

Montana Injured Worker Survey – LMAC Update

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EMPLOYMENT RELATIONS DIVISION

8/21/2018



Montana Department of
LABOR & INDUSTRY

Response Summary

Population of Interest: Injured workers with **wage-loss** and dates of injury between **January 1, 2013 through December 31, 2015**

Response Rate (Surveys Returned and Complete): **10%**

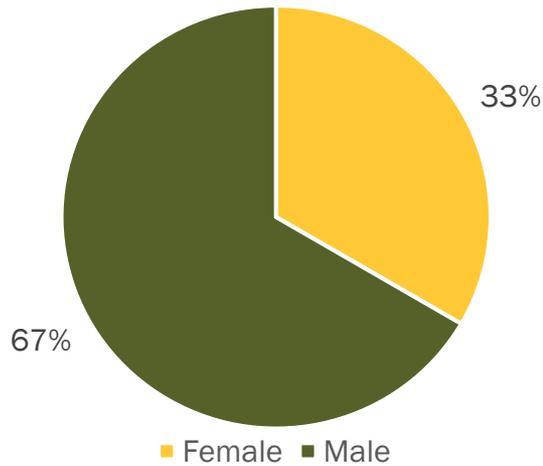
- Responded via Mail-in Option: **90%**
- Responded via Online Option: **10%**

Percent Undeliverable: **18%**

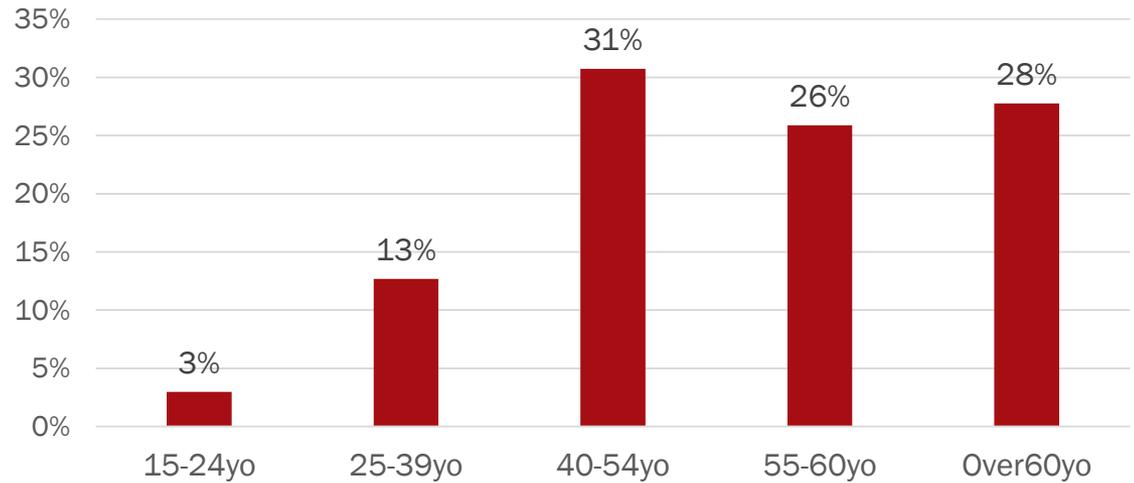
All estimates are PRELIMINARY.

