8.7	9.2	100.0
	Total	119	93.7	100.0	
Missing	System	8	6.3		
Total		127	100.0		

**f. Enforcement Bureau services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	59	46.5	50.0	50.0
	Very Dissatisfied	12	9.4	10.2	60.2
	Dissatisfied	10	7.9	8.5	68.6
	Neutral	23	18.1	19.5	88.1
	Satisfied	9	7.1	7.6	95.8
	Very Satisfied	5	3.9	4.2	100.0
	Total	118	92.9	100.0	
Missing	System	9	7.1		
Total		127	100.0		

**g. Publications: pamphlets & handbooks**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	42	33.1	34.4	34.4
	Very Dissatisfied	11	8.7	9.0	43.4
	Dissatisfied	6	4.7	4.9	48.4
	Neutral	23	18.1	18.9	67.2
	Satisfied	31	24.4	25.4	92.6
	Very Satisfied	9	7.1	7.4	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**h. WCA Web site information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	56	44.1	45.9	45.9
	Very Dissatisfied	9	7.1	7.4	53.3
	Dissatisfied	5	3.9	4.1	57.4
	Neutral	29	22.8	23.8	81.1
	Satisfied	19	15.0	15.6	96.7
	Very Satisfied	4	3.1	3.3	100.0
	Total	122	96.1	100.0	
Missing	System	5	3.9		
Total		127	100.0		

**5. Please rate other services you used or needed when you were injured on the job:**

**a. Lawyer services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	74	58.3	62.7	62.7
	Very Dissatisfied	16	12.6	13.6	76.3
	Dissatisfied	8	6.3	6.8	83.1
	Neutral	10	7.9	8.5	91.5
	Satisfied	4	3.1	3.4	94.9
	Very Satisfied	6	4.7	5.1	100.0
	Total	118	92.9	100.0	
Missing	System	9	7.1		
Total		127	100.0		

**b. Insurer services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	26	20.5	22.0	22.0
	Very Dissatisfied	25	19.7	21.2	43.2
	Dissatisfied	5	3.9	4.2	47.5
	Neutral	20	15.7	16.9	64.4
	Satisfied	31	24.4	26.3	90.7
	Very Satisfied	11	8.7	9.3	100.0
	Total	118	92.9	100.0	
Missing	System	9	7.1		
Total		127	100.0		

**c. Hospital services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	23	18.1	19.3	19.3
	Very Dissatisfied	6	4.7	5.0	24.4
	Dissatisfied	10	7.9	8.4	32.8
	Neutral	9	7.1	7.6	40.3
	Satisfied	38	29.9	31.9	72.3
	Very Satisfied	33	26.0	27.7	100.0
	Total	119	93.7	100.0	
Missing	System	8	6.3		
Total		127	100.0		

**d. Medical provider services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	7	5.5	5.6	5.6
	Very Dissatisfied	14	11.0	11.3	16.9
	Dissatisfied	14	11.0	11.3	28.2
	Neutral	14	11.0	11.3	39.5
	Satisfied	42	33.1	33.9	73.4
	Very Satisfied	33	26.0	26.6	100.0
	Total	124	97.6	100.0	
Missing	System	3	2.4		
Total		127	100.0		

**e. Department of Labor Workforce Connection**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	53	41.7	45.7	45.7
	Very Dissatisfied	13	10.2	11.2	56.9
	Dissatisfied	8	6.3	6.9	63.8
	Neutral	17	13.4	14.7	78.4
	Satisfied	19	15.0	16.4	94.8
	Very Satisfied	6	4.7	5.2	100.0
	Total	116	91.3	100.0	
Missing	System	11	8.7		
Total		127	100.0		

**f. Social Security Administration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	67	52.8	56.8	56.8
	Very Dissatisfied	12	9.4	10.2	66.9
	Dissatisfied	7	5.5	5.9	72.9
	Neutral	13	10.2	11.0	83.9
	Satisfied	11	8.7	9.3	93.2
	Very Satisfied	8	6.3	6.8	100.0
	Total	118	92.9	100.0	
Missing	System	9	7.1		
Total		127	100.0		

**6. What additional services or information would have helped you?**

[see Appendix D: Open Responses for Q6]

**7. Did you return to work after your injury? (If no, go to Question 8.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	29.9	30.9	30.9
	Yes	85	66.9	69.1	100.0
	Total	123	96.9	100.0	
Missing	System	4	3.1		
Total		127	100.0		

**a. Did you return to work for the same employer after your work injury?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	6.3	10.0	10.0
	Yes	72	56.7	90.0	100.0
	Total	80	63.0	100.0	
Missing	System	47	37.0		
Total		127	100.0		

**b. Did you return to the same, similar or different type of work after your injury?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Different	13	10.2	15.9	15.9
	Similar	7	5.5	8.5	24.4
	Same	62	48.8	75.6	100.0
	Total	82	64.6	100.0	
Missing	System	45	35.4		
Total		127	100.0		

