

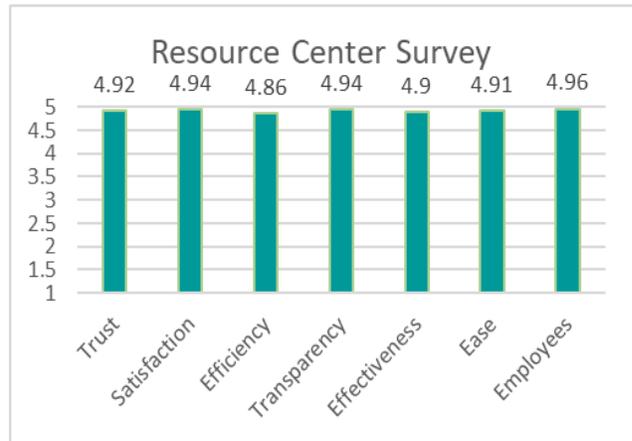
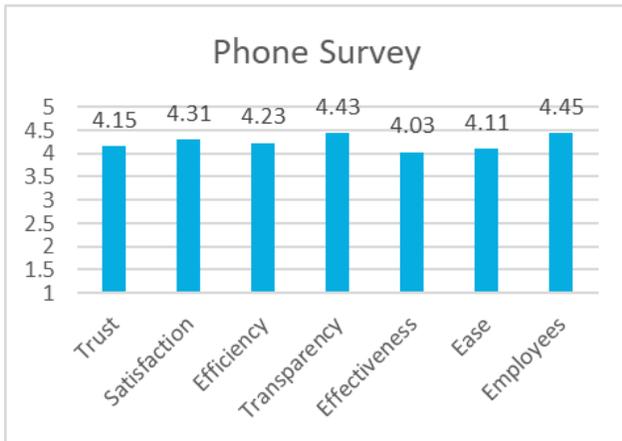
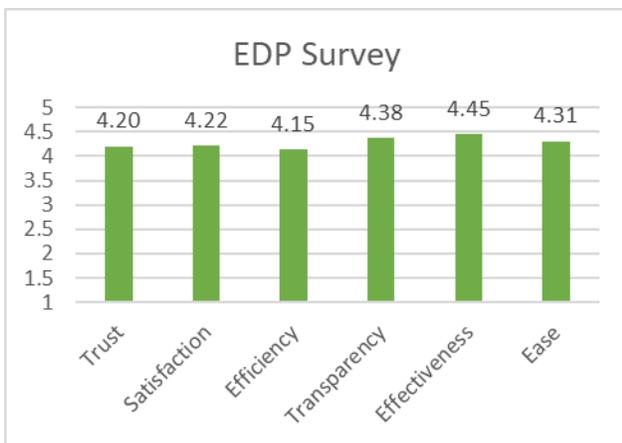
# DEEOIC Ongoing Survey Report Fiscal Year 2023 Quarter 1

## Purpose

The Division of Energy Employees Occupational Illness Compensation (DEEOIC) Outreach and Customer Experience Unit gathers feedback from multiple survey collections to identify deficiencies and develop recommendations to improve the DEEOIC stakeholder experience. Four of these collections are ongoing surveys designed to fit within the OMB Circular A-11 Section 280 (Managing Customer Experience and Service Delivery) guidelines. The four ongoing survey collections are the Energy Document Portal Survey (electronic), Post-Webinar Survey (electronic), Phone Survey (automated), and Resource Center Survey (paper). This report details the scores obtained from these ongoing surveys during the first quarter of FY23 and any associated recommendations from the team’s analysis of the results.

## Results

FY23Q1 results from the four ongoing survey methods are visualized in the charts below. Questions are scored on a five-point scale, with five being the best/most positive. For two of the surveys (Energy Document Portal and Resource Center), the lowest scores on the survey were the efficiency score, while neither score was below 4 of a possible 5. The employee interaction measurement provided the highest scores for two of the four surveys (phone and Resource Center). The lowest score for any data point during the quarter was found on the effectiveness question on the phone survey, scoring a 4.03 out of 5. None of the scores were below 4.0 for this quarter. It is clear from the survey results that the DEEOIC stakeholders appreciate these tools and resources.



## Recommendations

As these scores show high rates of satisfaction with the tools/resources provided, the CX Team has minimal recommendations at this time. Based on the EDP survey, the CX Team does have minor recommendations, mostly focused on education. Additionally, the CX Team supports an Outreach Team proposal that would provide telephone callers with information specific to their place in the queue and an estimated hold time. The team will continue to review the data on a regular basis and provide quarterly reports, and any new recommendations, to DEEOIC management.

