



NARRATIVE
RESEARCH

2022 Injured Workers Study

Summary Report Prepared for:

Workers Compensation Board of Prince Edward Island



January 2023

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WCP001-1030



Introduction

The Workers Compensation Board (WCB) of Prince Edward Island commissioned Narrative Research to evaluate the service performance of the WCB from the perspective of one of its key stakeholders — injured workers. The first survey of this kind was conducted in 2002, and repeated every two years, up to and including 2022. Once again, the 2022 Injured Workers Survey is designed to obtain feedback from injured workers with respect to the service they received from the WCB. The survey was revised modestly this year to better meet the communication needs of stakeholders, all the while ensuring the questionnaire maintains important tracking metrics.

The results of this survey are based on telephone interviews with a sample of 387 injured workers, comprised of a representative sampling of Temporary Wage Loss (TWL) clients, Medical Aid clients, Extended Wage Loss (EWL) clients, and Pensioners. In addition, within the rubric of the TWL clients, interviews were completed with injured workers across differing claim lengths. The contact records consisted of workers drawn from the WCB’s client population from across the province. Interviewing was conducted from October 24 to November 14, 2022. The overall results for the 387 interviews with the general population of injured workers would be expected to provide results accurate to within plus or minus 4.9 percentage points in 95 out of 100 samples.

Overall WCB Experience

Injured workers’ satisfaction with their overall WCB experience has been increasing since 2016.

Satisfaction with the overall WCB experience is at its highest level recorded since the commencement of this study, with three-quarters (74%) attesting that they are completely or mostly satisfied.

Further analysis reveals four variables as significant drivers of satisfaction with the WCB: (a) the extent of satisfaction with the claim outcome, (b) the extent of satisfaction with how well the WCB answers questions, (c) the WCB’s information being easy to understand, and (d) how clear the letters are that are received from the WCB.



Q.1: How satisfied are you with your overall experience with the Workers Compensation Board? Are you completely satisfied, mostly satisfied, somewhat satisfied, somewhat dissatisfied, or completely dissatisfied? (n=387)

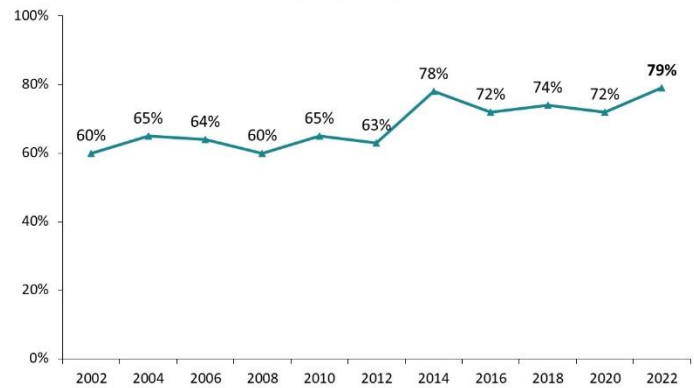


Contact with the WCB

Satisfaction with the first contact with the WCB remains high, having increased since 2020 to its highest level yet recorded.

A strong majority of injured workers remain satisfied with their first contact with the WCB, with an increase this year compared to 2020. Specifically, eight in ten injured workers are satisfied with their first WCB contact.

Satisfaction with First Contact with the WCB
% Completely/Mostly satisfied



Q.5: Thinking back for a moment, how satisfied were you with your first contact with the WCB concerning your present claim? Were you completely satisfied, mostly satisfied, somewhat satisfied, somewhat dissatisfied, completely dissatisfied? (n=387)

Importance of Factors When Evaluating the WCB

Fair treatment is the most important factor when evaluating the WCB.

Injured workers were asked to assess a series of nine service-related factors with respect to their importance when evaluating the WCB of PEI. This table displays the percentage of injured workers who consider a factor to be *critically important* in their evaluation of the Workers Compensation Board.

