

RTWSS
November, 2010

Client Satisfaction Survey

#2010 – 63

WorkSafeBC is pleased to announce it is going **GREEN** with the Client Satisfaction Survey. The current RTWSS paper survey is being replaced with an Internet web based survey tool which allows the worker to take the survey over the internet (web browser) from their home/work computer.

The benefits of going **GREEN** are:

- Reduction of carbon footprint by 23 lbs of CO₂.
- Reduced cost of producing and processing paper surveys (staff time, postage etc.).
- Enhanced client response confidentiality.
- Ability to identify and address client concerns as they occur.
- Ability to provide more current client survey analysis to providers.

Other programs will have the worker use an iPad in the clinic to complete a version of the client satisfaction survey especially designed for use on the iPad. OR2 and FCE have already been launched. Due to the nature of the RTWSS program, the clinic will provide the worker with a buck-slip which will be handed, or mailed, to the worker so they can complete the survey on a desktop computer. The RTWSS survey is specifically designed for use on a desktop. 150 buck slips will be mailed to you. You will need to write your payee number in the space provided on the buck slip prior to giving it to the worker to ensure that you are identified in the survey response.

There is no cost to the clinic to adopt this new survey method.