



Workers' Compensation Board

May 8, 2019

IME Committee

Injured Worker Experience Discussion

IME Advisory Committee

Proposed Schedule

- IME Provider Access – *Thursday, March 14*
- Scheduling & Timing ← *Tuesday, April 9*
- Injured Worker Experience – *Wednesday, May 8*
- Cost of IMEs – *Thursday, June 13*
- Quality of Reports – *Tuesday, July 9*
- Process – *Wednesday, August 7*
- Fraud & Abuse – *Tuesday, September 10*
- Review & Discuss Report – *Thursday, October 10*
- Draft Report – *Wednesday, November 13*
- Final Report – *Thursday, December 12*

Agenda & Topics for Injured Worker Experience

Agenda Topic	Time Allocation
Intro & Recap of Injured Worker Experience Data	15 minutes
Injured Worker Experience Survey Discussion	120 minutes
Location	
Professionalism	
Wait times	
Duration of IME	
Accuracy of the opinion (per injured worker)	
Recording of exams	
Education regarding IME process/outcomes	
Wrap-up and Overview of May meeting	15 minutes

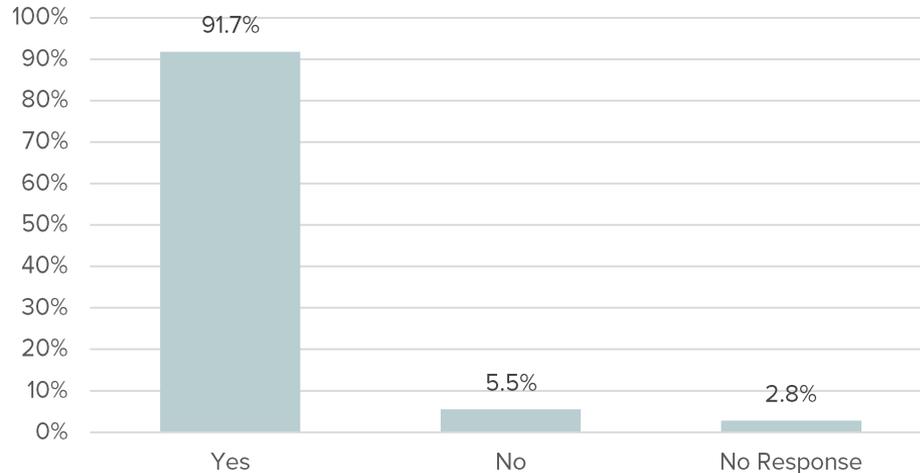
Injured Worker Experience

Survey Findings

- Majority stated:
 - Location was convenient
 - Medical office was clean
 - Provider/staff were professional
- 2/3 stated that they had to wait 15 minutes or more to be seen by the provider
- Less than 1/2 stated that the physical examination was less than 15 minutes long
- Less than 1/2 stated that their IME report was not a fair representation of their examination

