

The New York State Workers' Compensation Board is examining how well the workers' compensation system is operating for you. Your thoughts, questions and feedback are important.

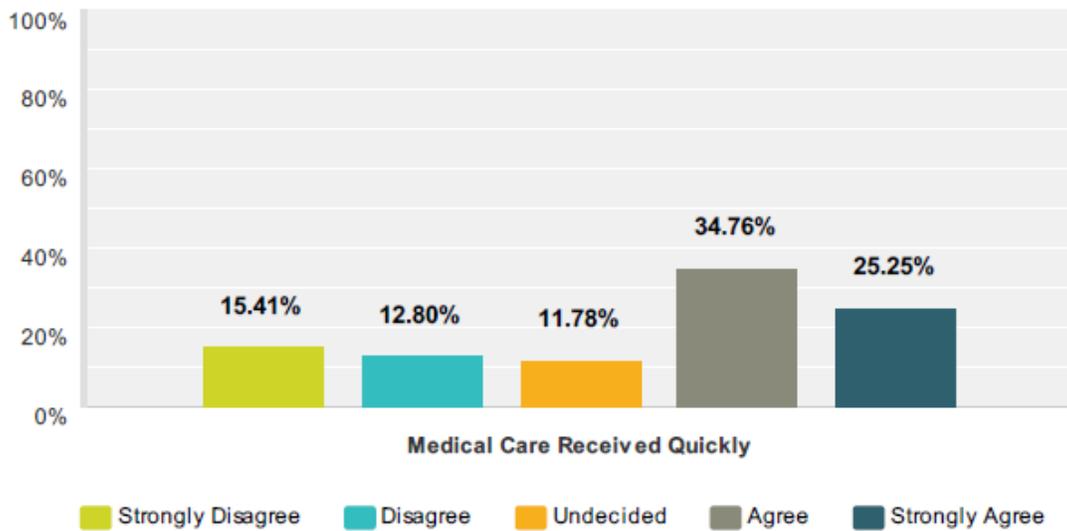
As of June 26, 2014, the Board has received 8,440 responses to the **Injured Worker Survey**. Your voice matters. Here is what you've had to say:

Question 1 asks "I received medical care quickly for my injury or illness".

Out of the 8,345 responses, 1,286 (15.41%) Strongly Disagree, 1,068 (12.80%) Disagree, 983 (11.78%) Undecided, 2,901 (34.76%) Agree, and 2,107 (25.25%) Strongly Agree.

Q1 I received medical care quickly for my injury or illness

Answered: 8,345 Skipped: 95

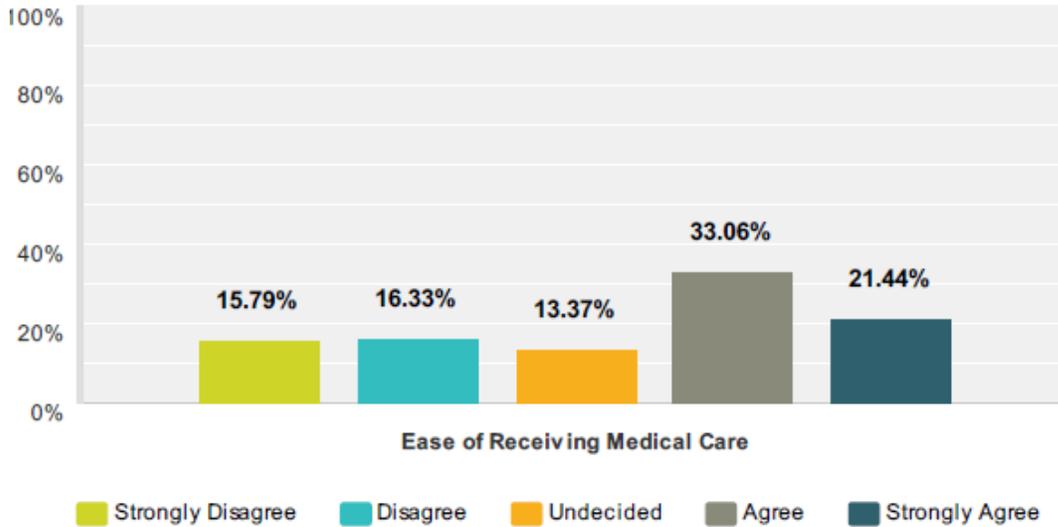


Question 2 asks “It was easy for me to get medical care for my injury or illness”.

Out of the 8,296 responses, 1,310 (15.79%) Strongly Disagree, 1,355 (16.33%) Disagree, 1,109 (13.37%) Undecided, 2,743 (33.06%) Agree, and 1,779 (21.44%) Strongly Agree.

Q2 It was easy for me to get medical care for my injury or illness.