Section 1: Injured Worker Characteristics

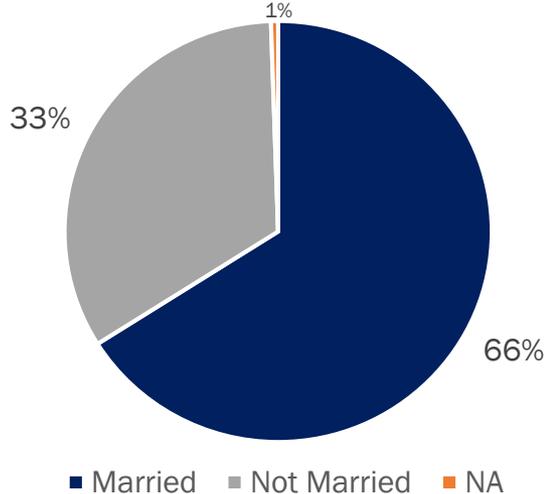
Gender



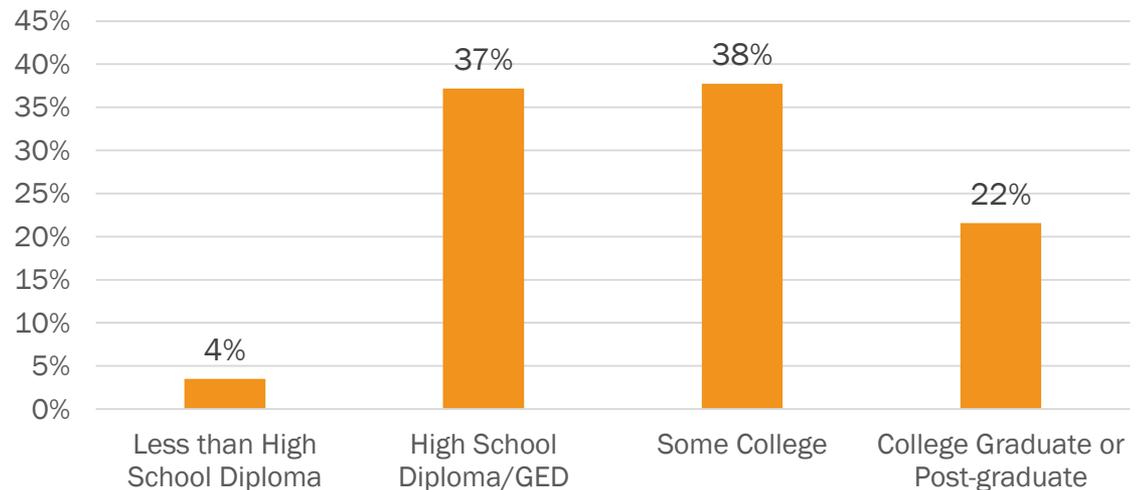
Age Group



Marital Status

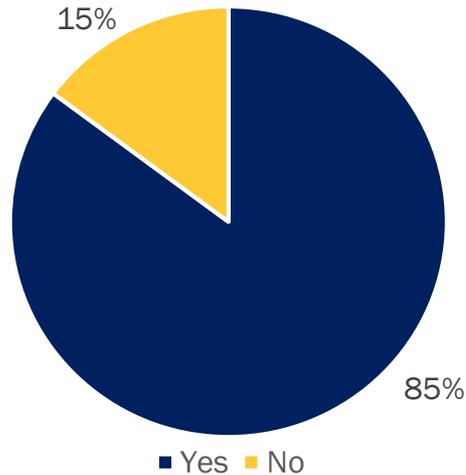


Education Level

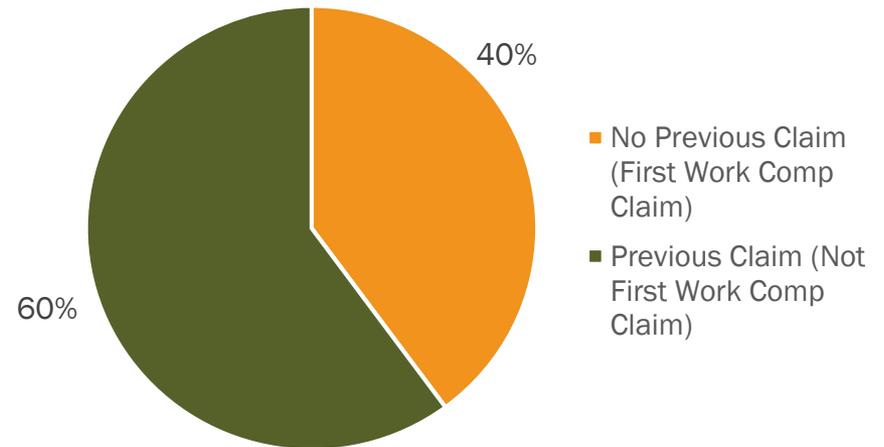


Section 1: Injured Worker Characteristics

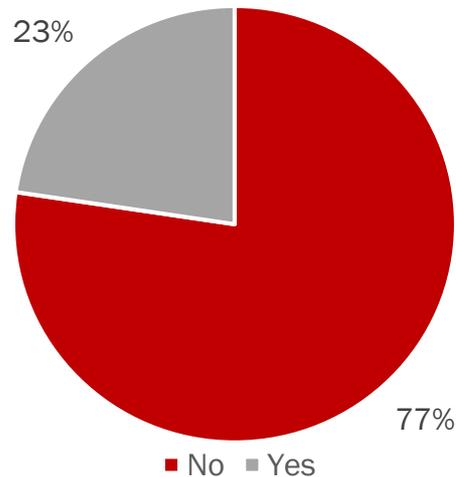
Health Insurance



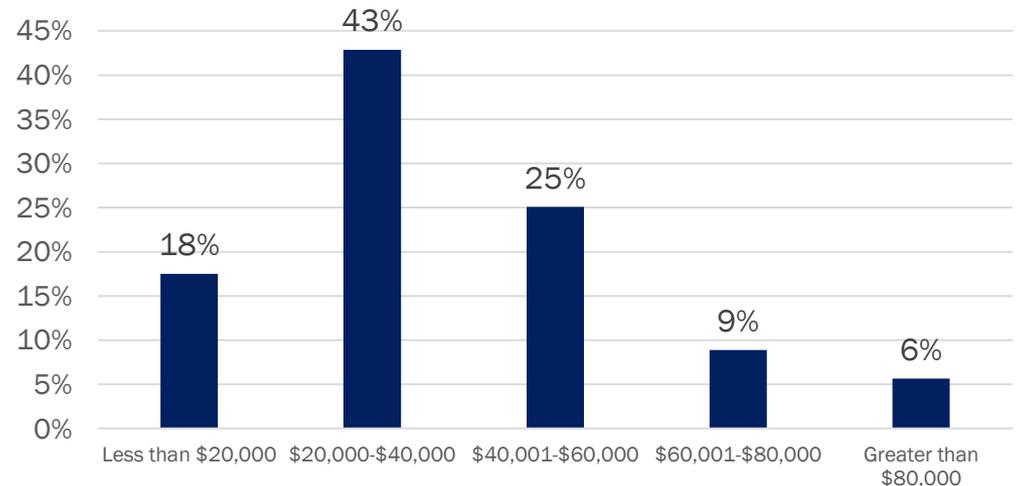
Previous Workers' Comp Claim



Children Under the Age of 18

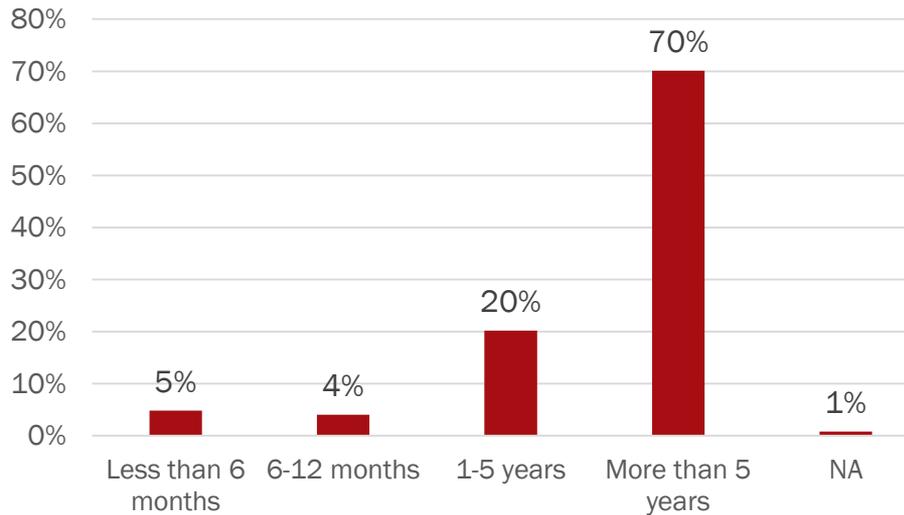


Gross Yearly Income

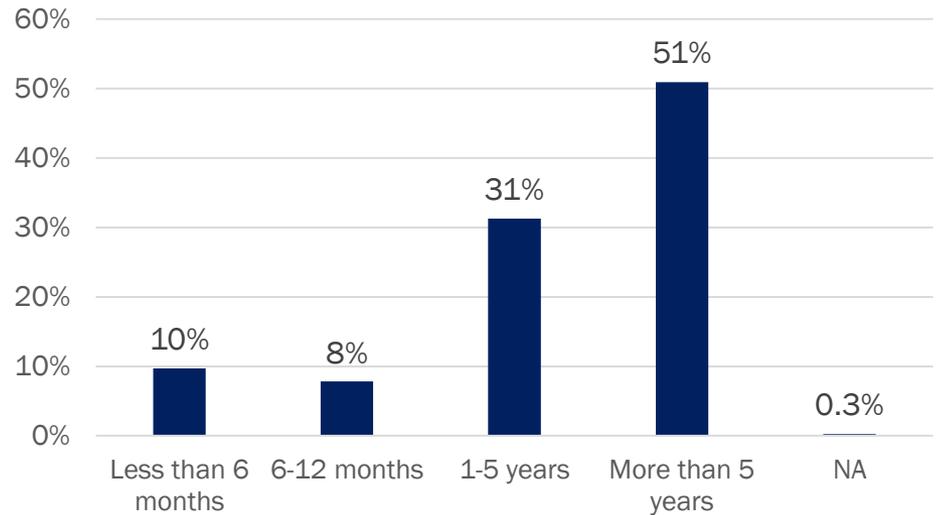


Section 2: Employment Characteristics

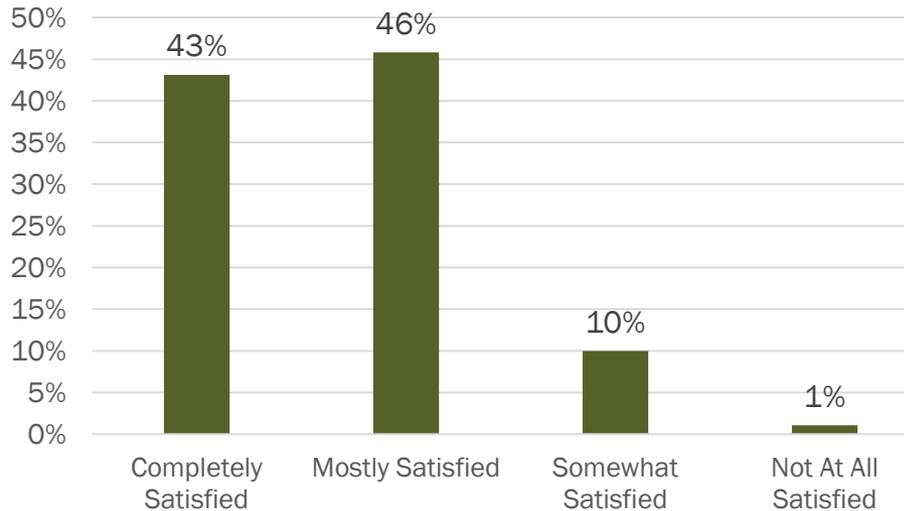
Length of Time Working in the Industry



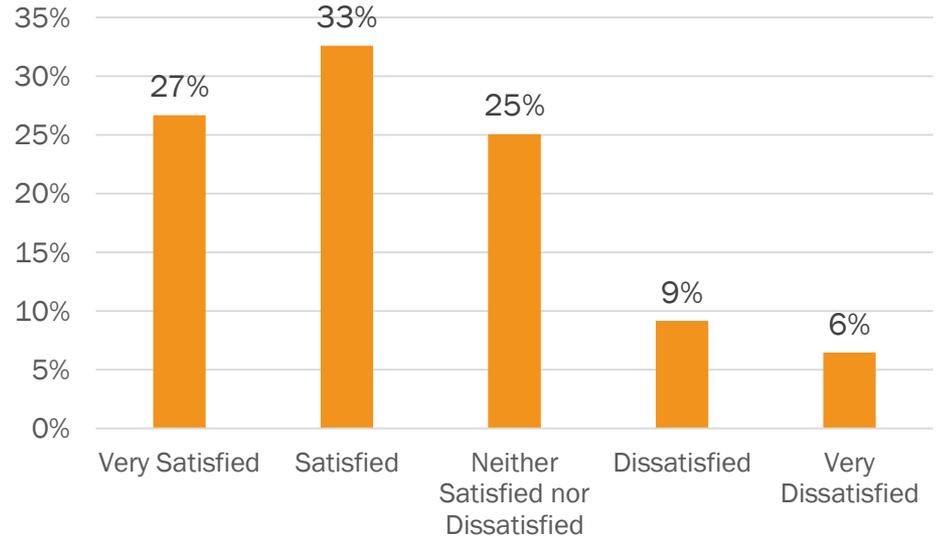
Length of Time Working for Employer