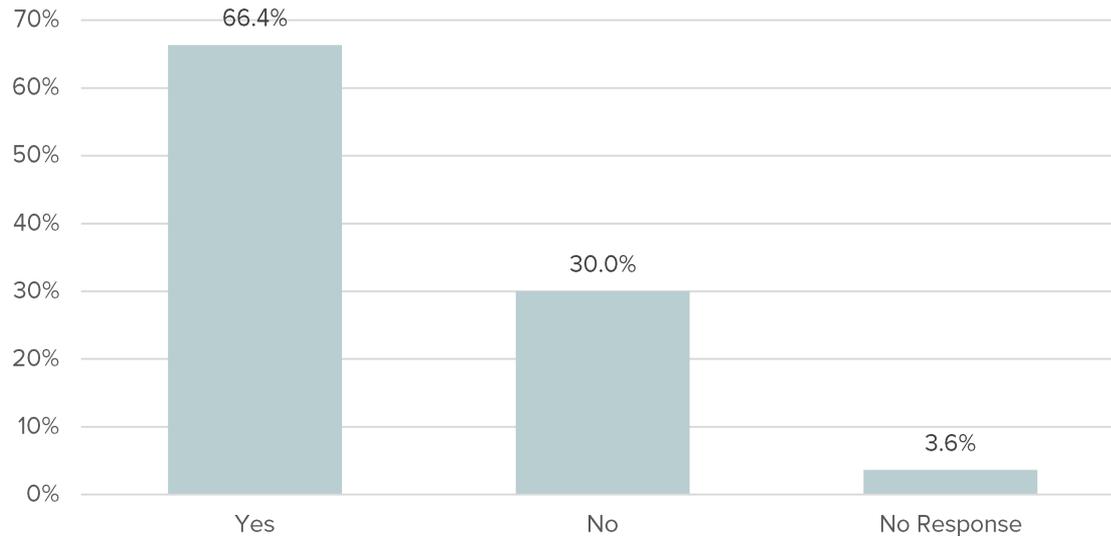
Injured Worker Experience Survey

Q1: Did you attend an IME in August 2018?



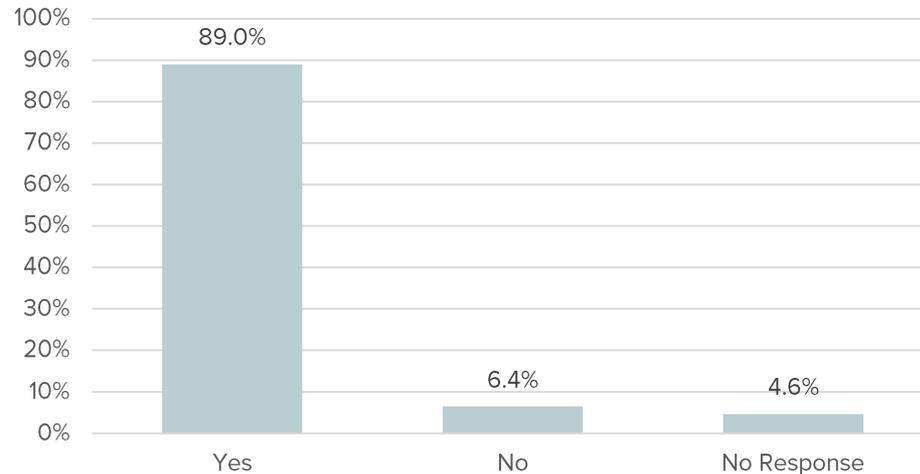
Injured Worker Experience Survey

Q2: Was the medical office in a convenient and accessible location within a reasonable distance from your residence?



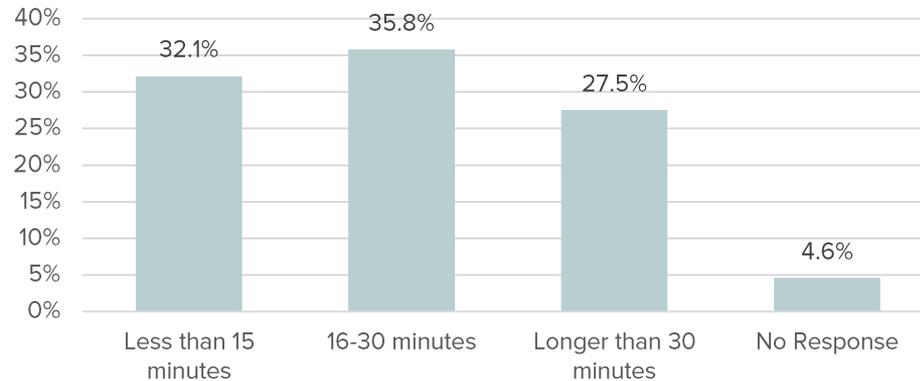
Injured Worker Experience Survey

Q3: Was the medical office clean?



