

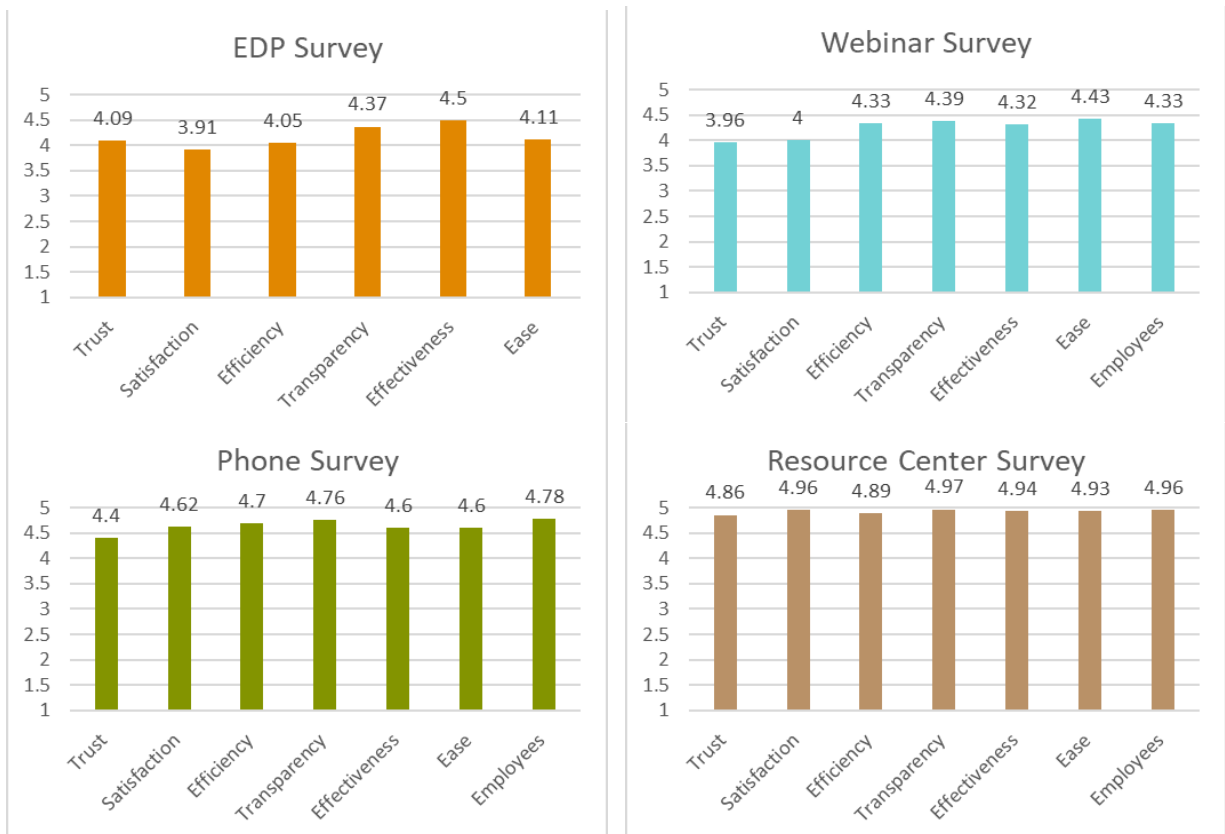
DEEOIC Ongoing Survey Report Fiscal Year 2023 Quarter 2

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 second quarter of FY23 and any associated recommendations from the team’s analysis of the results.

Results

FY23 Quarter 2 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 three of the surveys (Resource Center, webinar, and phone), the lowest scores on the survey were related to the trust metric. The scores for the trust metric ranged from 3.96 to 4.86. The Resource Center survey had the highest scores across the board. Every question on the Resource Center survey during this quarter received an average of 4.86 or higher. The lowest score for any data point during the quarter was found on the satisfaction question on the Energy Document Portal survey, scoring a 3.91 out of 5. Only one other score, the trust score from the webinar survey, was 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 continue to reflect high rates of satisfaction with the tools/resources provided, the Outreach and Customer Experience Team has minimal recommendations at this time. The Team has identified several webinar topics as a direct result of feedback and will propose them to management for approval and implementation, more information can be found within the webinar section of the report. Additionally, the Team continues to collaborate with the Performance Management Branch (PMB) on ongoing enhancements/updates for the Energy Document Portal. 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) staff 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 questions were developed using the OMB Circular [A-11 Section 280](#) guidelines and focus on the stakeholder’s experience using EDP. Most questions are on a five-point scale, with five being the best/most positive. The Energy Document portal survey was updated on March 30th and is now offered to claimants and Authorized Representatives using additional functionality within EDP. The FY23Q2 report only includes responses on the original format.

Results

In FY23 Quarter 2, the lowest average score for Q2, 3.91 out of 5, was received on the question related to Satisfaction (Q: Please rate your experience with EDP today.). The question that received the highest score, 4.50 out of 5, was related to effectiveness (Q: I was able to complete the task I set out to do in EDP).