Importance of Factors When Evaluating the WCB (% Critically Important)											
Factors	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022
Being treated fairly	89%	91%	88%	86%	88%	89%	83%	88%	85%	90%	82%
Satisfaction with outcome of claim	73%	76%	73%	70%	68%	74%	76%	74%	75%	76%	75%
How well your questions were answered	68%	67%	63%	62%	64%	64%	69%	76%	75%	76%	73%
Length of time to get first [2002-2016: cheque / 2018-2022: payment]	76%	76%	74%	72%	73%	78%	68%	74%	72%	75%	72%
Politeness of WCB staff	62%	64%	60%	64%	59%	64%	71%	74%	72%	77%	69%
Ease of reaching the WCB	52%	54%	54%	57%	50%	54%	63%	69%	69%	76%	69%
Clarity of letters	66%	64%	63%	62%	60%	66%	69%	74%	68%	74%	69%
Quickness of response from staff	55%	61%	55%	59%	53%	54%	66%	70%	70%	71%	64%
Frequency of contact	36%	44%	39%	42%	40%	43%	41%	51%	52%	53%	46%

Q.9a-i: How important are each of the following in terms of evaluating the service provided by the WCB? Would you say [READ STATEMENTS IN ORDER] is critically important, important but not critical, not very important, or not at all important? (n=387)

The most critically important factor continues to be fair treatment by the WCB, while frequency of contact has decreased this year to be evaluated as critically important by less than one-half. Eight in ten (82%) injured workers rate fairness as critically important, followed by satisfaction with outcome of the claim (75%), how well questions were answered (73%), the length of time to get their first payment (72%), politeness of staff (69%), ease of reaching the WCB (69%), clarity of letters (64%), quickness of response from staff (64%), and frequency of contact (46%).



Satisfaction with Staff Services

The WCB continues to perform well in terms of service factors, as most ratings have increased since 2020.

In addition to importance, injured workers were also asked to rate their satisfaction with these same factors. Injured workers are most satisfied with the politeness of staff (87%), and the confidentiality with which their information was

Satisfaction with WCB Staff Services (% Completely/Mostly Satisfied)											
Factors	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022
Politeness	76%	82%	79%	82%	79%	79%	88%	83%	85%	85%	87%
Confidentiality*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	86%	88%	86%
Clarity of letters	73%	74%	72%	76%	73%	72%	83%	79%	80%	75%	82%
Fairness	70%	71%	70%	67%	69%	72%	79%	72%	75%	76%	81%
Promptness	68%	71%	69%	71%	73%	73%	78%	73%	76%	74%	81%
Ability to answer questions	67%	67%	66%	71%	69%	74%	80%	72%	76%	77%	80%
Timeliness*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	70%	71%	79%
Accessibility	71%	70%	75%	77%	75%	73%	79%	73%	77%	75%	78%
Outcome	66%	66%	65%	62%	60%	65%	72%	66%	68%	69%	76%
Frequency of contact	61%	64%	62%	69%	65%	62%	69%	64%	68%	71%	73%

Q.10a-j: And for each of the following, please tell me whether you are completely satisfied, mostly satisfied, somewhat satisfied, somewhat dissatisfied, or completely dissatisfied with the service you have received from the WCB: (n=387) **New in 2018.*

treated (86%). Seven in ten or more injured workers are satisfied with each of the service-related factors measured. Results have either remained stable or have increased by varying degrees.

By combining ratings of importance and satisfaction, it is possible to conduct a gap analysis to identify areas in which the organization is not meeting client expectations. Gap scores are the percentage of injured workers who rate a factor as critically important, and who are not completely or mostly satisfied with the WCB's performance on that factor. Higher gap scores indicate greater gaps between expectation and performance, and represent areas in which attention could potentially be focused to improve injured workers' opinions of the WCB. This year, gap scores remain higher for three areas factors: outcome (satisfaction with outcome of claim), fairness (being treated fairly by the WCB), and accessibility (how easy it was to reach WCB staff when you needed to). Overall, gap scores are marginally lower compared with 2020 results. In the extended experience of Narrative Research, all of the gap scores catalogued in the table below would be in the range of 'acceptable.'

Gap Analysis (Q.10a-i, n=387)											
Factors	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022
Outcome	26%	28%	29%	28%	30%	28%	20%	24%	22%	19%	17%
Fairness	27%	26%	26%	29%	28%	25%	17%	24%	21%	19%	15%
Accessibility	16%	16%	14%	14%	12%	12%	11%	16%	13%	17%	15%
Timeliness*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	22%	19%	14%
Ability to answer questions	23%	22%	21%	18%	20%	15%	12%	21%	16%	14%	13%
Promptness	18%	17%	16%	18%	14%	14%	12%	19%	16%	16%	11%
Clarity of letters	19%	16%	17%	15%	17%	17%	9%	15%	11%	15%	11%
Frequency of contact	15%	17%	16%	14%	16%	18%	9%	17%	13%	13%	12%
Politeness	15%	11%	12%	10%	12%	12%	7%	11%	9%	11%	10%

**New in 2018.*



General Assessment of the WCB

Injured workers continue to express high levels of agreement that the WCB understands their needs, and that they are treated with respect.