Answered: 8,296 Skipped: 144

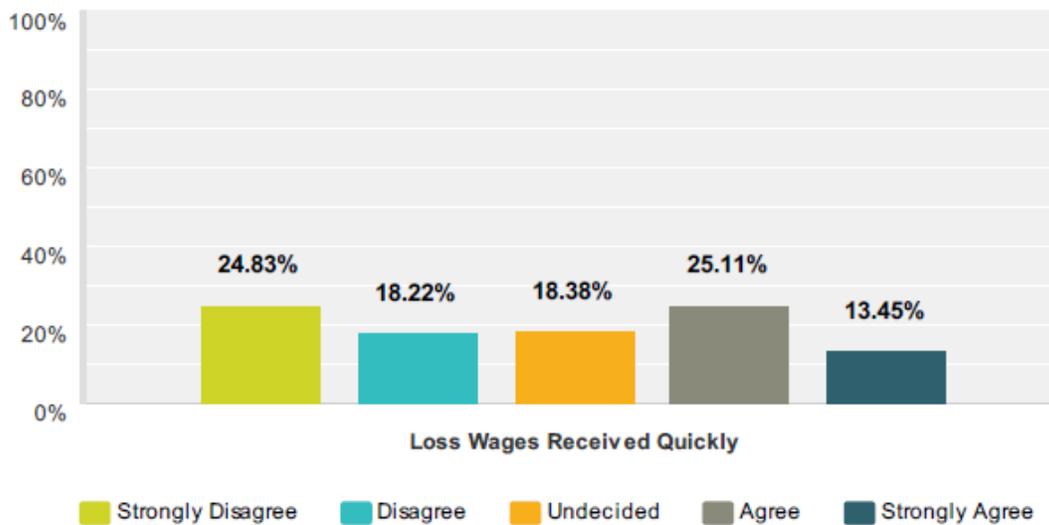


Question 3 asks “I received my lost wages quickly in my workers’ compensation claim”.

Out of the 8,012 responses, 1,989 (24.83%) Strongly Disagree, 1,460 (18.22%) Disagree, 1,473 (18.38%) Undecided, 2,012 (25.11%) Agree, and 1,078 (13.45%) Strongly Agree.

Q3 I received my lost wages quickly in my workers' compensation claim.

Answered: 8,012 Skipped: 428

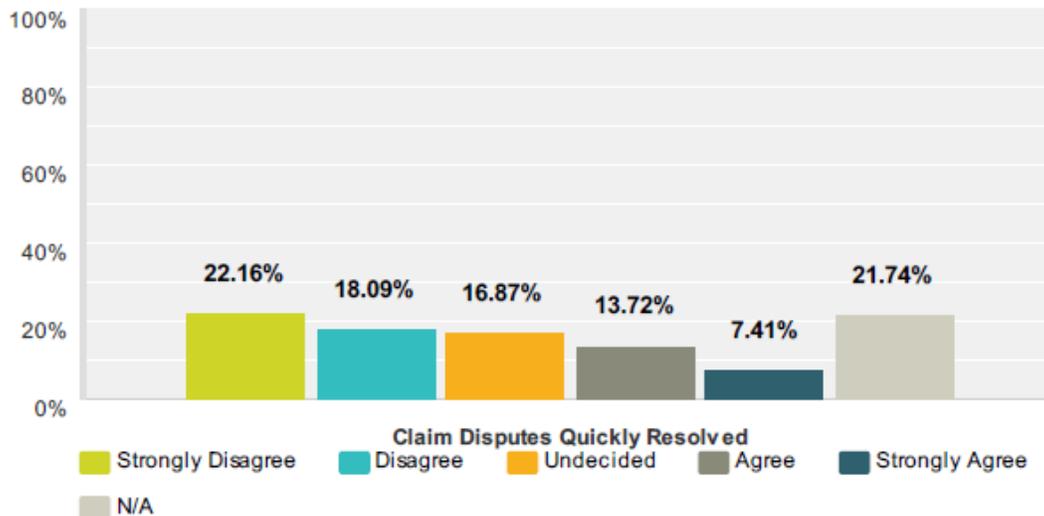


Question 4 asks “Disputes in my claim were quickly resolved. If there were no disputes, choose N/A”.

Out of the 8,081 responses, 1,791 (22.16%) Strongly Disagree, 1,462 (18.09%) Disagree, 1,363 (16.87%) Undecided, 1,109 (13.72%) Agree, and 599 (7.41%) Strongly Agree, 1,757 (21.74%) responded N/A.

Q4 Disputes in my claim were quickly resolved. If there were no disputes, choose N/A.