Results indicate that EDP continues to be well received by stakeholders as almost all questions received a score of 4.0 or higher. Twenty-three 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 (10) and difficulties uploading new documents (4). The remainder of the comments focused on technical issues, recommendations for alternate file types to be uploaded, and difficulties navigating the web portal.

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 42% of respondents selected one of these two options. The Team has recently made a change to update the upload instructions that include easier access to 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.

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23
Number Surveyed	119	55	45
Trust	3.92	4.20	4.09
Satisfaction	3.47	4.22	3.91
Efficiency	3.99	4.15	4.05
Transparency	4.30	4.38	4.37
Effectiveness	4.44	4.45	4.50
Ease	4.33	4.31	4.11
Employees	-	-	-

Type of Document Submitted	Count
Claims and Forms - All Others	13
Medical Records	10
Other Documents	6
Waivers or Partial Waivers to Recommended Decision	4
Employment Evidence	3
Objections to Recommended Decision Including Hearing Documents	3
Phone or Address Change	3
Survivorship Evidence	2
Identification of Authorized Representative	1

Sample of Comments:

- The EDP is easier to use, and the response time faster now than it was several months ago. Thank you for the improvements.
- If my forms are received and acted on, this is a fantastic way to submit information. If it doesn't work, then it was a waste of my time. Thank you very much. Just hoping this works.
- 1. It would be helpful to include a "Research" label; there are a lot of these files to upload in conjunction with medical opinion letters. 2. How is a "Reconsideration Request" different from an "objection to recommended decision"? 3. Why can't you upload an EE-1 and EE-3 to the EDP? Faxing or mailing those to a Resource Center just creates an extra step that slows down the process and reduced image quality even further. 4. Increase the file size limit.
- In the category of submissions, could you kindly add one more item: "New Submission consideration"? Thanks.

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Energy Document Portal Survey (continued)

Recommendations/Actions Implemented

The Outreach and Customer Experience (OCXU) Team continues 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. As a result of prior feedback, DEEOIC removed the 5MB upload limit within EDP. Stakeholders had expressed frustration with the original upload limit and the Team believes that this change should address those concerns and ease the burden on the stakeholder. Additionally, the Team worked with the BPOs to help implement additional payment forms (OWCP-915 and OWCP-957) that will allow claimants to submit requests for reimbursement electronically. After the implementation of these new forms, the Outreach and CX Team worked to expand the EDP survey to include stakeholders utilizing any of the enhanced features within EDP. Previously, 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 is given the opportunity to take the survey. By expanding the scope of the service and survey, the Team will obtain more robust feedback on the service. While retooling the survey to accommodate users utilizing the new functionality, an additional question was added to the survey which allows respondents to give feedback related to any technical issues they may experience. The OCXU team will monitor this feedback and will implement necessary changes to better serve our stakeholders.

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 2, there were three webinars, and the results are reported in aggregate. The overall results continue to reflect the stakeholder’s appreciation for the webinars. During Quarter 2, six of the seven questions received an average response of 4.0 or higher. The lowest average score, 3.96 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, 4.43 out of 5, was related to ease (Q: It was easy to attend this webinar).

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23
Number Surveyed	147	32	98
Trust	3.98	4.16	3.96
Satisfaction	4.03	4.38	4.00
Efficiency	4.25	4.38	4.33
Transparency	4.39	4.65	4.39
Effectiveness	4.29	4.66	4.32
Ease	4.42	4.72	4.43
Employees	4.44	4.71	4.33

The survey includes several other questions that allow OCXU to identify areas for improvement. One question asks participants to indicate how they heard about the webinar. It is clear from

the responses that the current webinar marketing tactics are working well as 82% of survey respondents identified that they heard about the webinar via email. An additional 10% of survey respondents learned about the webinar from the Energy Program Website. The open response questions on the webinar survey ask respondents to identify the most and least valuable parts of the webinars as well as request suggestions for future topics. When asked about the most and least valuable parts of the webinar, survey respondents tend to focus mainly on the content that they found particularly valuable with very few respondents communicating what they specifically disliked about the webinars. When discussing future topics, several stakeholders expressed their interest in seeing examples so that they can better understand and apply the knowledge to their particular cases.

Sample of Comments for Most and Least Valuable Parts of Webinar

- The most valuable part of the webinar was meeting Mr. Godfrey in virtual space and the least valuable part was that there wasn't any immediate description of keeping the dialog going.
- The parts about conduct could have used some examples. I thought the concept of the conduct rules was pretty straight forward and common sense. Probably didn't need a ton of explanation, but more examples. My question didn't get answered.
- Most valuable - having complicated information "translated" for better understanding by an expert. The speaker clearly knows his topic.
- The explanations of causation and the explanation of how Covid-19 could be a possible accepted condition.
- Most valuable - the clear way that the presumption process was explained. Least valuable - the instructions at the beginning about how to use the controls on the webinar screen.
- The most valuable part of the webinar is the speaker communicates with the audience and takes a complicated topic and is able to simplify. It is always a pleasure listening to him speak.
- Most valuable was information to expect to receive new white card and that we could use our old card until that time. Also, information on what we should advise our pharmacy to do if there are questions. Contact information was also valuable.