Job Satisfaction at Time of Injury

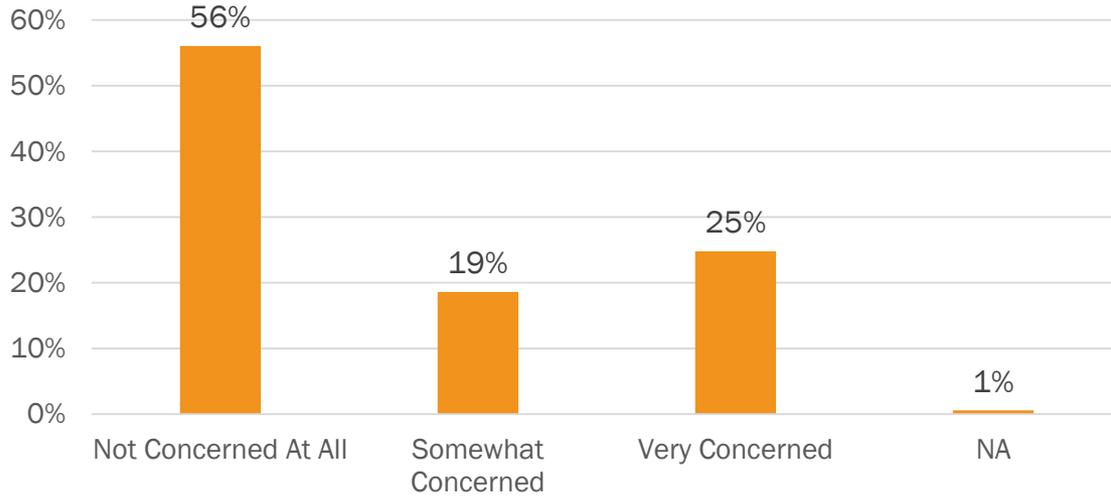


Satisfaction with Employer Safety Training

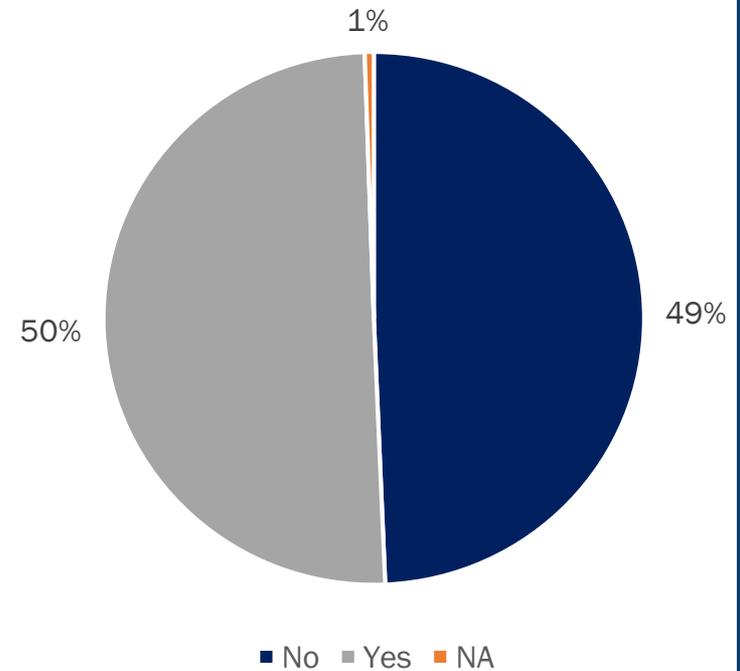


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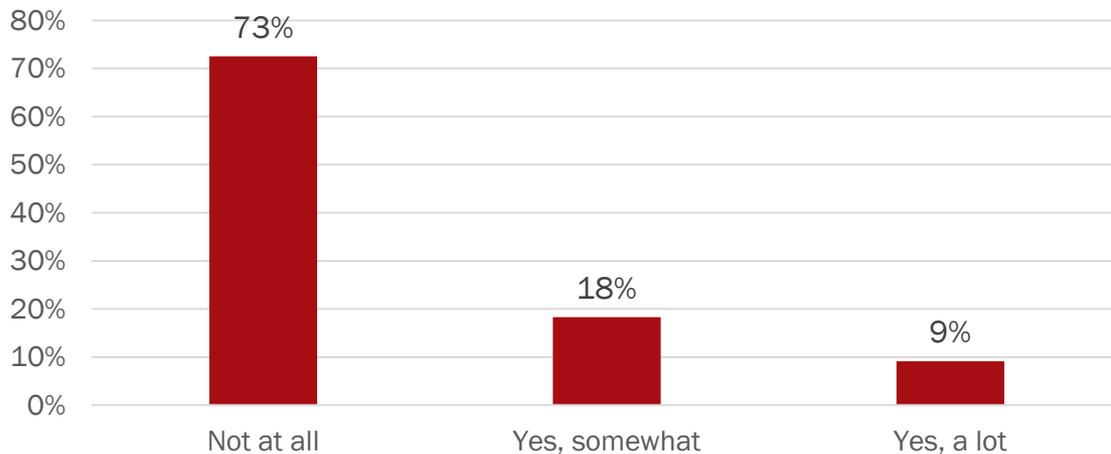
Concern for Being Fired or Laid Off After Injury



Employer Discussed Work Plan or Offered Accommodations



Felt that Employer/Manager Thought They Were Faking/Exaggerating Injury

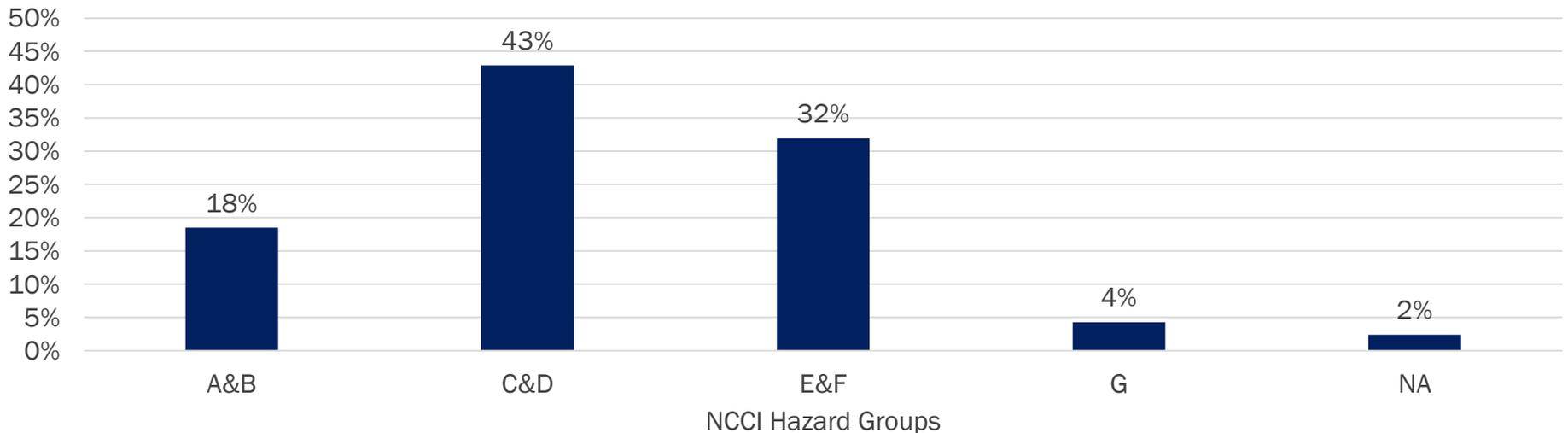


Section 2: Employment Characteristics

Top 7 Industries

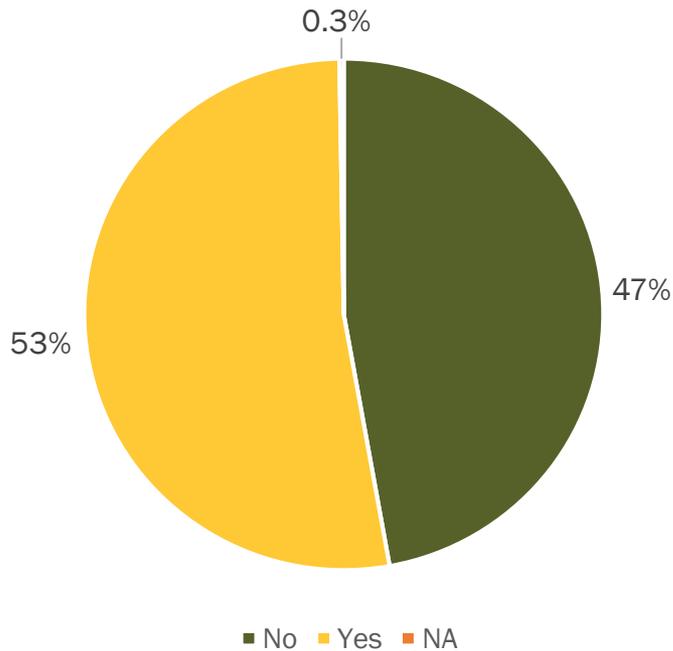


Hazard Groups

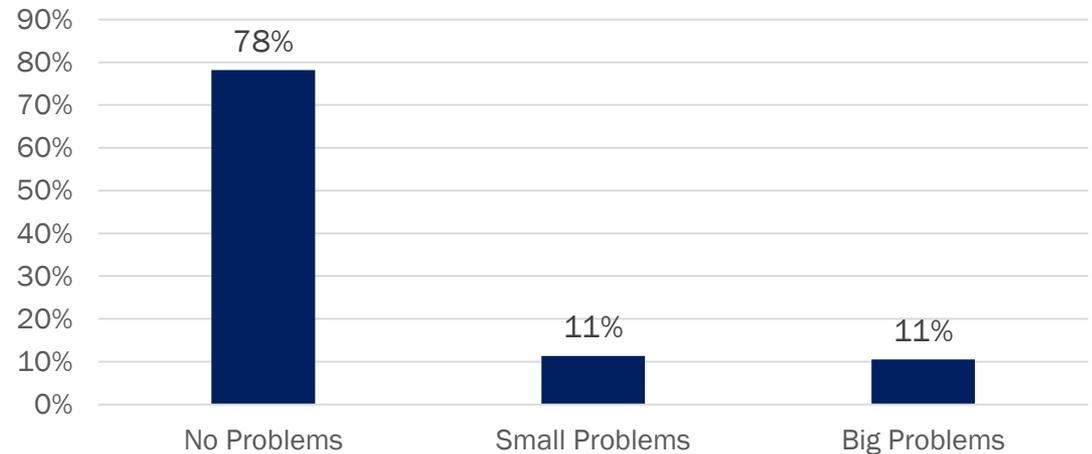


Section 3: Medical Care Characteristics

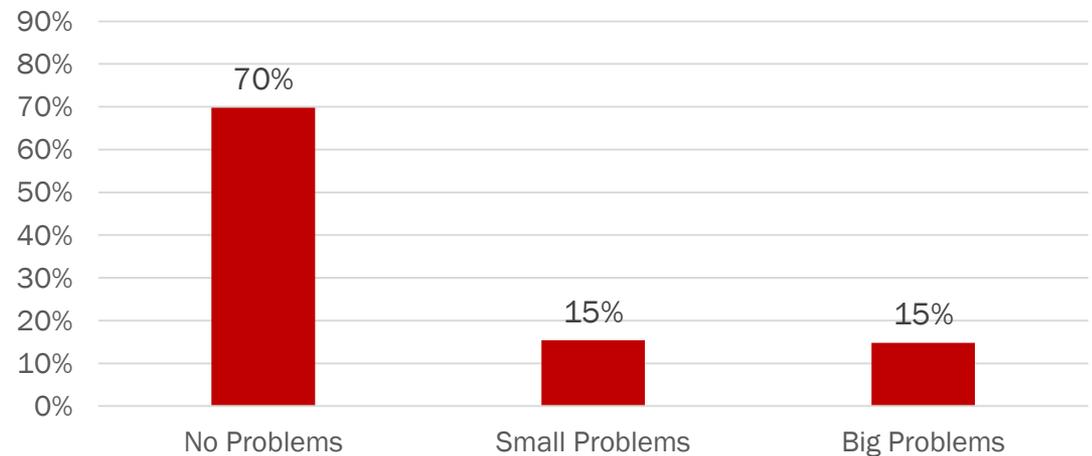
Healthcare Provider Discussed Work Plan or Suggested Accommodations