## Energy Document Portal Survey

### Background

The Customer Experience (CX) Team developed and implemented an optional survey in the Energy Document Portal (EDP) in July 2022. This survey is available to DEEOIC stakeholders using EDP to upload documentation related to their claim. The CX Team developed questions using the [A-11 Section 280](#) guidelines to focus on the stakeholder’s experience using EDP. Most questions are on a five-point scale, with five being the best/most positive.

### Results

The lowest average score for Q1, 4.15 out of 5, was received on the question related to efficiency (Q: It took a reasonable amount of time to submit my documents in EDP.). The question that received the highest score, 4.45 out of 5, was related to effectiveness (Q: I was able to complete the task I set out to do in EDP).

General overall results indicate that EDP is very well received by stakeholders. Nineteen stakeholders provided feedback in the open response question (Q: Do you have any additional feedback on EDP?). The most common feedback themes included general appreciation for the ability to submit documents electronically (6) and confusion regarding the document categories (3). The remainder of the comments focused on technical issues, confusion about the difference between EDP and ECOMP, and a request to increase the file size of uploads.

One of the questions requested stakeholders to identify the type of document they were submitting. Stakeholders frequently chose the “Claims and Forms – All Others” or “Other Documents”, as 50% of respondents selected one of these two options. The Team has submitted a request to update the upload instructions to include the crossmatch document, which details which document types belong in each category. The Team will monitor the results of this change during upcoming quarters to see if it has any impact on the document type users select.

### Sample of Comments:

- Thank you...it's so much easier to be able to upload everything to this portal. Well done!
- Please allow for more MB when uploading documents. Some uploads would only allow 2 pages. This is time consuming when dealing with several pages to upload.
- How do I retrieve my documents or locate them once I have added them to the library?
- I have done this several times and after having done it several times it was amazingly great but the first time I did it I really struggled with what I was supposed to do. Great for experienced user, a bit scary for first time user!
- Experienced glitches in the system and called for assistance. I was informed there wasn't anything they could assist me with regarding the issues.

### Recommendations/Actions Implemented

The Outreach and Customer Experience Team continue to work with the Business Process Owners (BPOs) in the Performance Management Branch (PMB) to enhance the functionality within the Energy Document Portal to better serve our stakeholders. In the first quarter of FY23, the Form EE-3 (Employment History) and Form EN-20 (Payment Information) were added to EDP. The Team is currently working with the BPOs to help implement additional payment forms (OWCP-915 and OWCP-957) that will allow claimants to submit requests for reimbursement electronically. Additionally, DEEOIC is working to remove the 5MB upload limit within EDP. The EDP survey findings have shown that claimants are frustrated with the upload limit and this change should address those concerns. Lastly, the Outreach and CX Team is working to expand the EDP survey to include stakeholders utilizing the new functionality. The survey was implemented when EDP was used primarily to upload documents to an existing case file. As a result, only those stakeholders using the “Upload Document to Existing Case” option are given the opportunity to take the survey. The expansion of the survey will allow the Team to better measure the impact the new functionality has on our stakeholders.

A-11 Driver	Overall FY22	Q1 FY23
<b>Number Surveyed</b>	<b>119</b>	<b>55</b>
<b>Trust</b>	3.92	4.20
<b>Satisfaction</b>	3.47	4.22
<b>Efficiency</b>	3.99	4.15
<b>Transparency</b>	4.30	4.38
<b>Effectiveness</b>	4.44	4.45
<b>Ease</b>	4.33	4.31
<b>Employees</b>	-	-

Type of Document Submitted	Count
Other Documents	16
Claims and Forms - All Others	11
Waivers or Partial Waivers to Recommended Decision	9
Medical Records	8
Employment Evidence	5
Objections to Recommended Decision Including Hearing Documents	2
Home Health Care Documents	1
Phone or Address Change	1
Reopening Request	1
Telephone Records	1

## Webinar Survey

### Background

The Customer Experience (CX) staff revised an existing post-webinar survey for webinar attendees to better align with OMB Circular [A-11 Section 280](#) guidance. The new survey was deployed in FY22 Q2. This survey is sent via email to all webinar attendees. Seven questions are on a five-point scale, with five being the best/most positive. Two questions are open-ended, and one question is multiple choice.