Overall, injured workers continue to offer highly positive assessments of both areas under consideration,

Client Satisfaction with the WCB (% Completely/Mostly Agree)											
Factors	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022
Treated with respect	84%	90%	85%	86%	88%	88%	95%	88%	90%	92%	91%
Understanding of needs	66%	74%	73%	71%	76%	74%	81%	74%	80%	82%	82%

Q.12a,b: I will now read you two statements and in each case would like to know if you completely agree, mostly agree, mostly disagree or completely disagree? (n=387)

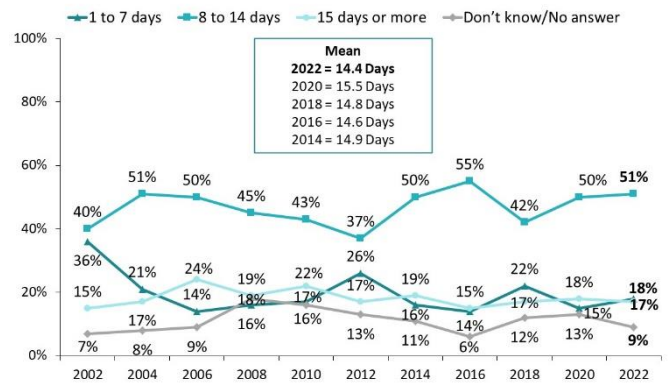
with little, or in the case of *understanding*, no change since 2020. Nine in ten (91%) injured workers agree they are treated with respect, and eight in ten (82%) agree that the WCB understands their needs.

WCB Benefits

Satisfaction with the promptness of delivery of the first compensation payment has increased since 2020.

Timing in Days. Injured worker clients (i.e., excluding those receiving Medical Aid, EWL clients, and Pensioners) were asked what they believe is a sufficient turnaround time for receiving the first benefit payment following an injury. Approximately just over two-thirds believe a payment should arrive within 14 days of a workplace injury. The mean average expected turnaround time is 14.4 days, slightly shorter than in 2020.

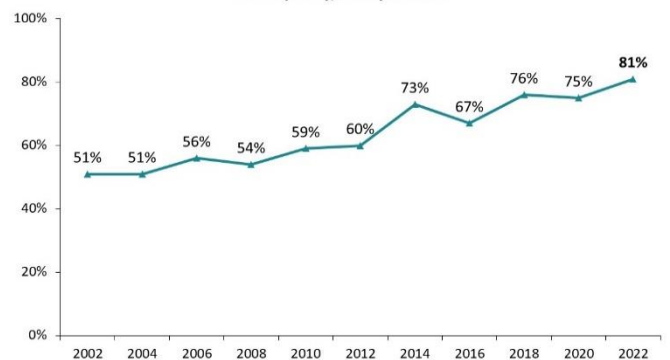
How Quickly Should the First Compensation Payment be Received Following an Injury



Q.3: [IF NOT 'MEDICAL AID ONLY', 'EWL', OR 'PENSIONERS' IN SAMPLE] And what is the longest time it should take to get your first compensation [2002-2016: cheque / 2018-2022: payment] after a workplace injury? (n=179)
Note: Removed 'Don't know/No answer', 'Other' and any outliers who gave greater than 60 days from Mean and Median.

Satisfaction with Timing. A strong majority (81%) of workers indicate they are either completely or mostly satisfied with respect to the promptness of benefits delivery, demonstrating a slight increase since 2020 and steady improvement over the years. Just under one in ten express dissatisfaction.

Satisfaction with Promptness of Benefits Delivery



Q.4: [IF NOT 'MEDICAL AID ONLY', 'EWL', OR 'PENSIONERS' IN SAMPLE] How satisfied were you with how long it took to get your first benefit [2002-2016: cheque / 2018-2022: payment]? Were you completely satisfied, mostly satisfied, somewhat satisfied, somewhat dissatisfied, completely dissatisfied? (n=179)

