

Board-Sponsored Rehabilitation Program Providers

July 23, 2010

Client Satisfaction Survey Process

#2010 - 43

Hello,

WorkSafeBC has modified the process for surveying injured workers on their satisfaction with services received at your facility.

For each surveyed WorkSafeBC-sponsored service you provide, you have been supplied with reusable laminated survey question sheets, paper response sheets, self-addressed postage-paid envelopes, and a PDF version of each survey question sheet.

- Please fill in the following on the response sheet for each injured worker to be surveyed:
 - Claim number
 - Discharge Date
 - **Note:** the Program ID and Clinic ID have already been filled in. Please DO NOT mark these areas.
- Please provide the injured worker with:
 - the laminated question sheet
 - a single paper response sheet
 - a single envelope
- Instruct the injured worker to refer to the laminated question sheet, and complete the paper response sheet by filling in the bubbles for each question. There also are three areas for written comments.
- Instruct the injured worker to seal the answer sheet in the envelope provided and return to you for mailing to WorkSafeBC.
- Retrieve the laminated question sheet.

- If the injured worker is to complete the survey outside of your facility and return it to WorkSafeBC, please provide a photocopy of the laminated question sheet or print a copy using the PDF version of the question sheet.

Please destroy (recycle) the old Client Satisfaction surveys you have in stock, and begin using the new surveys for clients **discharged as of August 1, 2010**. You may continue to use the old envelopes.

If you run low on the supply of paper response sheets and/or envelopes, please call Health Care Services to request more copies Toll-free @ 1-888-967-5377 or 604-232-7787. Alternatively, you may email HCSINQU@worksafebc.com.

If you have questions about the surveying process, please contact the Quality Assurance Supervisor for your program.