### Results

In FY23 Quarter 1, there were two webinars, and the results are reported in aggregate. The lowest average score, 4.16 out of 5, was received on the question related to trust (Q: This interaction increased my trust in DEEOIC). The question that received the highest score, 4.71 out of 5, was related to employees (Q: The employees presenting this webinar were helpful).

	Overall FY22	Q1 FY23
<b>Number Surveyed</b>	147	32
<b>Trust</b>	3.98	4.16
<b>Satisfaction</b>	4.03	4.38
<b>Efficiency</b>	4.25	4.38
<b>Transparency</b>	4.39	4.65
<b>Effectiveness</b>	4.29	4.66
<b>Ease</b>	4.42	4.72
<b>Employees</b>	4.44	4.71

General overall results indicate that webinars are well received by stakeholders. During Quarter 1, all questions received an average response of greater than 4. The two open-response questions ask participants to report the most and least valuable parts of the webinar, and to provide suggestions for future topics. Typically, respondents report on what was valuable, and very few respondents report on least valuable parts, with the exception of a few participants who expressed confusion or displeasure with other parts of the claims process.

The multiple-choice questions ask participants how they heard about the webinar, and 84% of webinar survey respondents reported that they became aware of the webinar via email.

### Sample of Comments for Most and Least Valuable Parts of Webinar

- I didn't think there was anything that fell under the "least valuable", but the most valuable part was showing us the website walking through the navigation of it. The website itself is not always easy to navigate and I'm pretty savvy.
- You are not helping the people who are trying to get into their information. And, you don't seem to care about the people who need help when you are changing things all the time. I have tried and tried to get into my OWCP account, and I get so far and then it stops and won't let me go any further and then I start over again. Have you tried going through the many steps to get into the account?
- Most Valuable: Discussion on continuing to bill until approved authorization expires. Least valuable: Not having fee schedule info.
- The most valuable part of the webinar was the clarification on attendees' questions.
- The webinar was well prepared and very informative. It felt a little rushed during the questions

### Sample of Comments for Suggestions for Future Webinar Topics

- Issues of communication between CNSI as a subcontractor and recipients. Response from employees of DEEOIC to recipients are good.
- What numbers to call and who to get in touch with when you have problems trying to get into the system. A lot of us are old and have health problems and your information doesn't help us.
- CNSI troubleshooting - how to get questions answered timely
- Home Care Authorization submission
- Durable Medical Equipment

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## Webinar Survey (continued)

### Recommendations/Actions Implemented

After every webinar, the Outreach and CX Team review suggestions and requests for webinar topics to determine the upcoming webinar topics/schedule. After review of the survey feedback, the Team would like to recommend the following two webinar topics in the upcoming fiscal year: CNSI/Medical Bill Processing and Tools and Resources.

Stakeholders have been vocal about their confusion or frustration related to the medical bill process on multiple survey instruments and the Team feels that a webinar hosted by CNSI would be well received. A Tools and Resources webinar would serve to provide stakeholders with valuable information on forms, systems, and digital information that may help make navigating the claims process easier. The Team acknowledges that similar webinars have been done in the past, but DEEOIC has made many improvements or changes in these areas recently (including many EDP enhancements and an upcoming change to pharmacy benefits) and it would be worthwhile to revisit these topics. Additionally, the Outreach and CX Team has been working to identify ways to better promote existing webinar presentations on our website to make them more accessible to website visitors.

During the first quarter of FY23, the Outreach and CX Team planned a medical billing codes webinar on short notice after [Bulletin 23-03](#) (New Billing Authorization Codes for Home and Residential Health Care) was sent out in late October. DEEOIC received questions from medical providers related to this bulletin and the webinar was designed to clear up confusion and address any ongoing questions related to the new billing codes. Additionally, the Team has been more involved in crafting presentations to ensure that the material being presented is appropriate, and easily digestible, for the intended audience. Feedback and suggestions gathered from webinar surveys will continue to be reviewed and analyzed to develop upcoming FY23 webinars.

## Phone Survey

### Background

The Customer Experience staff revised an existing phone survey in FY22 Q1 as the prior survey did not align with OMB Circular [A-11 Section 280](#) guidance. This survey is offered to stakeholders who call DEEOIC phone lines. Seven questions are on a five-point scale, with five being the best/most positive. One question is multiple choice and used only to differentiate between service designations for quarterly high-impact service provider (HISP) reporting.