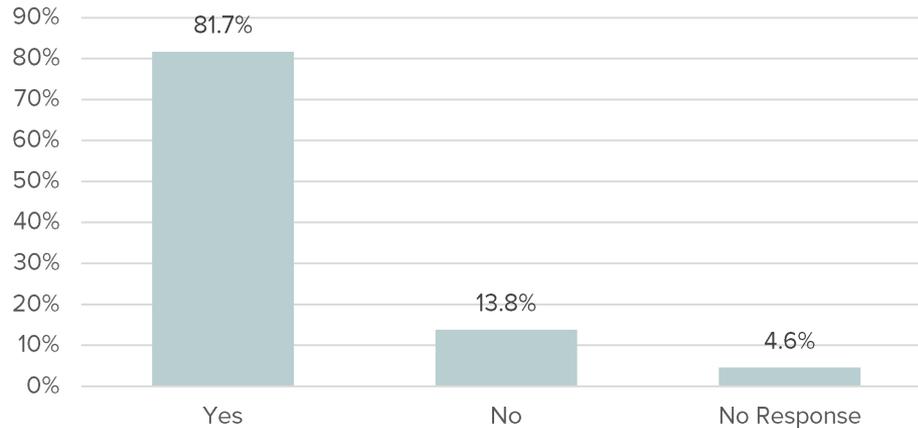
Injured Worker Experience Survey

Q4: Approximately how long did you wait at the office before you were seen by the IME provider?



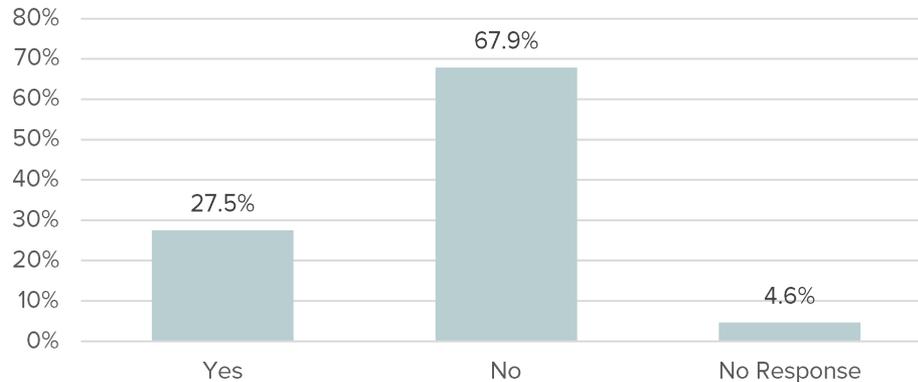
Injured Worker Experience Survey

Q5: Did the office staff and IME provider act in a professional manner?



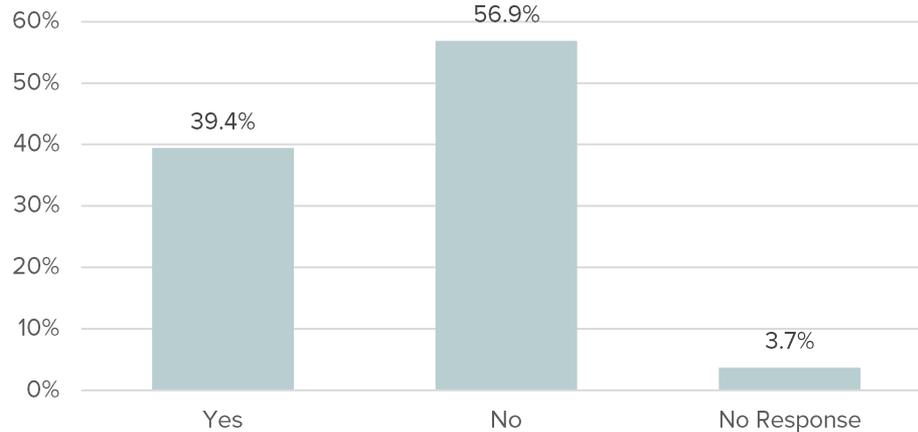
Injured Worker Experience Survey

Q6: Did you ask for anyone to accompany you in the examination (friend, family member, etc.)?



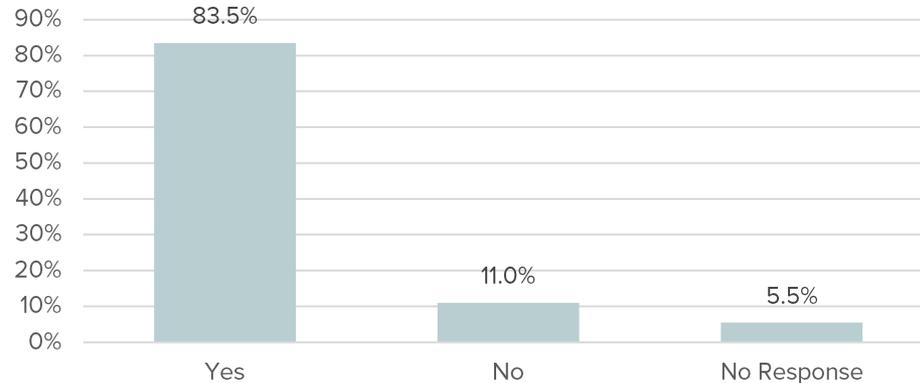
Injured Worker Experience Survey

Q7: Was there an office assistant present during your examination?