Problems Getting Desired Primary Healthcare Provider

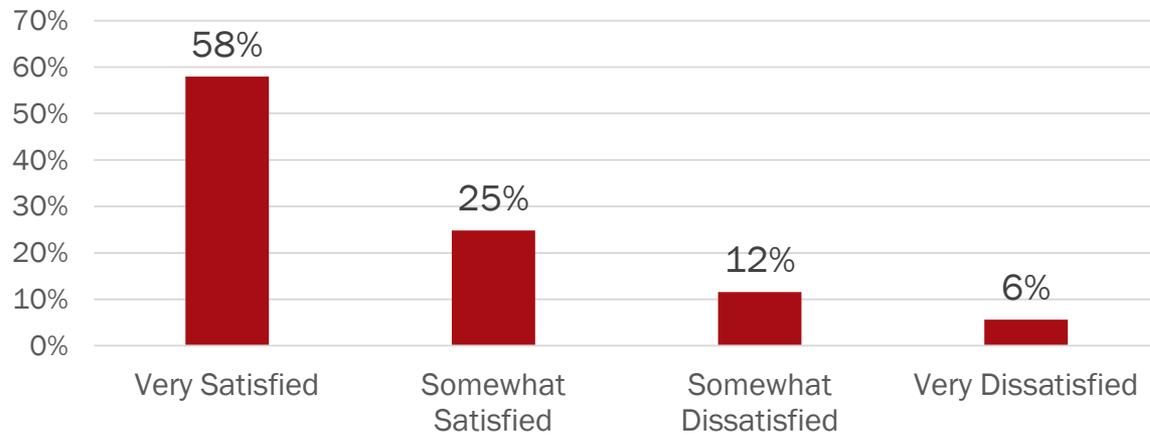


Problems Getting Desired Medical Treatment or Services

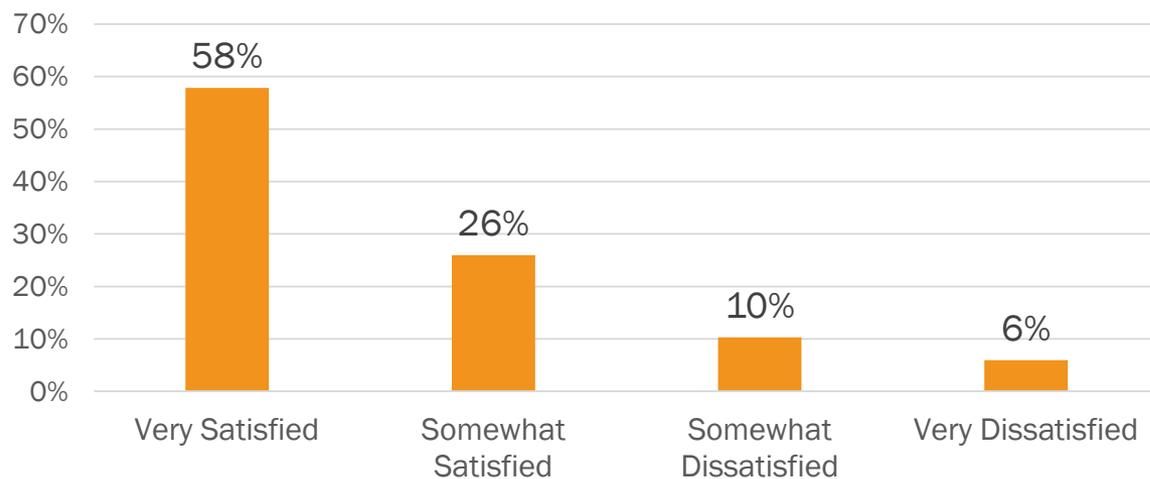


Section 3: Medical Care Characteristics

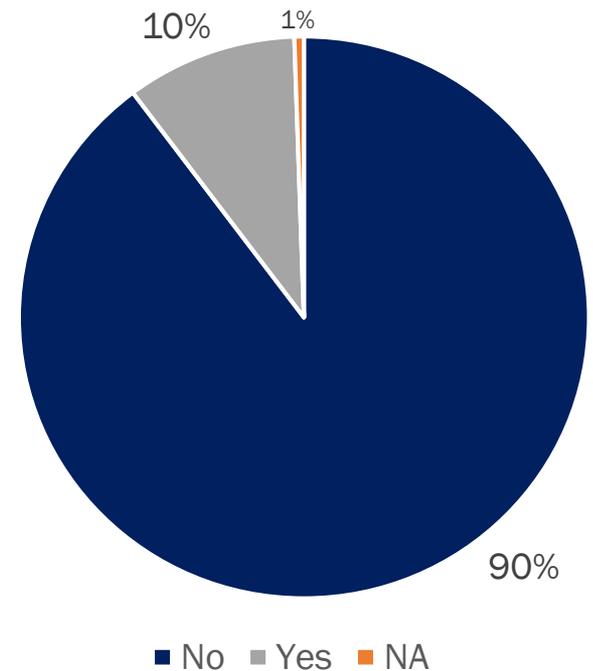
Satisfaction with Medical Care Received from Primary Healthcare Provider



