



CUSTOMER SERVICE REPORT
FY14 – FY15

REPORT ON CUSTOMER SERVICE TABLE OF CONTENTS

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Report on Customer Service

The State Office of Risk Management (Office) was created by the 75th Texas Legislature to provide risk management services to state agencies and to administer workers' compensation claims for state employees. The Office is committed to providing the best possible customer service to state agencies and their employees.

The Office's customer service initiatives are aligned with statutory objectives, including preventing injuries, paying workers' compensation benefits, and controlling costs. The Office strives to provide customers with the best products and services, especially in helping state agencies reduce their injury risks, helping state employees with their workers' compensation claims, and helping state agencies keep risk management and workers' compensation costs to a minimum.

The Office provides several methods for customers to supply feedback about the Office's operations and services. Methods used to measure customer satisfaction include internet-based surveys and survey distribution following an onsite visit. This report will review and evaluate the previous two years' service and identify potential changes in the way the Office gathers and responds to information regarding customer service. It is important for the data the Office collects to be relevant, timely, and meaningful, and that once areas are identified for improvement there is appropriate follow-through.

Inventory of External Customers

The Office has two strategies for providing services as mandated by enabling legislation. These strategies and the customers they serve are:

- Risk Management Strategy – The external customers served by the risk management strategy include all state agencies with the exception of the University of Texas System, Texas A&M University System, Texas Tech University System, Texas State University System, and the Texas Department of Transportation. This strategy includes the State Insurance Purchasing Program and Continuity of Operations Program (COOP).
- Workers' Compensation Strategy – The external customers served by the workers' compensation program include injured state workers, medical providers, and state agencies (including statewide Community Supervision and Corrections Department programs), excepting the University of Texas System, Texas A&M University System, and the Texas Department of Transportation. Certain other parties may be served depending on specific entitlements pursuant to statute.

Information Gathering Methods

Information on risk management, health and safety issues, the insurance program, and health and safety training opportunities for state employees is made available on the Office's website. The Office's Risk Management Information System (RMIS) is a web-based interface used by a diverse group of external and internal customers, including state agency Risk Managers, Workers' Compensation Claims Coordinators, and state employees.

Online Customer Service Surveys are used to assess customer satisfaction and implement ongoing improvements. Responses to surveys and online inquiries also provide opportunities to improve services and recognize staff for positive performance.

The Office offers online health and safety training videos on its website. The Office's On-line Training Registration System includes an electronic, post-class course evaluation. Attendees are provided a certification of course completion after a brief survey is completed online. Comments about course availability, usefulness of the class to the customer, and the effectiveness of the instructor, along with requests for additional training, are tracked and classes are developed and offered in response to training requests.

Questionnaires are distributed to agencies covered under the risk management program following each risk management review, field office visit, and after any insurance or risk management conference or symposium. Questionnaires provide for customer assessment of the quality of the services offered as well as provision for any comments customers may wish to add.

The Office conducts Claims Coordinator training twice a year to ensure state agency Claims Coordinators understand the employer's obligations in a workers' compensation claim. As with all training conducted or facilitated by the Office, attendees are asked to complete a course evaluation.

The Office believes that a collaborative effort with client agencies will result in an overall improvement in the return-to-work of injured state employees and a reduction in the cost of risk to Texas state agencies. The Claims Department also works closely with client agencies and their claims coordinators to track and manage workplace injuries and their return-to-work efforts.

The Claims Department interacts with injured state employees through email and by telephone. This personal contact ensures realistic expectations are set and prepares the injured state employee for return-to-work as soon as practical.

The Office provides customers with access to the Nurse Case Management Team, a group of nurses skilled in medical case management. While this unit was initially developed to work with medical providers in return-to-work efforts for injured state employees, a valuable by-

product of the close communication between the Office’s nurses and the medical providers is the exchange of information.

The Office’s toll-free telephone line and website provide additional channels for customer feedback at all times. Customer inquiries and comments regarding the Office’s services can also be submitted through the Office’s website and RMIS.

The Office’s online Compliment/Complaint Form is another available avenue for communication and is available to all customers. The system requests relevant information such as the name and contact information of the customer, date and time of the compliment/complaint, the resolution, and the date and time of the response. In FY14 and FY15, we received 13 complaints and 4 compliments. Per Office procedure, responses are provided within 5 business days.

The Office has created an intranet portal that allows employees to anonymously submit questions to executive management. Responses, which are available to all staff, are posted by the Executive Director.

Survey Results

Activity on RMIS stayed consistent during FY14 and FY15. This increase is attributed to ongoing system enhancements, such as the Online Property Programs, that allow customers the opportunity to enter and retrieve data securely and submit reports online. One way for RMIS to track the increase is to show the number of hits from our website. During the last biennium, 39,826 hits were logged for FY14 and 38,411 for FY15.