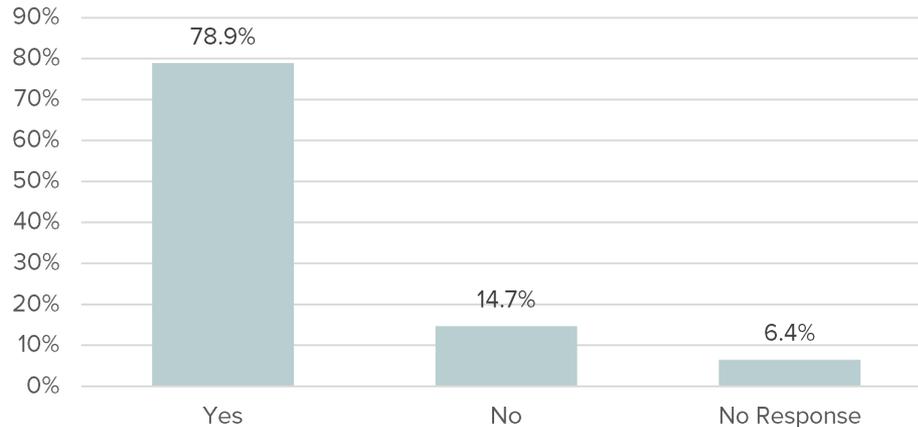
Injured Worker Experience Survey

Q8: Was the IME provider present for the entire examination (i.e., no portion of it conducted by an assistant)?



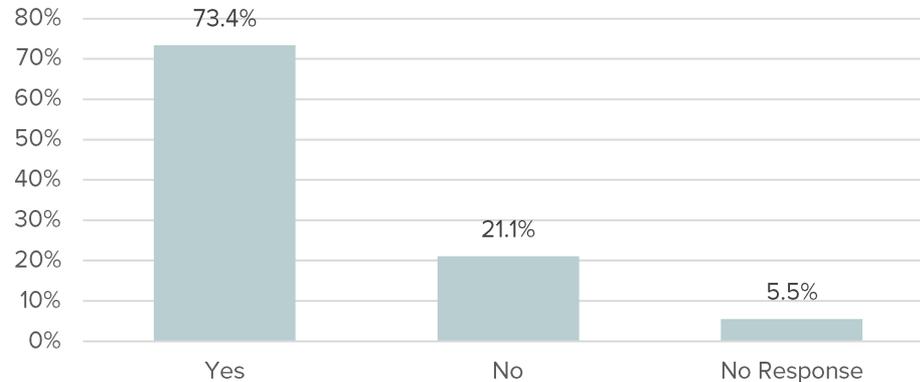
Injured Worker Experience Survey

Q9: Did you complete a questionnaire documenting your injury/medical history?



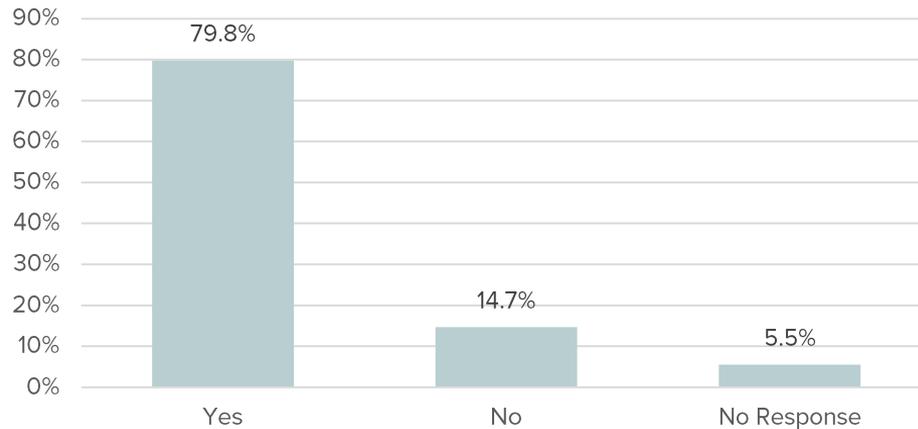
Injured Worker Experience Survey

Q10: During the IME, did the IME provider ask you about your medical history and current concerns?



