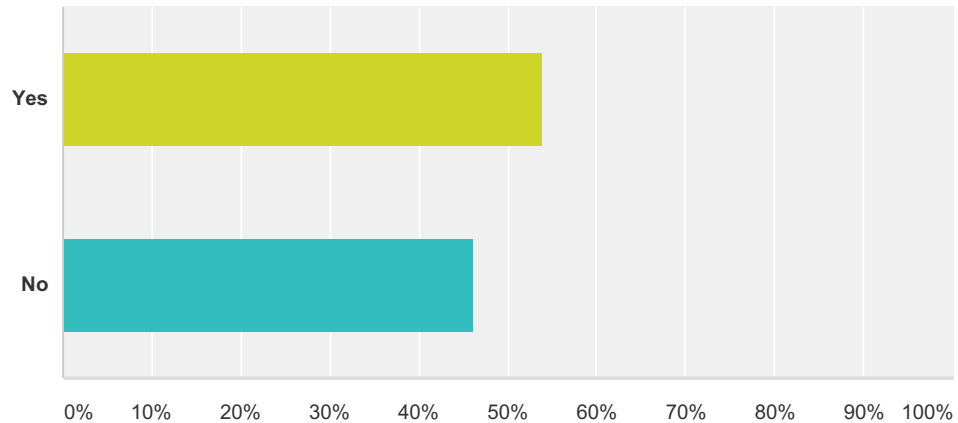


Occupational Health - HRA of SWOH

Q1 Are you satisfied with your company's current process for handling occupational health needs and workers' compensation?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	53.85%	7
No	46.15%	6
Total		13

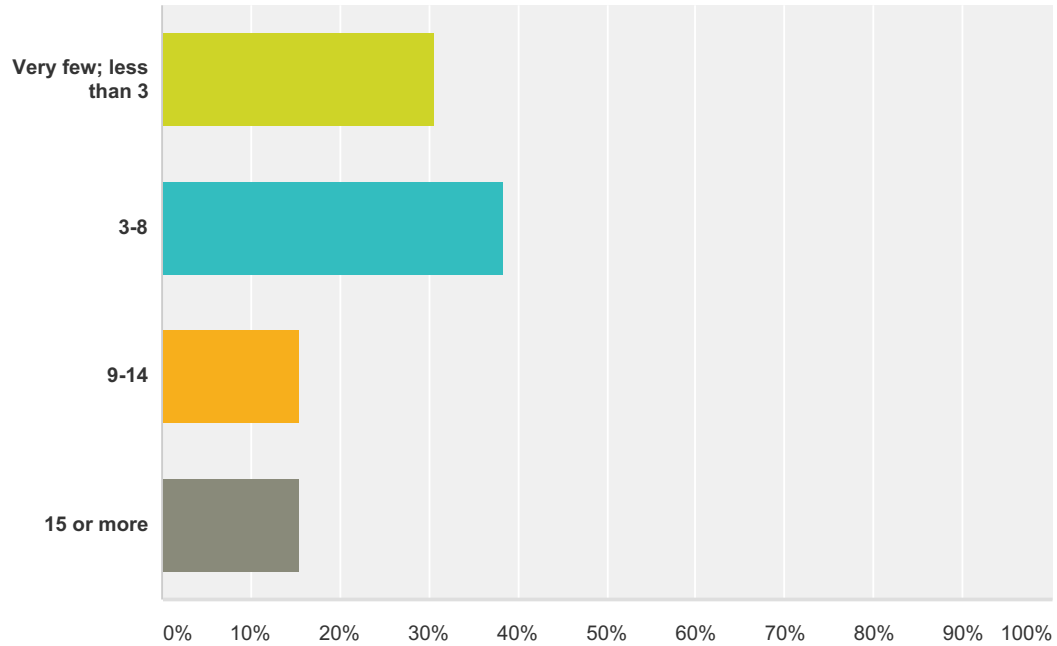
#	If not, please describe the reasons for your dissatisfaction.	Date
1	There are no good medical facilities in the Wilmington area that handle occupational health issues/injuries.	10/7/2014 2:30 PM
2	Currently send employees to hospital. Docs there do not understand workers comp and prescribe meds when an over the counter pain reliever would work. Billing gets messed up almost every time.	10/7/2014 2:13 PM
3	Occupational facilities are not available locally	9/15/2014 2:40 PM
4	No specific location to send employee's to.	9/15/2014 2:33 PM
5	Our internal processes are okay, however, given our location, there is a lack of resources/companies to work with. Specifically options for sending injured workers and also drug testing. In addition, the quality and consistency of the services we receive varies and raises concerns.	9/11/2014 5:05 PM