Sample of Comments for Suggestions for Future Webinar Topics

- Managing AR expectations for the SEM database; Managing medical benefits stemming from multiple exposures; AR expectations when dealing with physicians; Accepted conditions and consequential conditions: an overview; Financial benefits.
- Provider information/ appeals processes/ accepted conditions, consequential dx codes. Provider billing rules and regulations. How to get my claims paid.
- Adding consequential illnesses and the proper way to file them for us newer folks.
- Conditions claimed that are actually symptoms and not a diagnosis. Example, I understood pulmonary fibrosis as a result and/or symptom of exposure, yet many claimants want to file a claim for this when they don't have a diagnosis of COPD, asbestosis, or silicosis.
- The process after the Impairment Rating is submitted to DEEOICP by the physician.
- The procedures and process for part E claimants.
- Illness evaluation process by the doctors.

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 reviewing the survey feedback, the Team would like to recommend the following two webinar topics in the upcoming fiscal year:

- Filing for additional medical conditions, including consequential conditions
- Overview of Impairment Claim Process

Several suggestions related to adding new conditions after a claim has been approved, including adding consequential conditions. Based on the suggestions received, the Team feels that a webinar covering how and when to file for new conditions and explaining the difference between consequential conditions and new conditions related to toxic exposure would be responsive to the customer feedback provided in the survey. There were also several suggestions related to impairment claims and impairment evaluations. Based on these suggestions, a webinar providing an overview of the impairment claims process would also be beneficial.

The Team will continue to review the webinar surveys and will provide suggestions relative to the feedback received from the stakeholders in making recommendations with upcoming FY23 and FY24 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 Quarter 2, the lowest average score, 4.4 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, 4.78 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 4.0. The recent quarter (FY23 Q2) showed improvements in all categories as compared to the previous quarter (FY23 Q1) as well as improvements in all categories as compared to the averages from FY22.

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23
Number Surveyed	275	61	52
Trust	4.14	4.15	4.40
Satisfaction	4.36	4.31	4.62
Efficiency	4.18	4.23	4.70
Transparency	4.51	4.43	4.76
Effectiveness	4.21	4.03	4.60
Ease	4.23	4.11	4.60
Employees	4.49	4.45	4.78

Recommendations/Actions Implemented

Due to consistently increasing average scores, there are no recommendations at this time. Actions implemented in FY23 Q1 included expanded use of the interactive voice response (IVR) reporting system by Resource Centers, which resulted in a lower average answer speed by one minute and twenty seconds.

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

General overall results continue to indicate that Resource Centers are very well received by stakeholders as the scores remain consistent quarter to quarter. During Quarter 2, all questions received an average response of between 4.86 and 4.97 which is a higher average than any other surveys. For FY23 Quarter 2, the lowest average score, 4.86 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, 4.97 out of 5, was related to transparency. (Q: I was treated fairly today). The employee focused question (Q: Employees I interacted with today were helpful) received the second highest score, 4.96 out of 5.

Based on survey results, it appears that the majority of Resource Center customers visit to file a claim or to submit documents. A total of 58% of Resource Center survey respondents indicated that they visited for these reasons. The overwhelming majority of survey respondents were able to either resolve their issue during the visit in question or schedule a follow-up. Only 3 of the 126 survey respondents, approximately 2%, indicated that they did not receive a date when they would expect a follow-up contact related to their concern.

A-11 Driver	Overall FY22	Q1 FY23	Q2 FY23
Number Surveyed	76	104	126
Trust	4.86	4.92	4.86
Satisfaction	4.96	4.94	4.96
Efficiency	4.93	4.86	4.89
Transparency	4.93	4.94	4.97
Effectiveness	4.92	4.90	4.94
Ease	4.96	4.91	4.93
Employees	4.97	4.96	4.96

Which Resource Center did you visit?	Count
Savannah River	39
Espanola	27
Oak Ridge	23
Las Vegas	15
Paducah	11
Idaho	4
California	1
Hanford	1
New York	1

Please indicate the reason for your visit today.	Count
Filing a claim	49
Submitting documents	21
Completing an Occupational History Questionnaire	15
Medical bill payment assistance	14
Status of your claim	9
Travel or Mileage Reimbursement	5
General program information	3
Request reopening	2
Other	1

If your questions/issues were not resolved, did the employee provide a date when you could expect a follow-up contact?	Count
Yes	63
No	3
n/a	51

Sample of Comments

- These employees went over and above to answer all of my questions and concerns. These ladies demonstrated kindness, compassion, and professionalism each time we talked. Thank you for having such kind employees representing your agency.
- The employee was easy to work with, she was patient and professional.
- The visits here were very helpful and dealt with promptly. Very satisfied.
- This center has always been helpful with my needs.
- Great service, this is very much needed to help employees with medical needs.
- The RC staff are always courteous and helpful.

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.