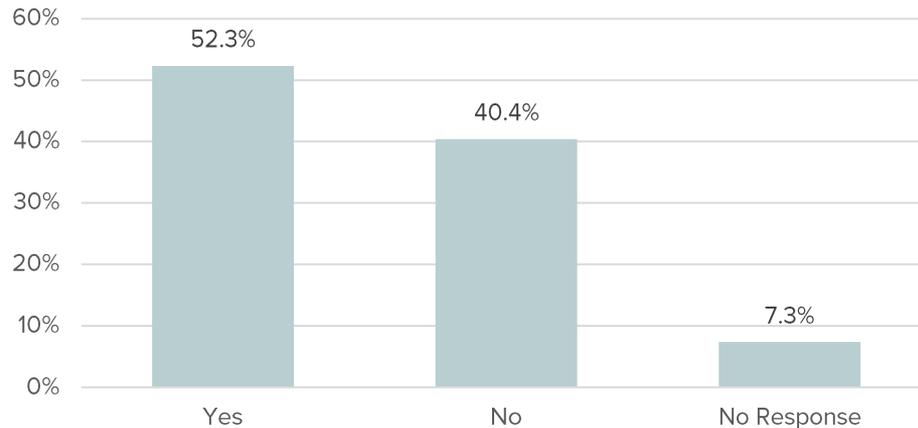
Injured Worker Experience Survey

Q11: Did the IME provider examine and/or perform tests on your injured body part(s)?



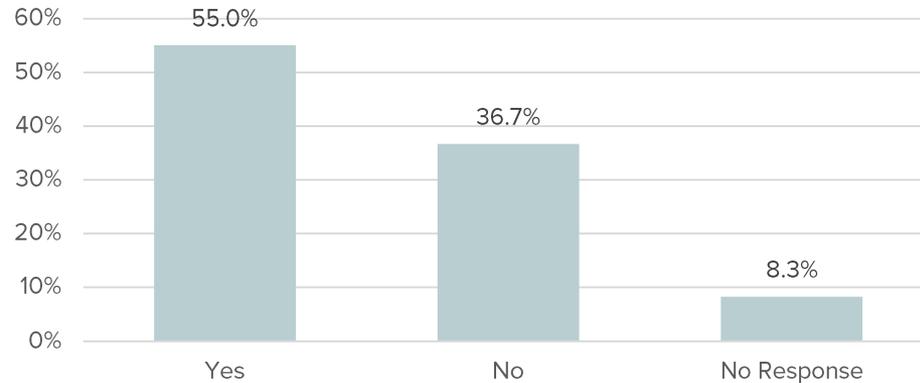
Injured Worker Experience Survey

Q12: Did the IME provider perform tests on the opposite, non-injured body part(s)?



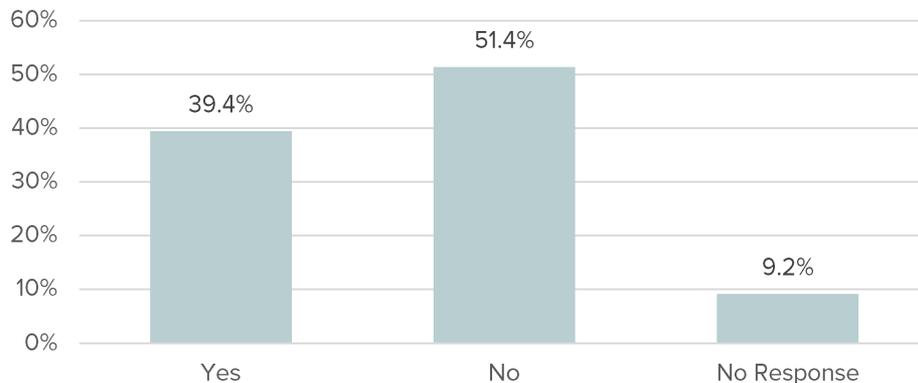
Injured Worker Experience Survey

Q13: Did the IME provider use any testing instruments to examine your injured body part(s)?