**c. How do your current wages compare to what you were paid before your injury?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much Lower	9	7.1	11.3	11.3
	Somewhat Lower	7	5.5	8.8	20.0
	Same	49	38.6	61.3	81.3
	Somewhat Higher	12	9.4	15.0	96.3
	Much Higher	3	2.4	3.8	100.0
	Total	80	63.0	100.0	
Missing	System	47	37.0		
Total		127	100.0		

**8. If you did not return to work, please check the reason(s) why you did not return to work.**

**a. I did not feel physically able to return to work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	21	16.5	50.0	50.0
	Selected	21	16.5	50.0	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**b. My doctor did not feel that I was able to return to work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	19	15.0	45.2	45.2
	Selected	23	18.1	54.8	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**c. I did not receive prompt or quality medical treatment**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	32	25.2	76.2	76.2
	Selected	10	7.9	23.8	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**d. My employer fired me from my job**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	31	24.4	73.8	73.8
	Selected	11	8.7	26.2	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**e. My employer eliminated my job**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	36	28.3	85.7	85.7
	Selected	6	4.7	14.3	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**f. My employer did not allow me to return to my original job**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	28	22.0	66.7	66.7
	Selected	14	11.0	33.3	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**g. My employer did not allow me to return to my same wage**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	41	32.3	97.6	97.6
	Selected	1	.8	2.4	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**h. My employer did not have a replacement job for me**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	31	24.4	73.8	73.8
	Selected	11	8.7	26.2	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**i. My employer did not treat me with respect**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	30	23.6	71.4	71.4
	Selected	12	9.4	28.6	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**j. I needed quicker claim decisions by insurers to return to work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	39	30.7	92.9	92.9
	Selected	3	2.4	7.1	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**k. I needed more help returning to my normal activities than the insurer was willing to provide**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	34	26.8	81.0	81.0
	Selected	8	6.3	19.0	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**l. I could not find answers for all my questions about how to return to work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	34	26.8	77.3	77.3
	Selected	10	7.9	22.7	100.0
	Total	44	34.6	100.0	
Missing	System	83	65.4		
Total		127	100.0		

**m. I did not receive legal advice about my rights to return to work**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	29	22.8	69.0	69.0
	Selected	13	10.2	31.0	100.0
	Total	42	33.1	100.0	
Missing	System	85	66.9		
Total		127	100.0		

**n. Other**

[see Appendix D: Open Responses for Q8]

**9. Please evaluate your overall experience with returning to work or trying to return to work after your injury.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	11	8.7	9.2	9.2
	Very Dissatisfied	27	21.3	22.7	31.9
	Dissatisfied	16	12.6	13.4	45.4
	Neutral	15	11.8	12.6	58.0
	Satisfied	36	28.3	30.3	88.2
	Very Satisfied	14	11.0	11.8	100.0
	Total	119	93.7	100.0	
Missing	System	8	6.3		
Total		127	100.0		

**10. Compared to before your injury or illness, please evaluate your physical health today.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much Worse	39	30.7	31.7	31.7
	Somewhat Worse	48	37.8	39.0	70.7
	Same	20	15.7	16.3	87.0
	Somewhat Better	8	6.3	6.5	93.5
	Much Better	8	6.3	6.5	100.0
	Total	123	96.9	100.0	
Missing	System	4	3.1		
Total		127	100.0		

**11. Please rate the following:**

**a. The information you received after you were injured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	6	4.7	5.0	5.0
	Very Dissatisfied	20	15.7	16.5	21.5
	Dissatisfied	17	13.4	14.0	35.5
	Neutral	20	15.7	16.5	52.1
	Satisfied	43	33.9	35.5	87.6
	Very Satisfied	15	11.8	12.4	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

**b. The services you used after you were injured**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	5	3.9	4.2	4.2
	Very Dissatisfied	13	10.2	10.8	15.0
	Dissatisfied	17	13.4	14.2	29.2
	Neutral	19	15.0	15.8	45.0
	Satisfied	54	42.5	45.0	90.0
	Very Satisfied	12	9.4	10.0	100.0
	Total	120	94.5	100.0	
Missing	System	7	5.5		
Total		127	100.0		

**c. Your experience with the workers' compensation system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	1	.8	.8	.8
	Very Dissatisfied	24	18.9	19.5	20.3
	Dissatisfied	11	8.7	8.9	29.3
	Neutral	19	15.0	15.4	44.7
	Satisfied	51	40.2	41.5	86.2
	Very Satisfied	17	13.4	13.8	100.0
	Total	123	96.9	100.0	
Missing	System	4	3.1		
Total		127	100.0		

**d. Your experience with the Workers' Compensation Administration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA	3	2.4	2.5	2.5
	Very Dissatisfied	17	13.4	14.0	16.5
	Dissatisfied	8	6.3	6.6	23.1
	Neutral	15	11.8	12.4	35.5
	Satisfied	56	44.1	46.3	81.8
	Very Satisfied	22	17.3	18.2	100.0
	Total	121	95.3	100.0	
Missing	System	6	4.7		
Total		127	100.0		

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

[see Appendix D: Open Responses for Q12]

**13. Was survey completed in English or Spanish?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	116	91.3	91.3	91.3
	Spanish	11	8.7	8.7	100.0
	Total	127	100.0	100.0	