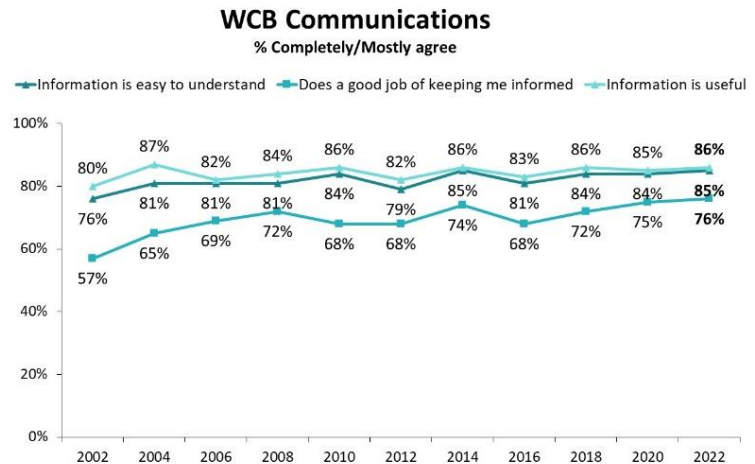


WCB Communications

Results this year are stable with those from 2020; agreement remains very high that information provided by the WCB is useful and easy to understand, while perceptions that injured workers are being kept well informed also remain generally positive.

Perceptions of Workers Compensation Board communications remain very positive. On par with 2020 findings, more than eight in ten injured workers agree the information provided by the WCB is useful and easy to understand.

As well, approximately three-quarters agree that the WCB is doing a good job keeping clients informed of important changes.



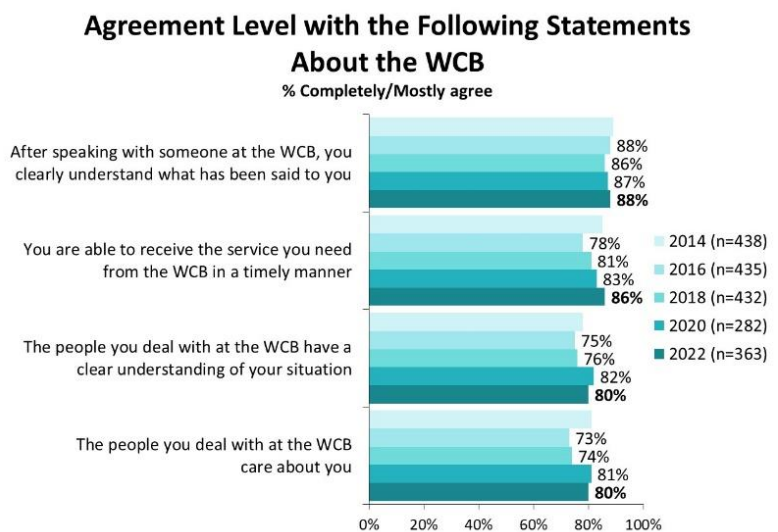
Q.6a-c: I am now going to read you several statements about the information the WCB provides, and in each case I would like to know if you completely agree, mostly agree, mostly disagree or completely disagree? The WCB's information is easy to understand; The WCB does a good job of keeping me informed about important changes; and The information provided by the WCB is useful to me. (n=387)

Interactions with the WCB

Assessments of WCB service interactions remain highly positive, with results remaining stable since 2020.

Close to nine (88%) in ten injured workers confirm that after speaking with someone at the WCB, they clearly understand what has been said to them.

More than eight in ten report that they receive service in a timely manner (86%), while approximately eight in ten each report that the people they deal with at the WCB both care about them (80%), and have a clear understanding of the injured workers' situation (80%).



Q.7a-d: [DO NOT POSE Q.7 TO PENSIONERS] And I am now going to read other statements about the WCB, and again I would like to know if you completely agree, mostly agree, mostly disagree, or completely disagree?



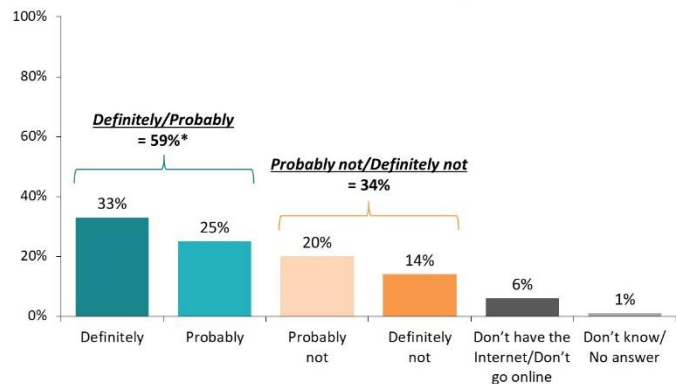
Likelihood of Using WCB's Website

The proportion of injured workers who say they are likely to use WCB's website for services is moderately high, with more than one-half saying they definitely or probably would.

Approximately six in ten (59%) injured workers attest that they would either definitely or probably use the WCB's website to do things such as file claims, check the status of their claims and payments, or complete forms, if such services were available online. In contrast, one-third (34%) are of the opinion that they are unlikely to do so.