Satisfaction with Medical Care Received Overall

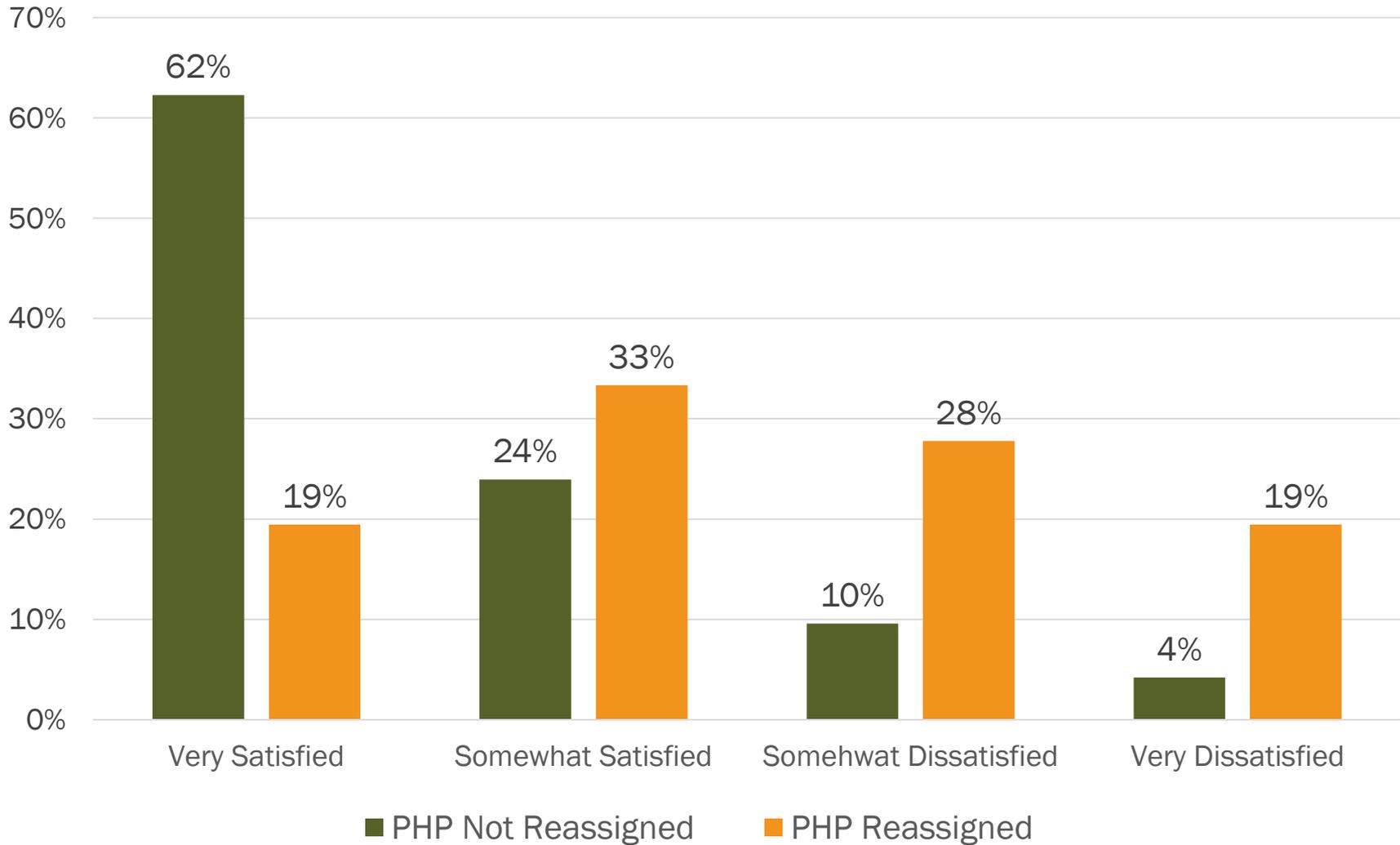


Primary Healthcare Provider Reassigned



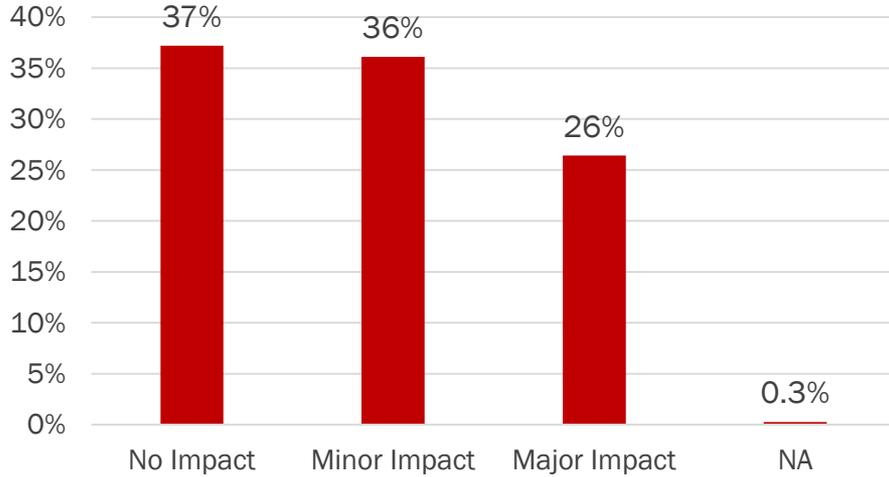
Section 3: Medical Care Characteristics

Satisfaction with Medical Care Received from Primary Healthcare Provider

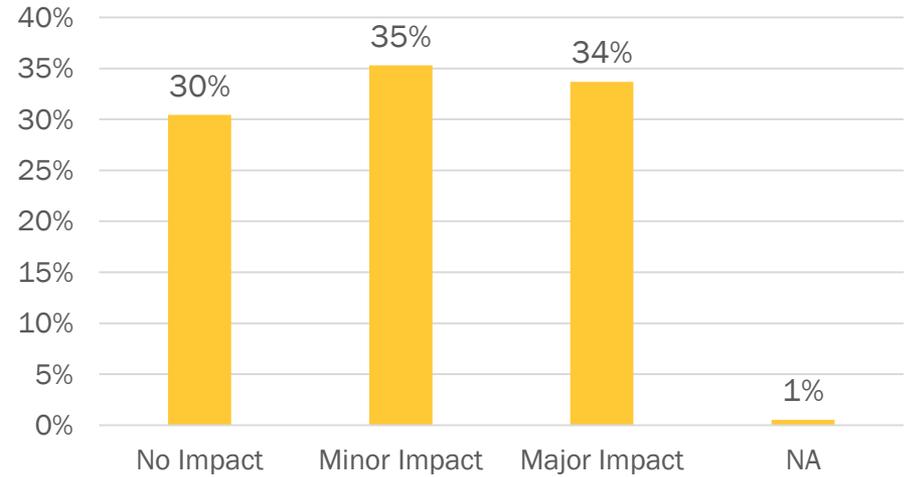


Section 4: Return to Work Characteristics and Financial Impact

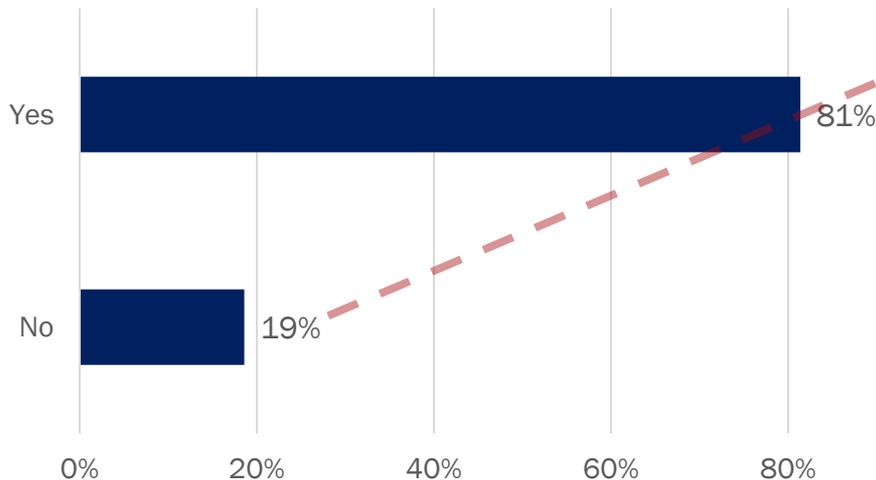
Impact on Ability to Afford Essential Payments



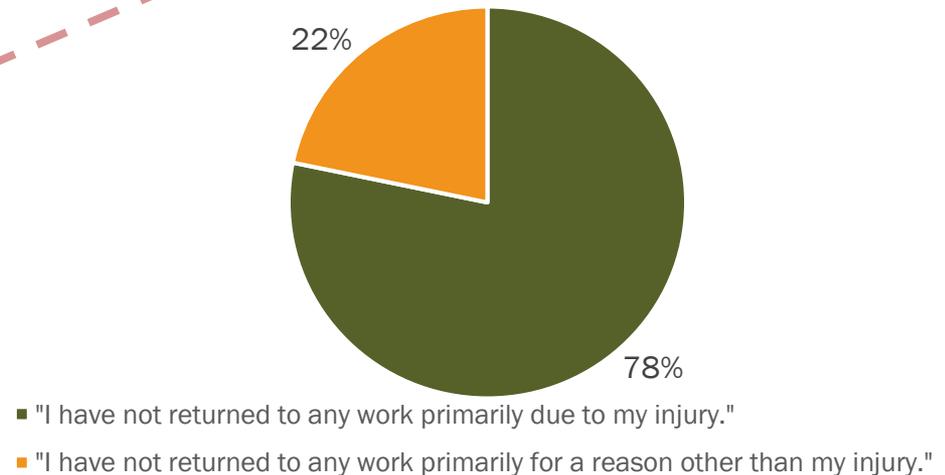
Impact on Ability to Afford Nonessential Payments



Achieved Substantial Return to Work

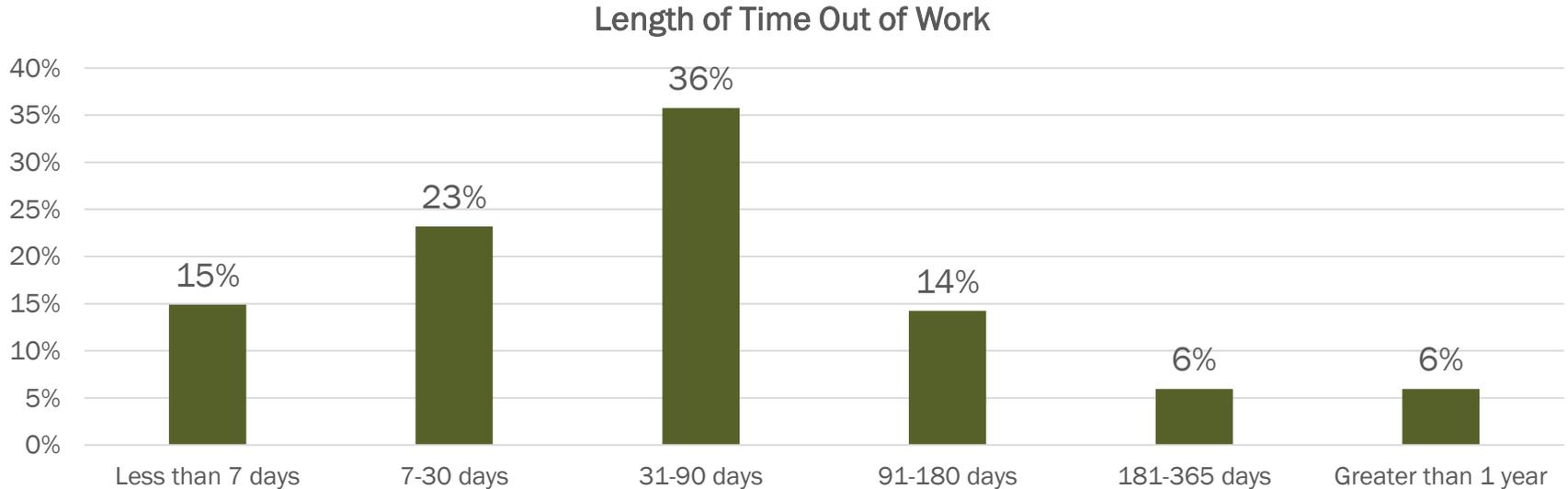


Reason for Not Achieving Substantial Return to Work

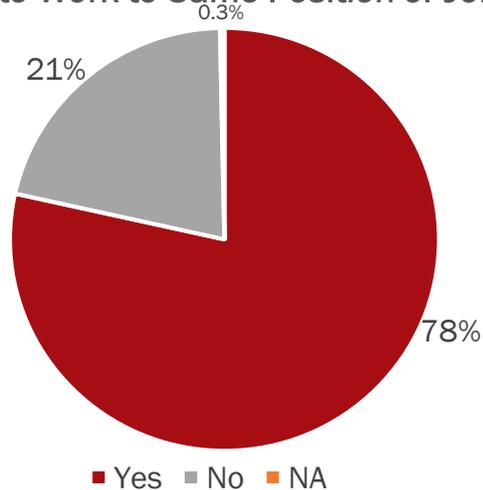


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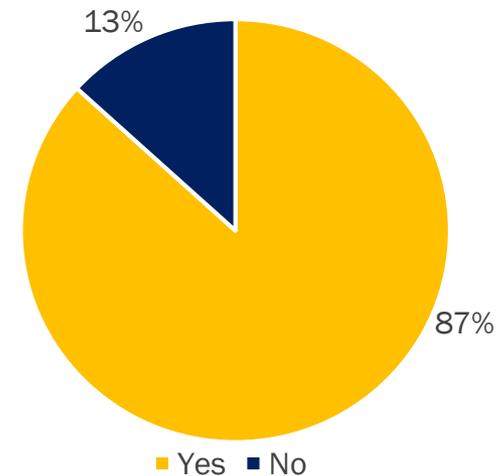
For those that did achieve substantial return to work...