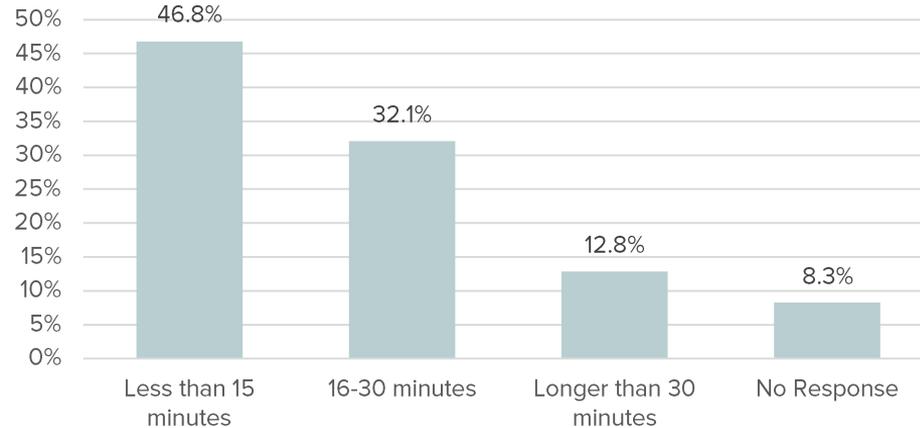
Injured Worker Experience Survey

Q14: Did the IME provider use any testing instruments on the opposite, non-injured body part(s)?



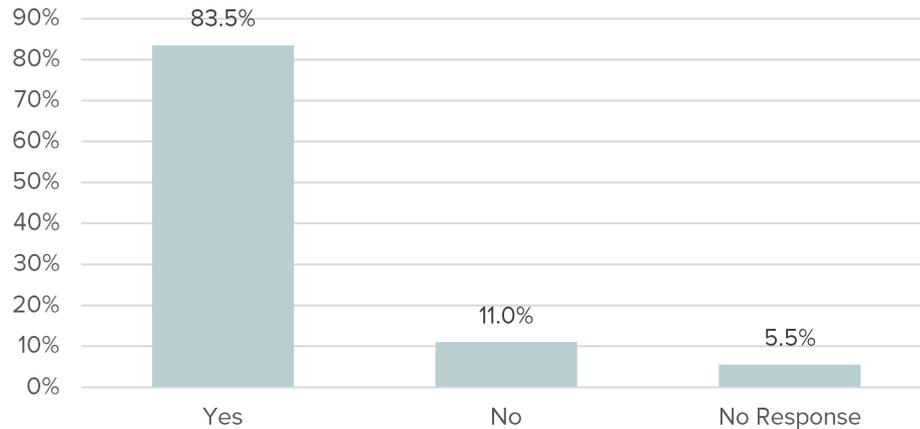
Injured Worker Experience Survey

Q15: Approximately how long did the examination take?



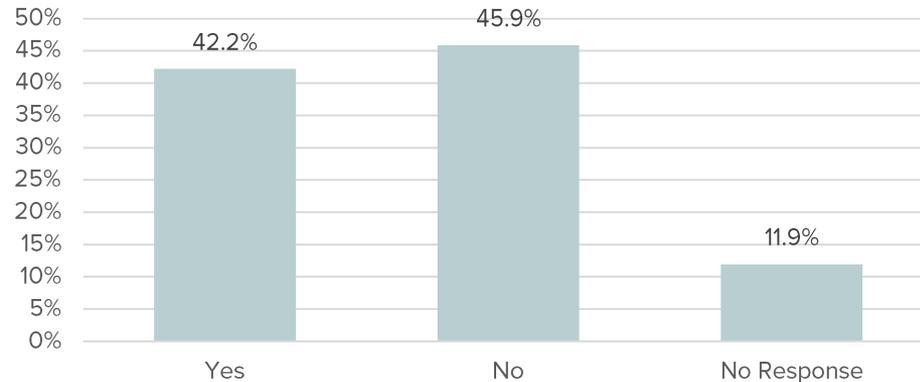
Injured Worker Experience Survey

Q16: Did you receive a copy of the IME-4 report?