### Results

For FY23 Q1, the lowest average score, 4.03 out of 5, was received on the question related to effectiveness (Q: My need was addressed). The question that received the highest score, 4.45 out of 5, was related to employee interaction (Q: The representative was committed to solving my problem). General overall results continue to suggest that assistance gathered through our phone lines is well received by stakeholders as phone survey scores are routinely above a 4 (agree). The effectiveness score saw a decrease from the FY22 average of 4.21 to 4.03 in the first quarter. While this rating is still considered high, the Team has taken note of this and will closely monitor this driver to ensure that there has not been a substantive change in the effectiveness of this service.

	Overall FY22	Q1 FY23
<b>Number Surveyed</b>	<b>275</b>	<b>61</b>
<b>Trust</b>	4.14	4.15
<b>Satisfaction</b>	4.36	4.31
<b>Efficiency</b>	4.18	4.23
<b>Transparency</b>	4.51	4.43
<b>Effectiveness</b>	4.21	4.03
<b>Ease</b>	4.23	4.11
<b>Employees</b>	4.49	4.45

### Recommendations/Actions Implemented

In the first quarter of FY23, the Resource Center contractors were given access to the interactive voice response (IVR) reporting system. This access allows them to see real-time data related to wait times as well as answered versus abandoned calls. As a result, the average answer speed dropped by approximately one minute and twenty seconds after access was granted in mid-November. This access will allow the contractors to monitor their performance and respond as necessary.

## Resource Center Survey

### Background

The Customer Experience (CX) staff revised an existing survey for Resource Center visitors to better align with OMB Circular [A-11 Section 280](#) guidance. The new survey was deployed in FY22 Q4. This survey is available to all visitors at the 11 Resource Centers. Six questions are on a five-point scale, with five being the best/most positive. Two questions are multiple choice, one is a yes/no, and one is open-ended.

### Results

The lowest average score, 4.86 out of 5, was received on the question related to efficiency (Q: My Resource Center visit took a reasonable amount of time.). The question that received the highest score, 4.96 out of 5, was related to employees (Q: Employees I interacted with today were helpful).

General overall results indicate that Resource Centers are very well received by stakeholders. During Quarter 1, all questions received an average response of between 4.86 and 4.96 which is a higher average than any other surveys. Based on survey results, it appears that the majority of Resource Center customers visit to file a claim or to submit documents.

	Overall FY22	Q1 FY23
<b>Number Surveyed</b>	<b>76</b>	<b>104</b>
Trust	4.86	4.92
Satisfaction	4.96	4.94
Efficiency	4.93	4.86
Transparency	4.93	4.94
Effectiveness	4.92	4.90
Ease	4.96	4.91
Employees	4.97	4.96

Please indicate the reason for your visit today	Count
Filing a claim	37
Submitting Documents	26
Other	17
Medical bill payment assistance	9
Completing an Occupational History	5
Status of Claim	2
General Program Information	2

Which Resource Center did you visit?	Count
Savannah River	33
Espanola	23
Oak Ridge	15
Paducah	13
Las Vegas	8
Idaho	3
Portsmouth	3
Hanford	2
Denver	1

If your questions/issues were not resolved, did the employee provide a date when you could expect a follow-up contact?	Count
Yes	43
No	1
n/a	43

### Sample of Comments

- They are fast and efficient, and I have used this office for almost 20 years now.
- Employee made me feel comfortable, physical at ease enough to talk about my late husband and not cry. Thank you. God healing hands.
- This is the 4th time I have made claims. 3 for relatives & today for myself. This resource center is an invaluable service to the community. The Best! Outstanding service!
- While the Hanford Resource Center have been most helpful with the DEEOIC interfaces & helpful with dealing with DOL, we cannot say the same or anything like it while dealing with the London KY mail room or the Cincinnati OH office as well as the Ombudsman in D.C. London KY: Letter misdirected as a claim for cost reimbursement (drug cost was zero) No reply was received as requested. Cincinnati OH: Requests for help regularly ignored (not responded to) when CE offered on independent review this was never forthcoming. The same Mr. No responded. Note in the James Bond Movie/Storm. Dr. No was the evil person. The independent review offered never came to pass. Washington DC: The letter to the Ombudsman was never replied to.
- This was a drop in visit to submit documents. All was handed well and professionally.

### Recommendations/Actions Implemented

There are no recommendations or actions at this time. The scores from the Resource Center survey are very high across the board. The Team will continue to collect and analyze responses, providing recommendations as necessary.