Occupational Health - HRA of SWOH

6	On the rare occasions that we have to send an employee to CMH, there is a long delay in the filing of the FROI to the BWC. There is no occupational physician that understands the needs of the company as well as those of the patient/worker.	9/11/2014 4:48 PM
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Q2 Approximately how many injuries requiring medical care - beyond first aid - did your company experience in the past 12 months?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Very few; less than 3	30.77%	4
3-8	38.46%	5
9-14	15.38%	2
15 or more	15.38%	2
Total		13

Occupational Health - HRA of SWOH

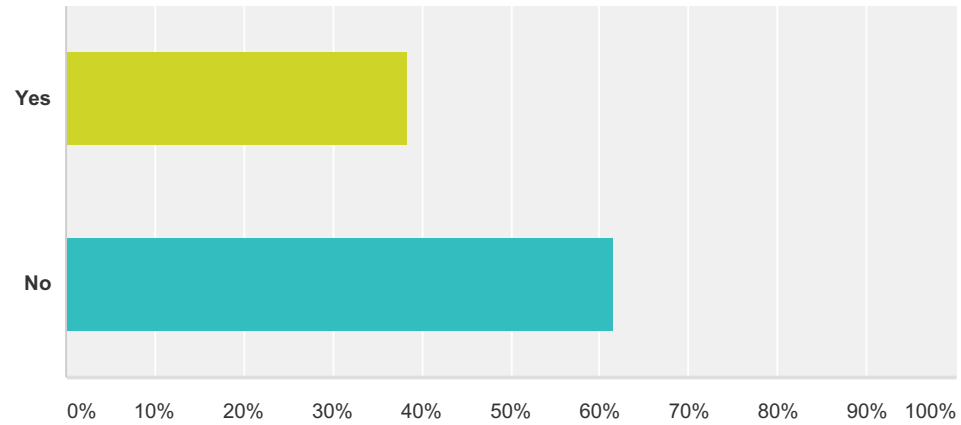
Q3 Where do you currently send your injured worker for immediate care?

Answered: 13 Skipped: 0

#	Responses	Date
1	Adena Health - WCH or local ER after hours	10/7/2014 2:48 PM
2	Premier Urgent Care or CMH ER	10/7/2014 2:30 PM
3	Hospital ER; Urgent care sometimes, but they have been unsatisfactory as well.	10/7/2014 2:13 PM
4	Clinton Memorial Hospital	10/7/2014 2:06 PM
5	Highland District Hospital- Occ. Health	9/18/2014 1:51 PM
6	Premier Urgent Care or Pessa	9/15/2014 2:40 PM
7	Clinton-Memorial	9/15/2014 2:33 PM
8	Depends on location of injury as we have multiple locations. As such, we rely on the local emergency room.	9/15/2014 9:20 AM
9	Greenfield Area Medical Center	9/12/2014 7:42 AM
10	Greenfield- Adena	9/12/2014 7:04 AM
11	Clinton Memorial Hospital	9/11/2014 5:05 PM
12	CMH	9/11/2014 4:49 PM
13	Clinton Memorial ER	9/11/2014 4:48 PM

Q4 Are you satisfied with the quality of care at this location?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	38.46%	5
No	61.54%	8
Total		13