Among those who state that they are unlikely to use WCB's website/online services (n=222), top reasons given are discomfort with technology (29%), never going online/using the internet (25%), and a preference for talking with WCB on the telephone (17%).

Likelihood of Using WCB's Website for Services Such as File a Claim, Check Status of Claim, and Payments



Q.17: If the WCB's website allowed you to go online to do such things as file a claim, check the status of your claim and payments, and complete forms would you definitely, probably, probably not, or definitely not use the WCB's website for such services? (n=387) *Due to rounding. New question in 2022.

WCB Performance Index – Injured Workers

Results for the WCB's overall Performance Index display little change this year, with a rating of 77.7.

To provide a method for tracking the WCB's performance with respect to opinions of injured workers on the Island, Narrative Research created an index that combines key aspects related to satisfaction with the WCB. Specifically, the WCB Performance Index includes injured workers' satisfaction with their overall experience with the WCB, as well as the top three drivers of overall satisfaction as identified in the inaugural 2002 survey: the extent to which injured workers feel they are treated fairly by the WCB, the extent to which injured workers believe they are involved in the decision-making process regarding their claim, and the perceived ability of WCB staff to answer injured workers' questions. The Index has slightly increased since 2020, standing at 77.7 at the present time.

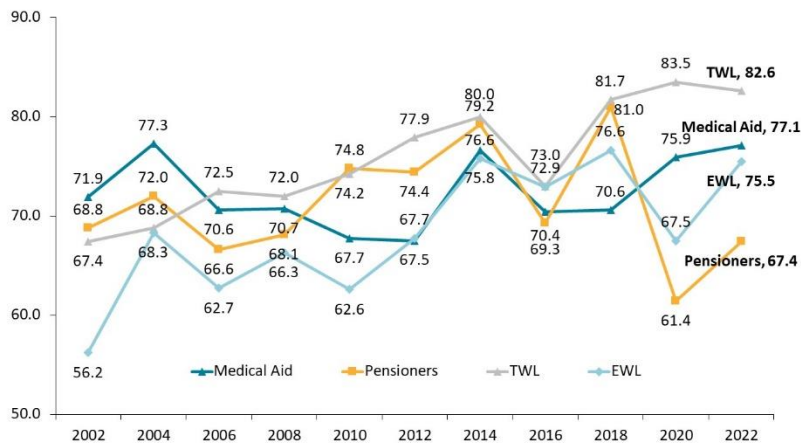
WCB Performance Index – Injured Workers
By Overall Only





WCB Performance Index – Injured Workers

By Client Status



In terms of differences across client subgroups, the Index score is lowest among Pensioners and EWL clients, while it is the highest for TWL clients. This reflects an increase from 2020 results among Pensioners and EWL clients, although caution is recommended in interpreting this result, as the sample size of Pensioners is small (n=24).

Quality Service Indicators

Key measures identified as relevant to client satisfaction were chosen in the inaugural 2002 survey to represent organizational Quality Service Indicators (QSI). These measures have been tracked over time, thereby providing a concise view of organizational performance. The following table summarizes the results for the Quality Service Indicators over time. Ratings have either remained essentially stable or have modestly increased since 2020, indicative of sound levels of client satisfaction vis-à-vis the quality service indicators.

QSI	% Completely/Mostly (Satisfied/Agree)										
	2002	2004	2006	2008	2010	2012	2014	2016	2018	2020	2022
Length of time it takes to process a claim and receive first benefits [2002-2016: cheque / 2018-2022: payment]	51%	51%	56%	54%	59%	60%	73%	67%	76%	75%	81%
Ability of WCB staff to answer questions	67%	67%	66%	71%	69%	74%	80%	72%	76%	77%	80%
Satisfaction with first contact	60%	65%	64%	60%	65%	63%	78%	72%	74%	72%	79%
Involvement of worker in decision-making process concerning their claim	57%	65%	58%	62%	62%	63%	73%	65%	70%	70%	75%
Information available to workers about WCB services and assistance:											
Information is useful	80%	87%	82%	84%	86%	82%	86%	83%	86%	85%	86%
Information is easy to understand	76%	81%	81%	81%	84%	79%	85%	81%	84%	84%	85%
Does a good job of keeping me informed	57%	65%	69%	72%	68%	68%	74%	68%	72%	75%	76%
Overall satisfaction with WCB experience	64%	66%	66%	63%	62%	68%	73%	65%	70%	71%	74%