Returned to Work to Same Position or Job Type



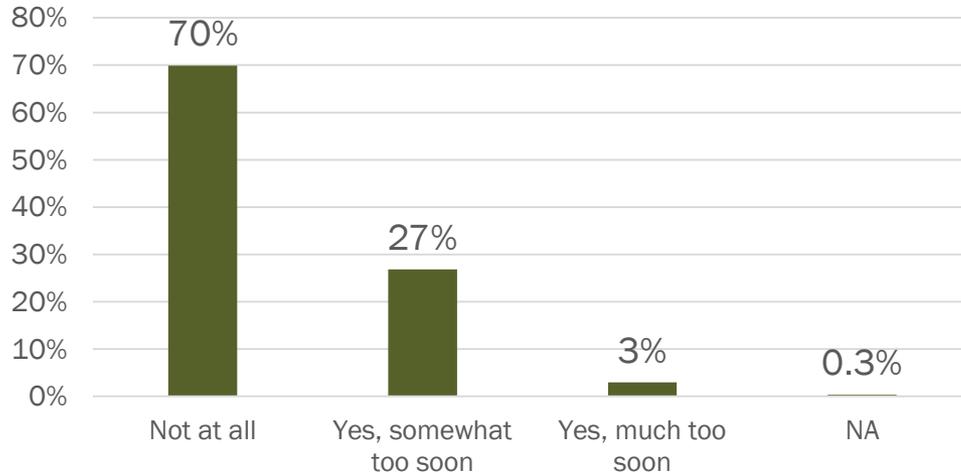
Returned to Work with Same Employer



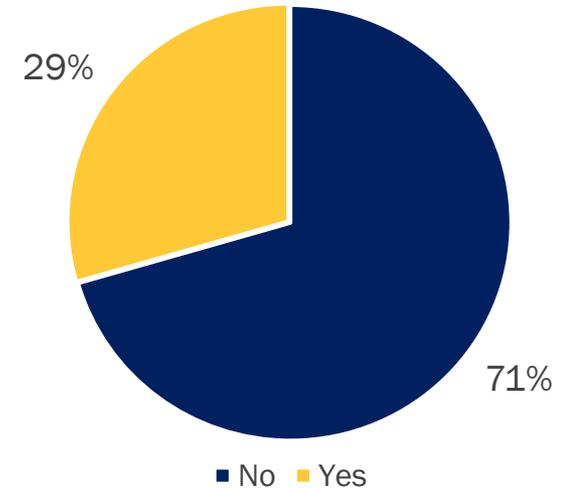
Section 4: Return to Work Characteristics and Financial Impact

For those that did achieve substantial return to work...