#	If no, please explain.	Date
1	Urgent Care has very limited services. CMH is slow, they have no follow up and they are referring patients to services that no longer exist (i.e. Pessa)	10/7/2014 2:30 PM
2	Billing is inaccurate Don't understand workers comp Follow up is not timely	10/7/2014 2:13 PM
3	Process takes too long for most non-life threatening injuries.	9/15/2014 2:33 PM
4	Would prefer less costly alternatives.	9/15/2014 9:20 AM
5	Limited appointments, limited doctor's coverage	9/12/2014 7:04 AM
6	The ER is not focused on occupational health and over the past year we have had one person who was not given a first report of injury to complete, one who did but it took 4 weeks before it was send to Worker's Comp and then it was incomplete. Also concerns about quality of care from at least one worker who was uncomfortable with follow up care and asked for a recommendation outside of Wilmington.	9/11/2014 5:05 PM

Occupational Health - HRA of SWOH

7	Lack of administrative expertise in terms of filing the report; lack of high-quality healthcare at first response.	9/11/2014 4:48 PM
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Occupational Health - HRA of SWOH

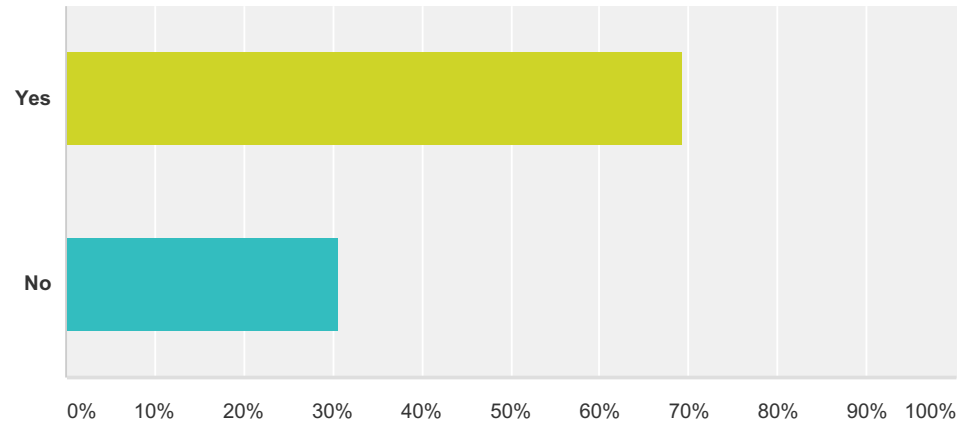
Q5 Where do you send your injured worker for follow-up care?

Answered: 13 Skipped: 0

#	Responses	Date
1	Adena Health	10/7/2014 2:48 PM
2	Private physicians if BWC certified or Highland District Hospital Occupational Health	10/7/2014 2:30 PM
3	Pesso when we can get them in	10/7/2014 2:13 PM
4	own doctor	10/7/2014 2:06 PM
5	HDH Occ Health	9/18/2014 1:51 PM
6	Same	9/15/2014 2:40 PM
7	Various locations depending on injury.	9/15/2014 2:33 PM
8	The physician that they visited for original injury.	9/15/2014 9:20 AM
9	Greenfield Area Medical Center	9/12/2014 7:42 AM
10	Greenfield Adena	9/12/2014 7:04 AM
11	Clinton Memorial Hospital will do the follow ups but it's confusing to employees to go back to ER.	9/11/2014 5:05 PM
12	Varies	9/11/2014 4:49 PM
13	Outside of Wilmington, if possible	9/11/2014 4:48 PM

Q6 Are you satisfied with the quality of care at this location?