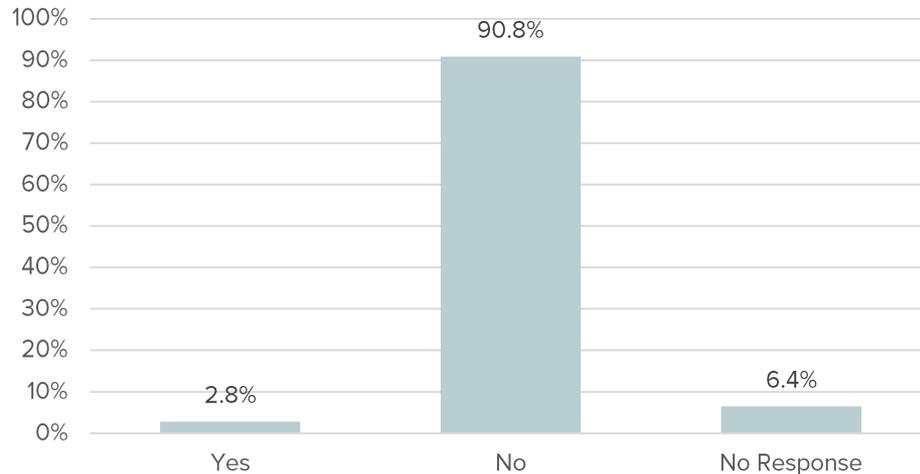
Injured Worker Experience Survey

Q17: Do you believe that the IME-4 report submitted by the IME provider is a fair representation of your examination?



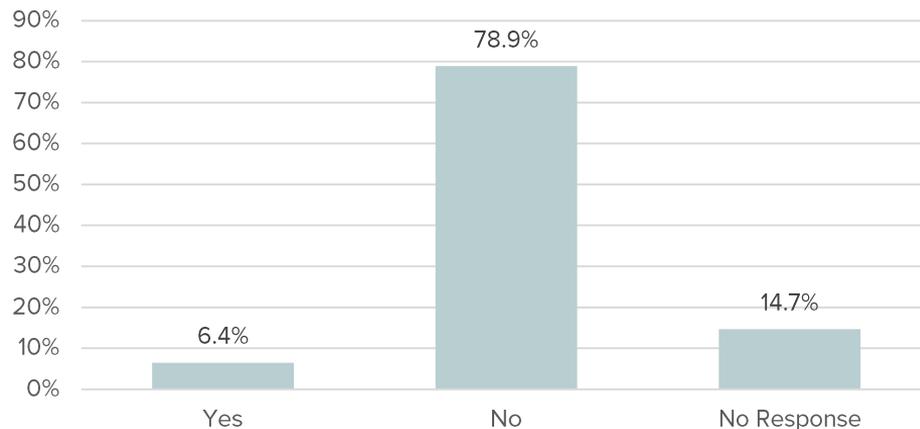
Injured Worker Experience Survey

Q18: Did you video tape or record the IME?



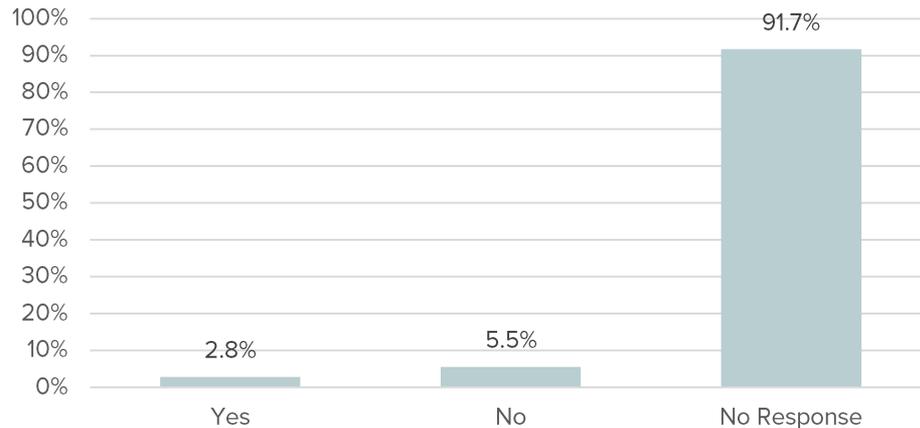
Injured Worker Experience Survey

Q19: Did the IME provider video tape or record the IME?