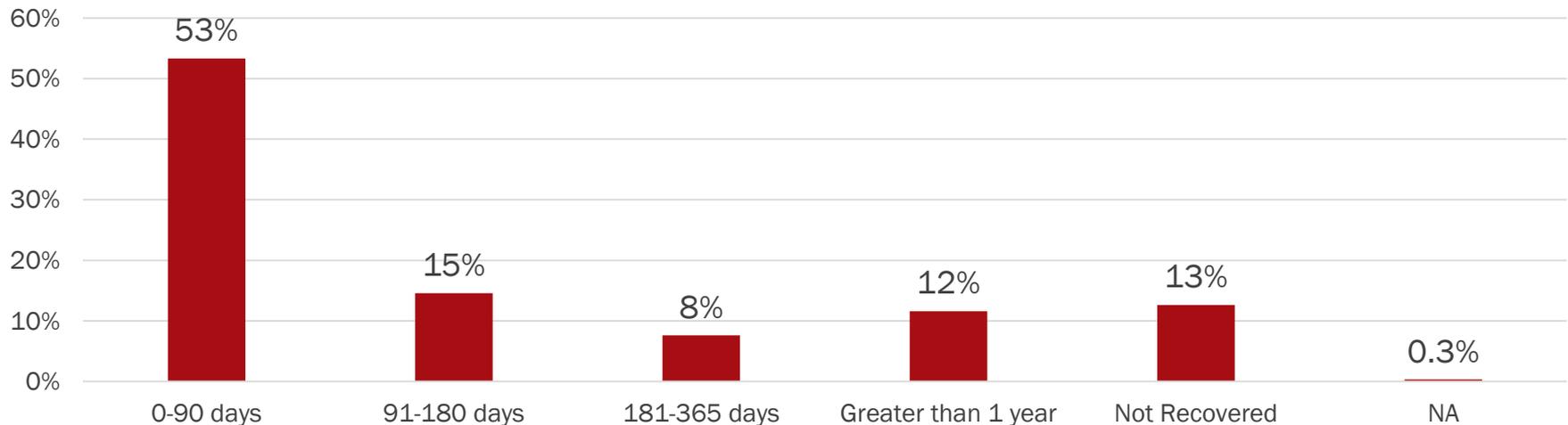
Returned to Work Too Soon



Additional Absences

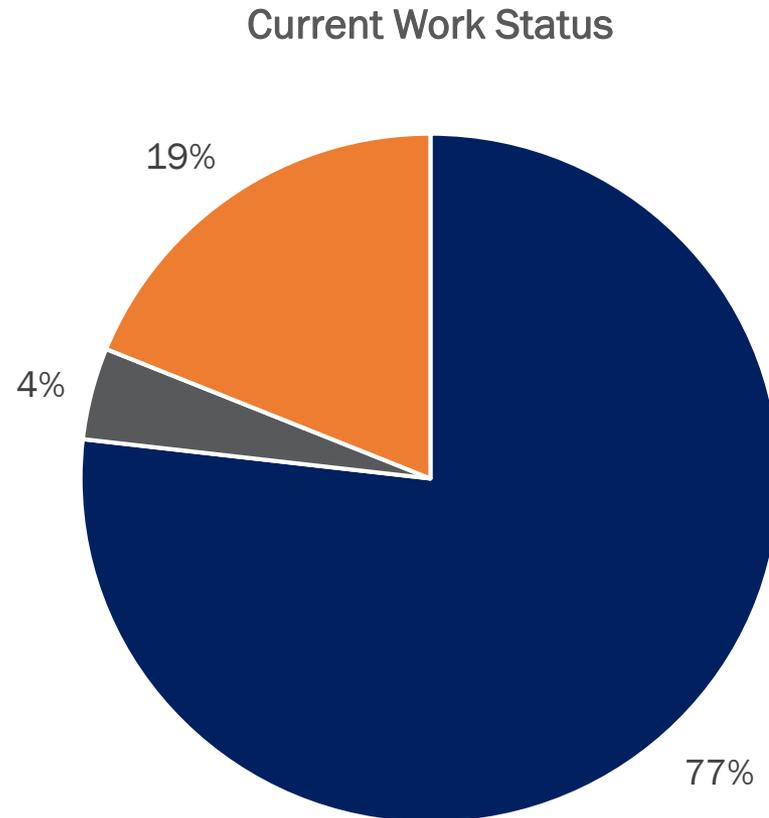


Time Until Financial Recovery



Section 4: Return to Work Characteristics and Financial Impact

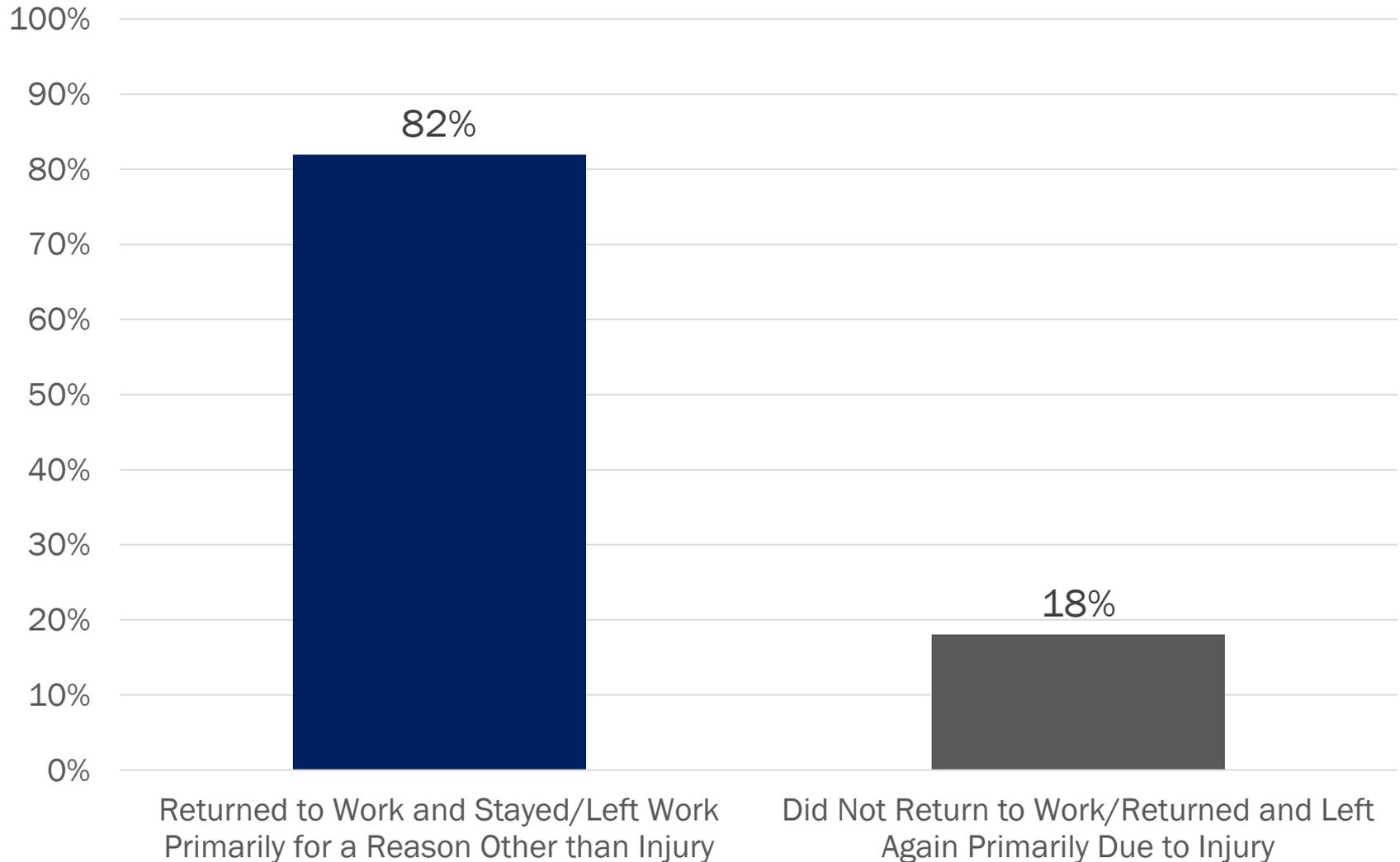
For those that did achieve substantial return to work...



- Yes, I am currently working.
- No, I am not currently working primarily due to my work injury.
- No, I am not currently working primarily due to a reason other than my work injury.

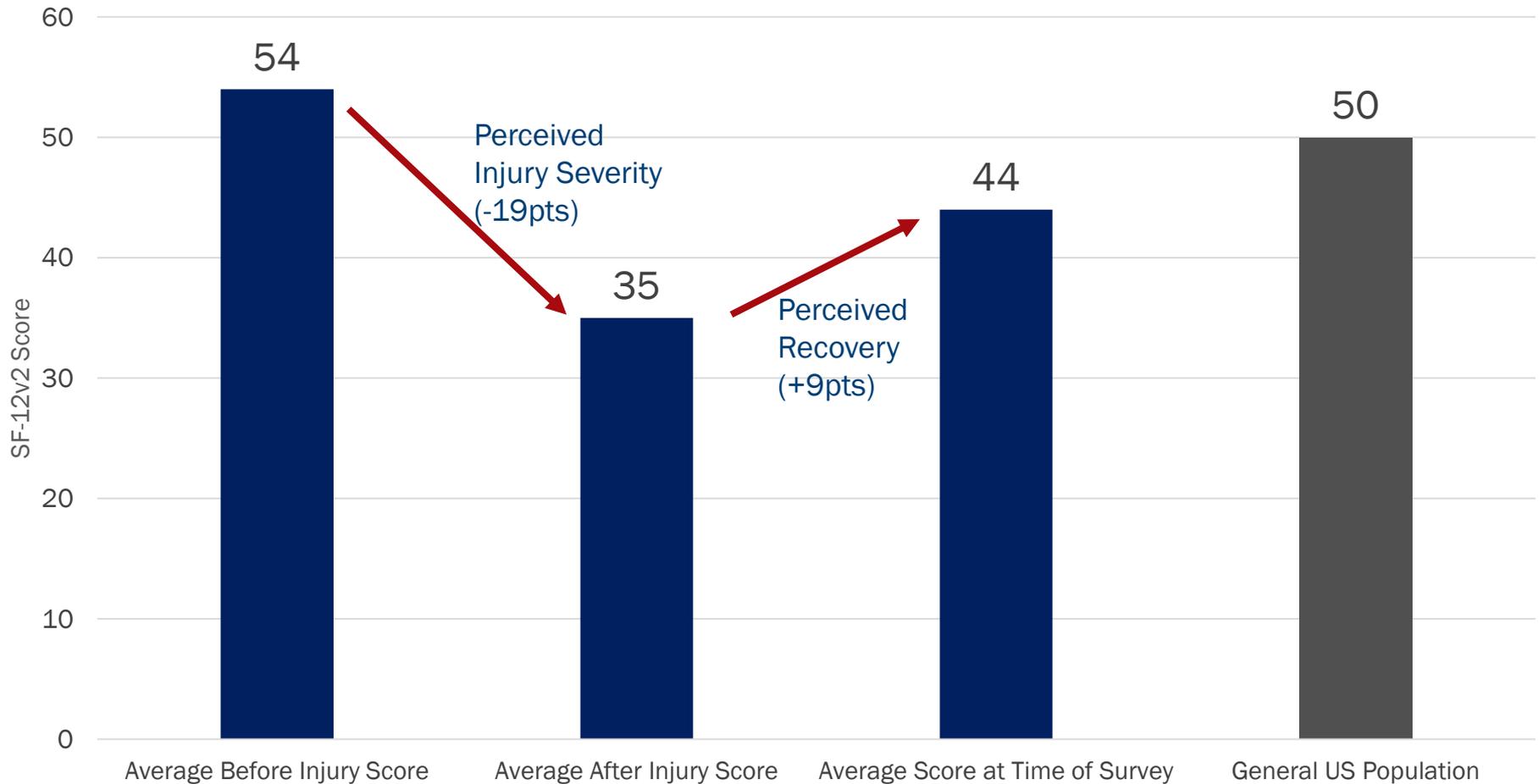
Section 4: Return to Work Characteristics and Financial Impact

Work Status for All Respondents



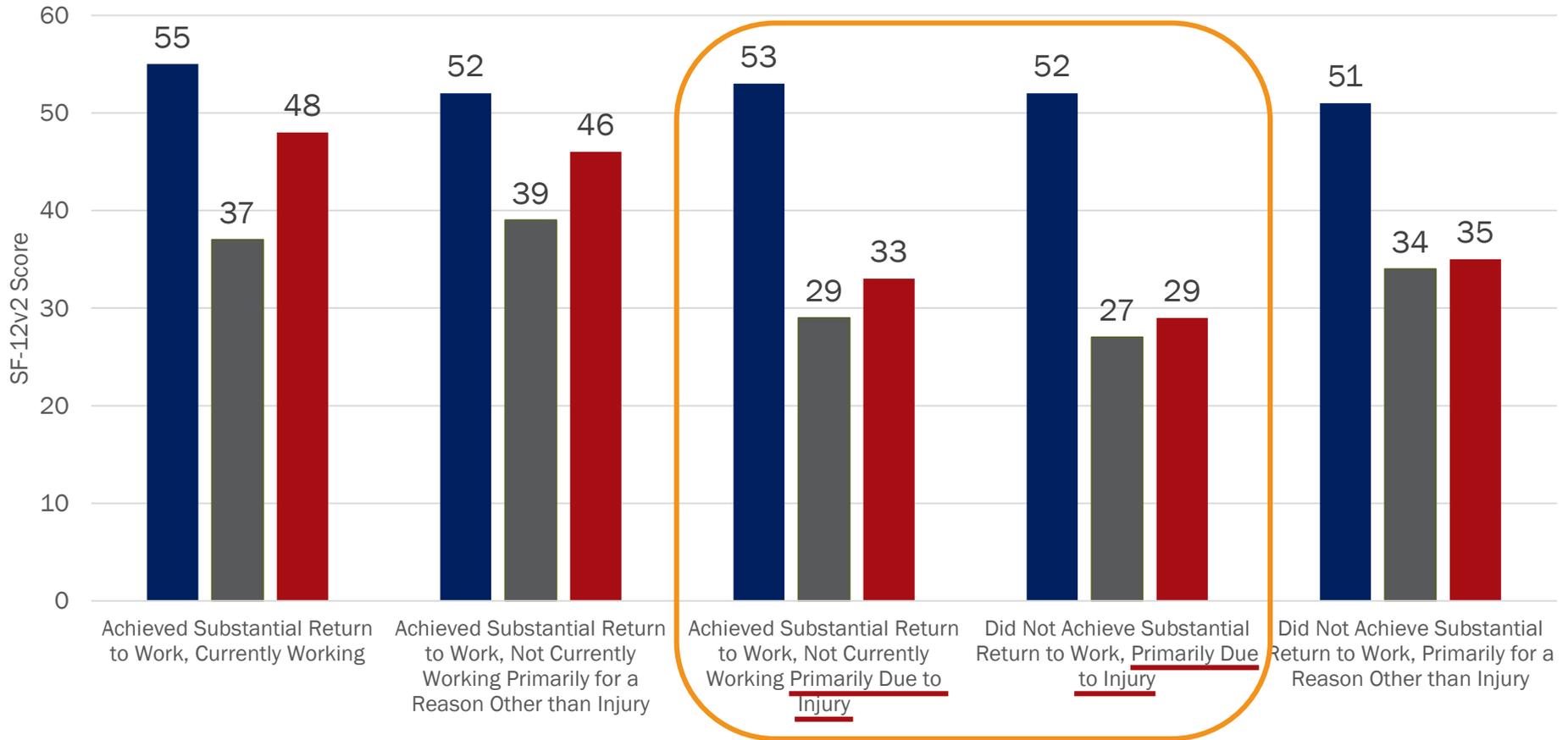
Section 5: Injured Worker Health and Well-Being