Answered: 13 Skipped: 0

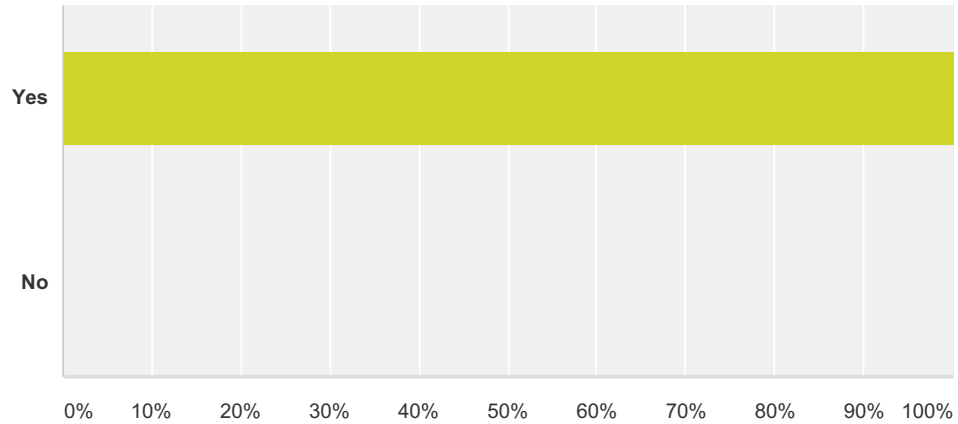


Answer Choices	Responses	
Yes	69.23%	9
No	30.77%	4
Total		13

#	If no, please explain	Date
1	This is a mixed answer since it is different locations. Private physicians are not always educated on occupational injuries and we don't feel we get the best results. We are fairly satisfied with HDH to date but it is far to travel for some employees.	10/7/2014 2:30 PM
2	Limited hours No Docs Limited on what they can do	10/7/2014 2:13 PM
3	see above	9/12/2014 7:04 AM
4	Mixed reviews. Confusing for someone to be seen in the ER for follow-up. Also a report of person not comfortable with care they were receiving and asked up for help finding treatment for them. Another wanted to be seen at their own family Dr but could not because they did not accept worker's compensation.	9/11/2014 5:05 PM
5	We had an injured employee who had follow up care at CMH. She was not properly treated and was subject to additional and costly surgery. We ended up going to West Chester and got much better care.	9/11/2014 4:48 PM

Q7 If a local provider was available specifically for workers' compensation and occupational health issues, would you utilize them?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	13
No	0.00%	0
Total		13

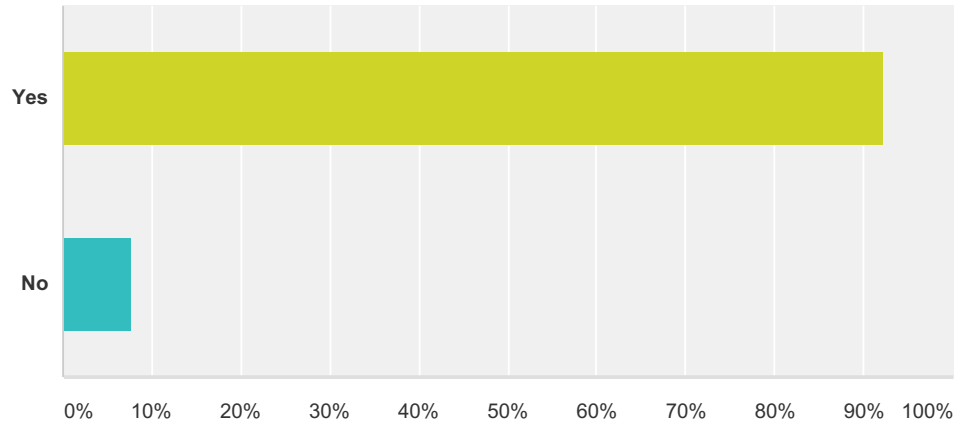
#	If not, please explain. This space can also be used for general comments.	Date
1	We need a local facility.	10/7/2014 2:30 PM
2	As long as their service was better than current	10/7/2014 2:13 PM
3	yes we use to use Corp Health out on Rombach, then they closed down.	10/7/2014 2:06 PM
4	Possibly if it was convenient	9/12/2014 7:04 AM
5	Would consider depending on quality, ease of use etc.	9/11/2014 5:05 PM

Occupational Health - HRA of SWOH

6	If they are willing to work with employers and understand the fine balance between appropriate and high quality of care and the desire to protect the employer from fraudulent claims or delayed return to work.	9/11/2014 4:48 PM
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Q8 Are you the person responsible for choosing treatment vendors at your location?