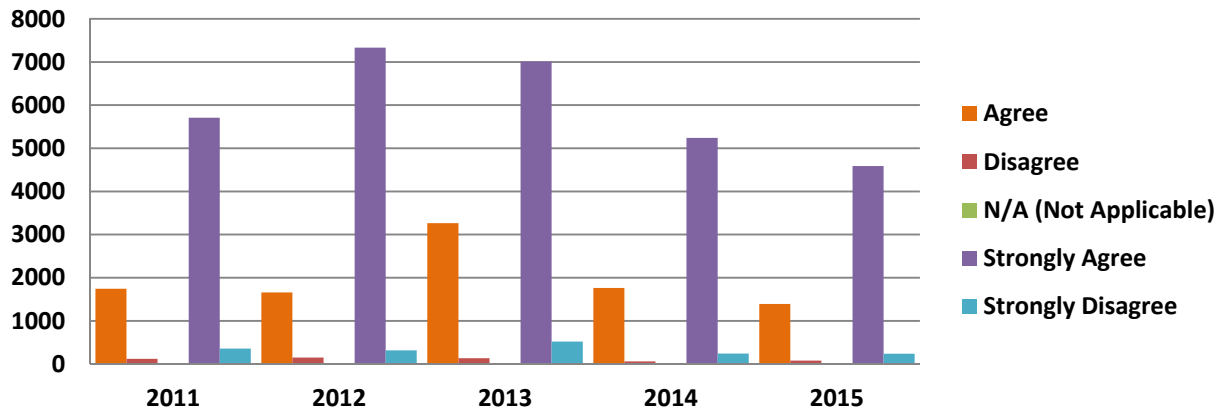
Health and Safety Training Surveys

In FY14, 7310 training and outreach participants responded and in FY15, 6300 training and outreach participants responded to the following questions:

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Average
I am satisfied with the overall length of the class.						
I am satisfied with the scope of the information.						
The information provided will be useful.						
I am satisfied with the quality of the presentation						
The training provided met my expectations.						
I had the opportunity to ask questions or discuss issues.						
Would you attend future SORM training classes in your region?						
Would you recommend attending future SORM						

training to your agency management and co-workers?						
Did the instructor clearly convey the information in an easy-to-understand manner?						
Have you attended any SORM training class prior to this event?						

The following chart provides survey results regarding the Office’s outreach and training efforts during the last two biennia.



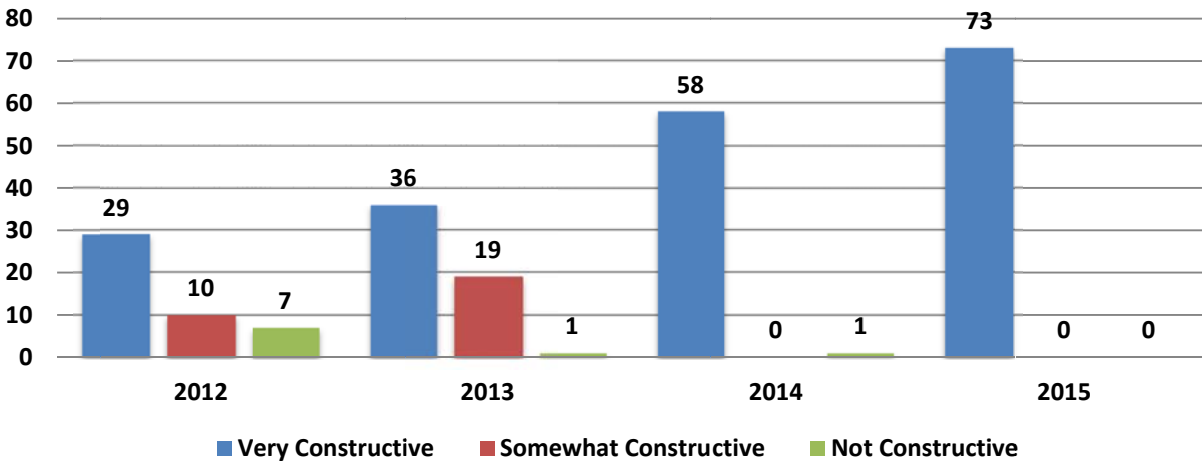
Risk Management Surveys

Each year, the Risk Management Department is required to perform 29 state agency risk management program reviews (RMPR) and conduct 229 on-site consultations (OSC) with state agencies. In FY14, the Office conducted 29 RMPRs and 246 OSCs. In FY15, the Office increased the number of OSCs from 246 to 296. At the conclusion of each of these visits the customer is given a Customer Service Quality survey to complete and mail back to the Office.

In FY14, 28.4% of state agencies responded to the following survey questions and in FY15, 29.2% of state agencies responded:

Question	Very Constructive	Somewhat Constructive
The visit was constructive and beneficial.		
Recommendations generated are helpful for your agency in identifying risk exposures and controlling losses.		
What risk management and/or insurance services would meet the needs of your agency?		
What type of training services would your agency find beneficial?		