Injured Worker Experience Survey

Q20: Were you advised in advance of the IME physician's intention to video tape or record?



Survey Results – 3 variations

Handout 1 – All Survey Respondents

Handout 2 – High Volume IME providers

Handout 3 – Injured Workers with Opioid History

Handout 4 – Question 17 Analysis: Fair Representation of IME

Injured Worker Survey Demographics

Injured Worker Survey Demographics - Gender

Gender	Responses		Total	
Male	63	57.8%	212	56.7%
Female	46	42.2%	162	43.3%
Total	109	100.0%	374	100.0%

Injured Worker Survey Demographics - Language

Claimant Language	Responses		Total	
English	101	92.7%	334	89.3%
Non-English	8	7.3%	40	10.7%
Total	109	100.0%	374	100.0%

Injured Worker Survey Demographics – NYS District

District	Responses		Total	%
	Count	%		
Albany	22	20.2%	53	14.2%
Binghamton	1	0.9%	7	1.9%
Syracuse	5	4.6%	23	6.1%
Brooklyn	8	7.3%	39	10.4%
Buffalo	14	12.8%	32	8.6%
Long Island	10	9.2%	50	13.4%
Manhattan	16	14.7%	55	14.7%
Queens	19	17.4%	69	18.4%
Rochester	7	6.4%	22	5.9%
Out of State	7	6.4%	24	6.4%
Total	109	100.0%	374	100.0%

Injured Worker Survey Demographics – Attorney Representation

Attorney Representation	Responses		Totals	
	Count	%	Count	%
Yes	98	89.9%	343	92%
No	11	10.1%	8%	20
Total	109	100.0%	374	100.0%

Injured Worker Survey Demographics – Years from Injury

Years from Injury to IME	Responses		Total	%
	Count	%		
0 - 4.99	91	83.5%	327	87.4%
5 - 9.99	11	10.1%	24	6.4%
10 - 14.99	3	2.8%	11	2.9%
15.0 or More	2	3.7%	12	3.2%
Total	109	100%	374	100%

Years from Injury to IME	Responded		Total
	Yes	No	
Average Years from Injury to IME	3.3	2.8	2.9
Claimant Count	109	265	374

Injured Worker Survey Demographics – Claim Count

Claim Count	Responses		Total	%
	Count	%		
1	43	39.4%	147	39.3%
2 - 4	44	40.4%	155	41.4%
5 - 7	15	13.8%	44	11.8%
8 - 10	5	4.6%	16	4.3%
11 or More	2	1.8%	12	3.2%
Total	109	100%	374	100%

	Responded		Total
	Yes	No	
Average Claim Count	3.0	3.1	3.1
Claimant Count	109	265	374

Injured Worker Survey Demographics - # of Prior IMEs

Number of Previous IMEs	Responses		Total	%
	Count	%		
0	23	21.4%	82	21.9%
1 - 4	52	47.7%	180	48.1%
5 - 9	23	21.1%	73	19.5%
10 or More	11	10.1%	39	10.4%
Total	109	100%	374	100%

Number of Previous IMEs	Responded		Total
	Yes	No	
Average	3.8	3.7	3.8
Claimant Count	109	265	374

Discussion

- Location
- Professionalism
- Wait times
- Duration of IME
- Accuracy of the opinion (per injured worker)
- Recording of exams
- Education regarding IME process/outcomes

Consensus on topic?

Topics for Costs of IMEs

- IME Fee schedule
- Cancellation / No-Show Fees
- Payment for precluded IME reports
- Out of State Fees
- Costs for Specialty IMEs

Next Meeting

- Thursday, June, 13th
- 12pm-3pm
- Send questions/comments to IMEAdvisory@wcb.ny.gov if you will not be present for this meeting