Answered: 13 Skipped: 0

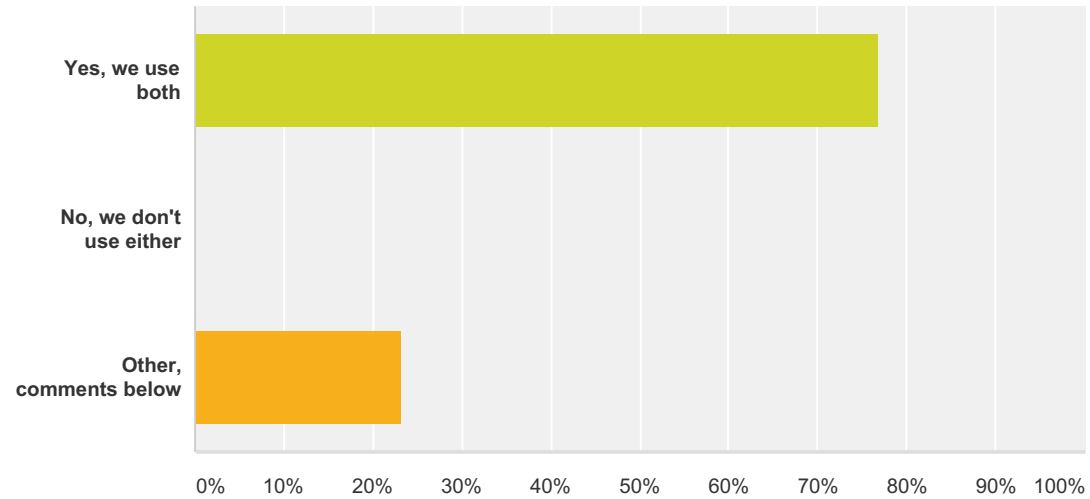


Answer Choices	Responses	
Yes	92.31%	12
No	7.69%	1
Total		13

#	If not, please provide contact information for the person responsible.	Date
1	I am one of them but it would ultimately be the Safety Manager.	10/7/2014 2:30 PM
2	But we are self-insured and employees have the right to seek treatment.	9/18/2014 1:51 PM
3	I assist in choosing where our employees go for treatment.	9/12/2014 7:04 AM

Q9 Does your company currently utilize an MCO (Managed Care Organization) or TPA (Third Party Administrator) for Workers' Compensation cases?

Answered: 13 Skipped: 0



Answer Choices	Responses
Yes, we use both	76.92% 10
No, we don't use either	0.00% 0
Other, comments below	23.08% 3
Total	13

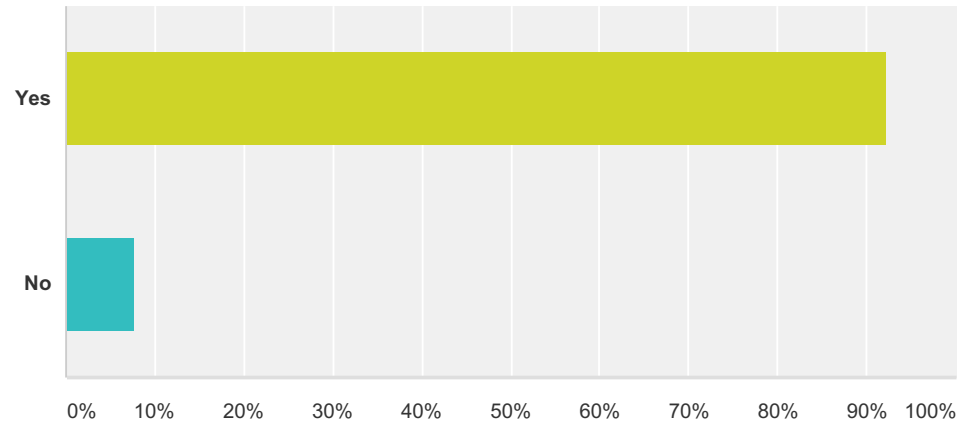
#	If you selected "Yes", please let us know who your provider is. "Other" respondents, please clarify. Thanks!	Date
1	We have a TPA - we are self insured	10/7/2014 2:48 PM
2	MCO - CareWorks TPA - KKSG	10/7/2014 2:30 PM
3	we use Comp Management	10/7/2014 2:06 PM