The following chart shows survey results regarding the Office’s customer service quality.



Claims Coordinator Training Surveys

The Office conducts Claims Coordinator training twice a year to ensure state agency claims coordinators understand the employer’s obligations in a workers’ compensation claim. During Claims Coordinator training, the Office’s Training Coordinator educates claims coordinators on the employer forms that relate to indemnity benefits. If the Office’s Training Coordinator is notified an employer has hired a new claims coordinator, she will reach out on an individual basis.

In FY14, 21 of the 43 attendees provided responses to the course evaluation. In FY15, 25 of the 43 attendees completed course evaluations.

The following chart shows the combined FY 14 and FY15 customer feedback on the Claims Coordinator trainings and the trainer:

Question	Strongly Agree (5)	Agree (4)	Disagree (2)	Strongly Disagree (1)	Not Applicable (0)	Average
I am satisfied with the overall length of the class.	36	10	0	0	0	4.78
I am satisfied with the scope of the information.	36	10	0	0	0	4.78
The information provided will be useful.	40	6	0	0	0	4.87
I am satisfied with the quality of the presentation	41	5	0	0	0	4.89
The training provided met my expectations.	39	7	0	0	0	4.85
I had the opportunity to ask questions or discuss issues.	41	5	0	0	0	4.89
Would you attend future SORM training classes in your region?	46	0	0	0	0	5.00
Would you recommend attending future SORM training to your agency management and co-	46	0	0	0	0	5.00

workers?						
Did the instructor clearly convey the information in an easy-to-understand manner?	46	0	0	0	0	5.00
Have you attended any SORM training class prior to this event?	25	0	0	21	0	3.17

Analysis of Customer Satisfaction Assessment

Focusing on the results of surveys conducted, the Office has identified areas issues for study to improve the process of gathering information from customers. These issues include:

- Enhancing quality assurance to result in better service to our customers.
- Continuing to increase customer use of the Office’s website and RMIS through online enhancements.
- Increasing communication with and measuring service satisfaction of medical providers, who have historically been reluctant to return surveys.
- Increasing the number of state agencies that respond to RMPR and OSC surveys to better measure customer service satisfaction.

Strategies for Improvement

Plans for improving customer service operations are presented by strategy and are summarized as follows:

Risk Management Strategy:

- To look into additional online survey tools to add feedback from insurance and COOP visits.
- Improve the coordination and dissemination of risk management topics and issues that are germane to agency risk managers through enhancements to the website.
- Increase the customer base for distribution of instructional videos.

Workers' Compensation Strategy:

- Place more emphasis on communicating with medical providers.
- Place more emphasis on adjusting staff clearly communicating expected outcome and benefits of Return-to-Work with the injured state employees.
- Enhance efforts of the Nurse Case Management Team in communicating with and acting as a liaison between injured state employees and their medical providers.

Additional recommendations under consideration are enhancing the Office's technical operations utilizing Voice Over Internet Protocol (VOIP). This program would provide the Office with the ability to conduct real time surveys.

Further software-based and connectivity solutions are also being considered. These processes would also provide additional customer access, as well as new methodologies for tracking customer service performance measure information for future reporting periods. These and other online enhancements are being researched and evaluated to determine what further efficiencies may be gained through additional technology.

Performance Measure Information

Standard Customer Service Performance Measures		Estimated FY 2016 Performance
Outcome	Percentage of Surveyed Customers Expressing Overall Satisfaction with Services Received	Average > 95%
	Percentage of Surveyed Customers Identifying Ways to Improve Service Delivery	Average 50%
Output	Number of Customers Surveyed	± 6,500
	Number of Customers Served <ul style="list-style-type: none"> • State Agencies (±127) • Community Supervision and Corrections Departments (±122) • Claims Coordinators (±90) • Risk Managers (>140) • Continuity of Operations Coordinators (±110) • State Employee Training (±6,000) • Injured State Employees (±7200) • Healthcare Providers (±63,000) 	± 76,000
Efficiency	Cost Per Customer Surveyed	Not Tracked
Explanatory	Number Customer Groups Identified	8
	Number Customer Groups Inventoried	4

Agency Specific Performance Measures		FY 2016 Target
Outcome	Incident Rate of Injuries & Illnesses Per 100 Covered Full-Time Employees	3.6%
	Cost of Workers' Compensation Per Covered State Employee	\$266.63
	Cost of Workers' Compensation Per \$100 State Payroll	\$0.69
Output	Number Written Risk Management Program Reviews Conducted	29
	Number of On-Site Consultations Conducted	229
	Number of Risk Management Training Sessions Conducted	200
	Number of Initial Eligibility Determinations Made	7,600
	Number of Medical Bills Processed	104,000
	Number of Indemnity Payments	26,000
Efficiency	Average Cost to Administer Claim	\$702.61
	Cost Per Hour of Direct Risk Management Service Provided	\$100