Answered: 8,081 Skipped: 359

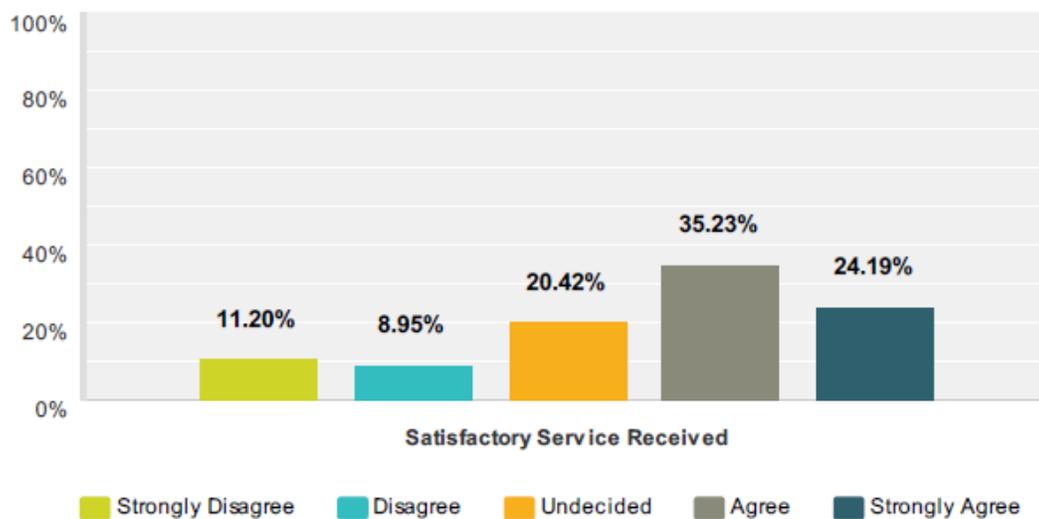


Question 5 asks “I received good service from the Workers’ Compensation Board”.

Out of the 8,242 responses, 923 (11.20%) Strongly Disagree, 738 (8.95%) Disagree, 1,683 (20.42%) Undecided, 2,904 (35.23%) Agree, and 1,994 (24.19%) Strongly Agree.

Q5 I received good service from the Workers' Compensation Board.

Answered: 8,242 Skipped: 198

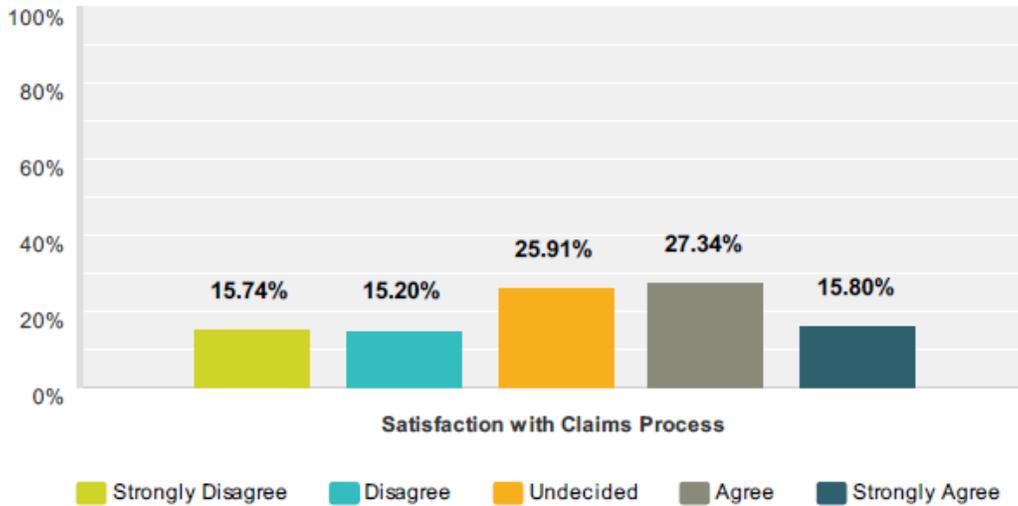


Question 6 asks “Overall, I am satisfied with how my claim was handled by everyone in the process”.

Out of the 8,258 responses, 1,300 (15.74%) Strongly Disagree, 1,255 (15.20%) Disagree, 2,140 (25.91%) Undecided, 2,258 (27.34%) Agree, and 1,305 (15.80%) Strongly Agree.

Q6 Overall, I am satisfied with how my claim was handled by everyone in the process.

