

**Stakeholder
Experience**

Puget Sound Workers' Compensation Trust Member School District Survey Results

FY 2018-2019

**Puget Sound Workers' Compensation Trust
Member School District Survey Results
FY 2018-19**

Response Demographics

Role	Pool Admin Survey	Claims Admin Survey	Risk Management Survey
Trustee	19%	14%	9%
Claims Contact	44%	91%	23%
Fiscal Contact	19%	9%	5%
Loss Control/Safety Contact	25%	9%	59%
Other	19%	9%	18%

* Respondents were able to select multiple options, i.e. all that apply. Totals equal more than 100%.

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Rate your satisfaction with the following PSWCT staff services (% of Respondents).

Staff Services	Pool Admin – Satisfied or Very Satisfied	Claims Mgmt – Satisfied or Very Satisfied	Risk Mgmt – Satisfied or Very Satisfied
How professional our staff were in your interactions.	95%	100%	100%
How knowledgeable our staff were about workers' compensation issues.	95%	100%	100%
How prompt our staff were in responding to your inquiries.	90%	86%	93%
How well our staff answered your questions.	95%	95%	100%
How respectfully you were treated by our staff.	95%	100%	100%
How well our staff understood your needs.	90%	91%	92%
How flexible our staff were in meeting your needs.	95%	90%	93%

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Rate your satisfaction with the following PSWCT pool administration services (% of Respondents).

Pool Administration Services	Satisfied or Very Satisfied
The time of year rate notification is distributed.	100%
The transparency of rate calculations.	94%
The methodology used to determine your rates.	94%
The usefulness of benchmarking information that accompanies rate notification.	94%
Your comfort level in using rate and benchmarking information to impact your future rates.	94%

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Rate your satisfaction with the following PSWCT pool administration services (% of Respondents).

Pool Administration Services	Satisfied or Very Satisfied
How satisfied are you with the frequency of our communications about changes within our organization that impact you?	89%
How satisfied are you with your overall experience with PSWCT?	100%
How likely are you to recommend PSWCT to another school district?	94%

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Rate your satisfaction with the following PSWCT claim management processes (% of Respondents).

Claims Management Services	Satisfied or Very Satisfied
Your first contact with us regarding submitted claims.	100%
How easy it was to report claims.	100%
Our operating hours.	95%
How easy it as to reach our staff.	100%
The clarity of our written communications.	100%
How familiar our staff were with your claims.	100%

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Rate your satisfaction with the following PSWCT claim management processes (% of Respondents).

Claims Management Services	Satisfied or Very Satisfied
The opportunity to provide input on your claims.	94%
How well we explained the workers' compensation process.	100%
The way your claims were resolved.	95%
How well-informed you were about your claims.	95%

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Rate your satisfaction with the following PSWCT risk management services, also known as loss control and industrial hygiene services (indoor air quality and lab/chemical safety) (% of Respondents).

Risk Management Services	Satisfied or Very Satisfied
How easy it is to access our loss control and industrial hygiene services.	100%
The value our loss control and industrial hygiene services bring to your school district.	100%
How knowledgeable loss control and industrial hygiene staff are about the subject matter.	100%
How prompt loss control and industrial hygiene staff were in responding to your inquiries	95%
How thorough loss control and industrial hygiene staff were in guiding or assisting in the resolution of your concerns.	100%

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At any time during the management of your claims, were you provided with information or were discussions held about return-to-work programs? (% of Respondents.)

Answer	Pool Administration Response	Claims Management Response	Risk Management Response
Yes	82%	90%	77%
No	0%	5%	9%
I don't recall	18%	5%	14%