Occupational Health - HRA of SWOH

4	Broadspire	9/18/2014 1:51 PM
5	Self-Insured, we do our own claims management	9/15/2014 2:40 PM
6	CompManagement	9/15/2014 2:33 PM
7	Sheakley	9/15/2014 9:20 AM
8	Frank Gates and Care Works	9/12/2014 7:42 AM
9	CareWorks - satisfied with them.	9/11/2014 5:05 PM
10	CareWorks	9/11/2014 4:48 PM

Q10 Does your organization conduct drug testing?

Answered: 13 Skipped: 0



Answer Choices	Responses
Yes	92.31% 12
No	7.69% 1
Total	13

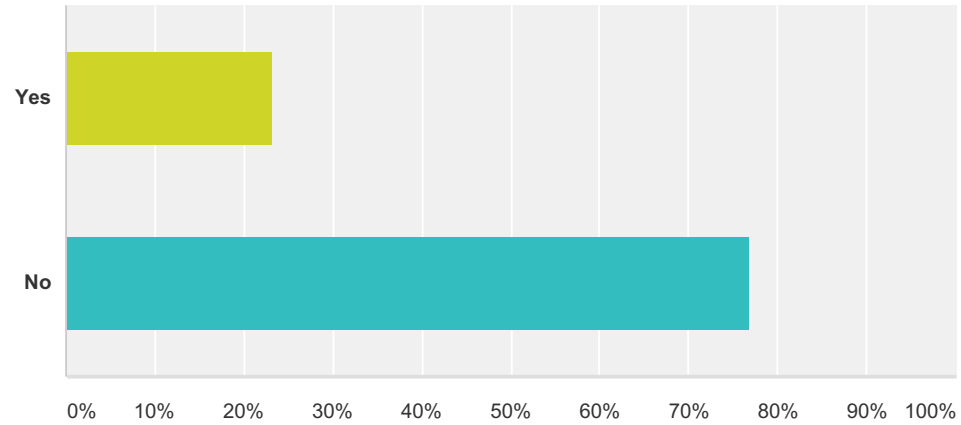
#	If you answered yes, where do you send your employees for drug testing?	Date
1	pre-employment, post accident and reasonable cause	10/7/2014 2:48 PM
2	Pemier Urgent Care	10/7/2014 2:30 PM
3	Staffmark does the hiring drug testing, hospital ER does the post accident/injury. That doesn't get handled well often times when we send someone over there.	10/7/2014 2:13 PM
4	Adena Hospital- Greenfield	9/18/2014 1:51 PM
5	reasonable suspicion, not post accident	9/15/2014 2:40 PM
6	Various locations. Closest to where they live. Use First Advantage to manage.	9/15/2014 2:33 PM
7	We perform them on site	9/12/2014 7:42 AM

Occupational Health - HRA of SWOH

8	Onsite and Greenfield Adena	9/12/2014 7:04 AM
9	Locally, PESSO and Clinton Memorial Hospital.	9/11/2014 5:05 PM
10	PESSO during the day; CMH Lab at night	9/11/2014 4:48 PM

Q11 Do you have a physician or nurse on staff for occupational health, workers' compensation, or drug testing at your work location?

Answered: 13 Skipped: 0



Answer Choices	Responses	
Yes	23.08%	3
No	76.92%	10
Total		13