Average SF-12v2 Scores



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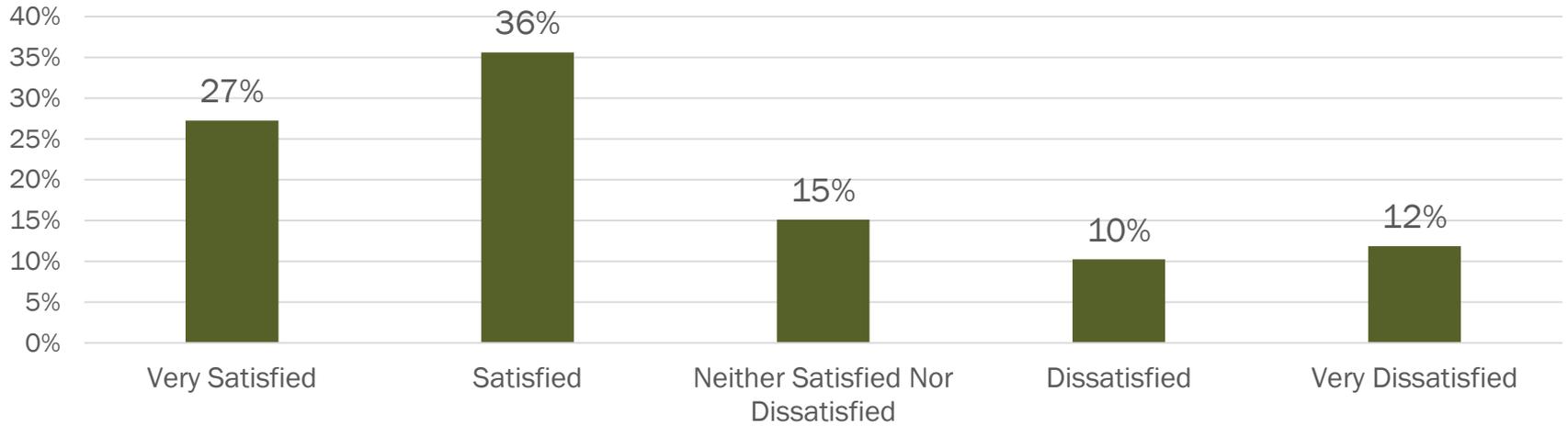
Average SF-12v2 Scores by Return to Work



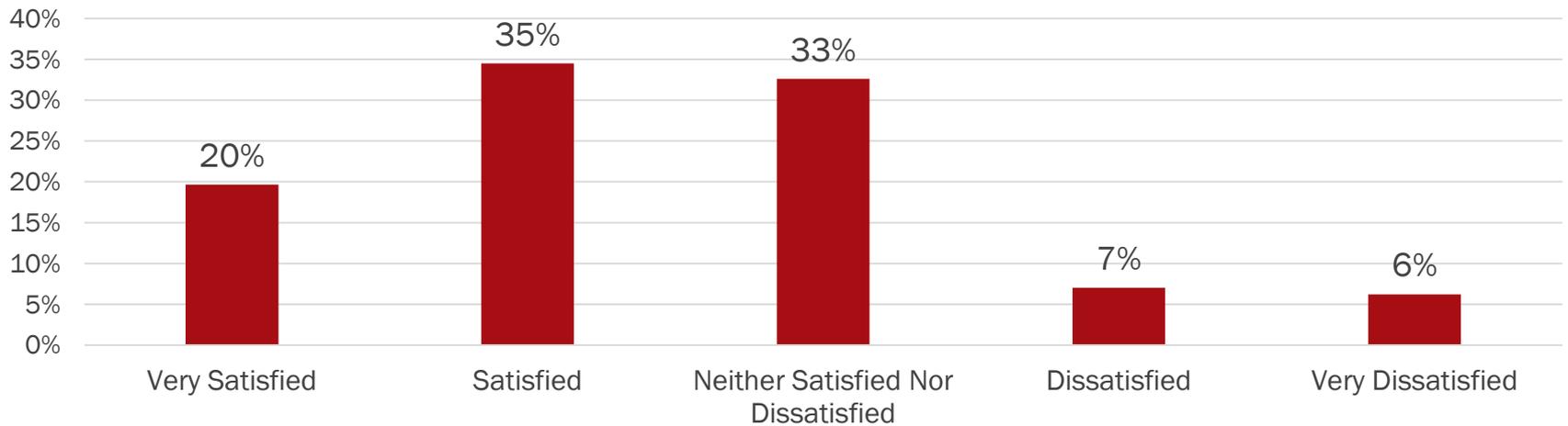
■ Average SF-12v2 Score Before Injury
 ■ Average SF-12v2 Score After Injury
 ■ Average SF-12v2 Score at Time of Survey

Section 6: Other

Satisfaction with Claims Adjustor

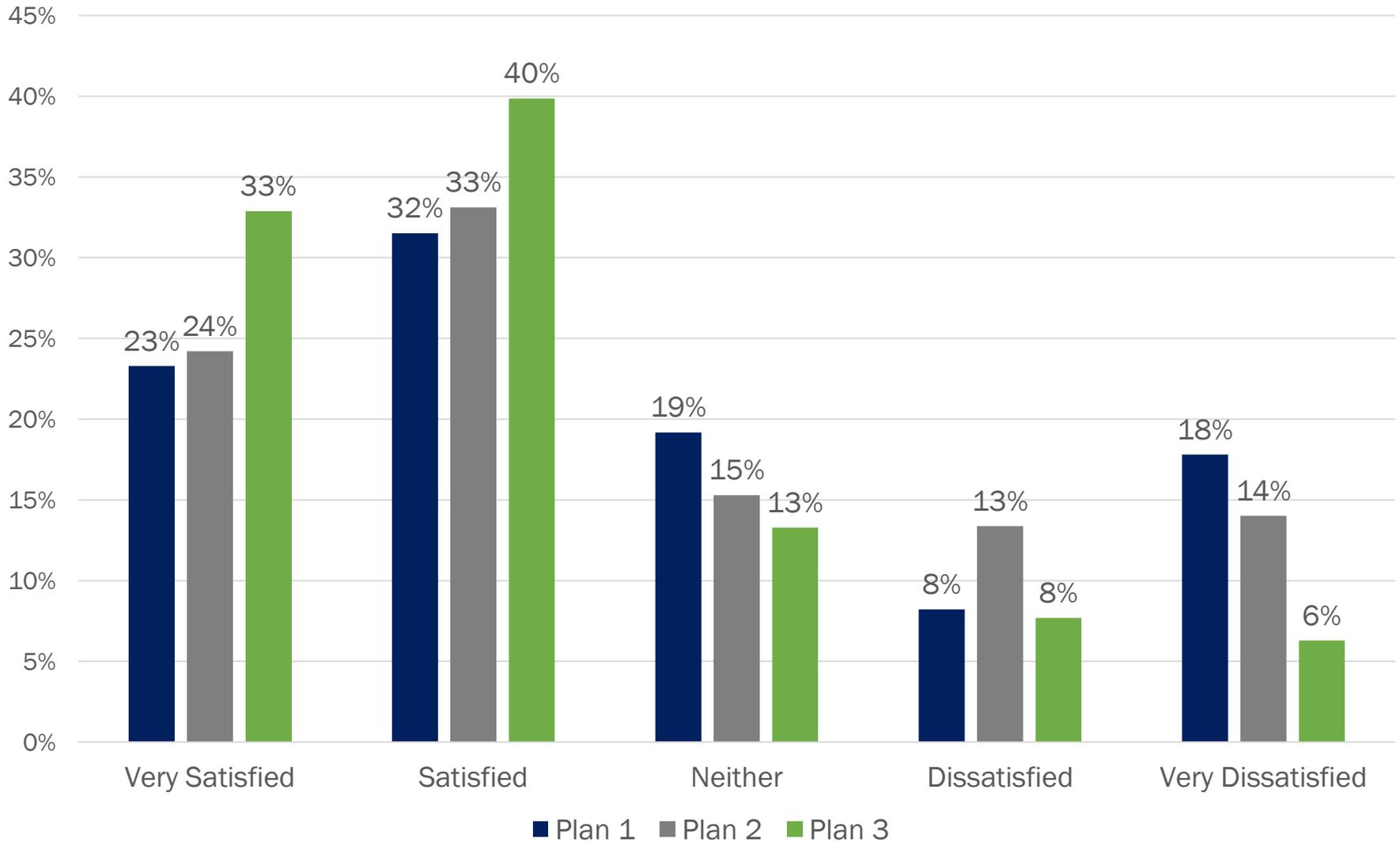


Satisfaction with DLI Customer Service



Section 6: Other

Satisfaction with Claims Adjustor by Plan Type



What's Next?

- **Current: Merging Survey Responses with Claims and Other Data**
- **Analysis**
- **Bias Check: Do characteristics of respondents resemble those of the population?**
- **Injured Worker Comments**
 - Over 50% of respondents left comments about their work comp experience

Questions?/Thank you!

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