Answered: 8,258 Skipped: 182

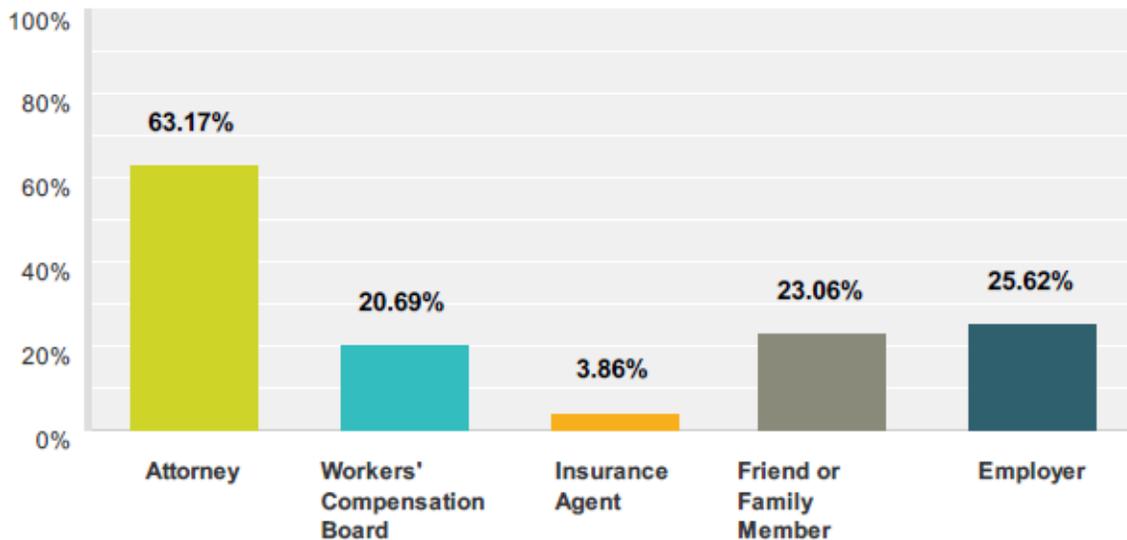


Question 7 asks “Who told you what to do to receive your benefits? You may choose more than one answer”.

Out of 7,298 responses, 4,610 (63.17%) responded Attorney, 1,510 (20.69%) responded Workers' Compensation Board, 282 (3.86%) responded Insurance Agent, 1,683 (23.06%) responded Friend or Family Member, and 1,870 (25.62%) responded Employer.

Q7 Who told you what to do to receive your benefits? You may choose more than one answer.

Answered: 7,298 Skipped: 1,142

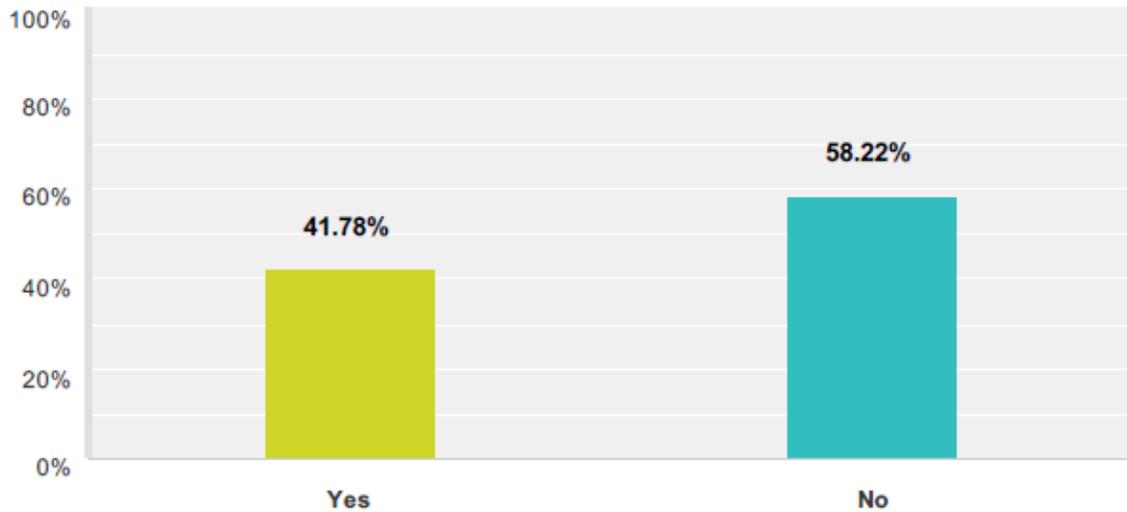


Question 8 asks “Were you provided with information or training about Return to Work options?”

Out of 7,508 responses, 3,137 (41.78%) responded “Yes” and 4,371 (58.22%) responded “No”.

Q8 Were you provided with information or training about Return to Work options?

Answered: 7,508 Skipped: 932



Question 9 asks “Do you believe you would not have been hurt if your job had better safety procedures?”

Out of 7,577 responses, 4,821 (63.63%) responded “Yes” 2,756 (36.37%) responded “No”.

Q9 Do you believe you would not have been hurt if your job had better safety procedures?

Answered: 7,577 Skipped: 863

