

APPENDIX 5

Quality and Effectiveness - Survey Questions

This section is to help L&I define the criteria for quality and effectiveness of vocational services.

Each of the following statements represents a theme or key idea that we heard from stakeholders. Respondents were asked to consider if these statements are: ESSENTIAL, IMPORTANT, OPTIONAL, LESS IMPORTANT, or that they DISAGREE with the statement as it relates to a new vocational performance assessment system.

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1. A Vocational Rehabilitation Counselor (VRC) understands relevant vocational issues.
 2. A VRC understands the worker's compensation system in Washington state.
 3. L&I communicates clear and consistent expectations of vocational providers using laws (RCWs), rules (WACs), standards, guidelines, definitions and work samples.
 4. Vocational interns are effectively trained and supervised.
 5. A VRC thoroughly addresses relevant vocational issues in the referral; vocational work is 'Done right the first time.'
 6. A VRC follows RCWs and WACs.
 7. A VRC adheres to the ethical standards of their profession as defined by national vocational credentialing bodies.
 8. A VRC ensures timely case progression through proactive case management; they take the initiative to gather relevant information, anticipate and resolve issues, explore all relevant vocational options, engage in action planning, and ensure timely communications.
 9. Communication skills are effective, clear, professional and thoughtful, including speaking, listening and writing skills. When appropriate, in-person meetings are used to build rapport and improve communication.
 10. A VRC exercises professional judgment and demonstrates sound analysis by providing recommendations that are objective, fair and relevant.
 11. The caseload size of a VRC allows for thorough casework and effective communication with all parties, including the injured worker.
 12. Each person involved with the claim is clear about their roles and responsibilities, consequences of available choices, relevant steps in the process, and is held accountable. (People involved may include vocational consultant, injured worker, claims manager, physician, employer, or other experts who may assist in resolving issues.)
 13. Each person involved with the claim works collaboratively to develop constructive relationships, effective communications, and issue resolutions to help overcome barriers and achieve a common goal.
 14. Vocational phases of a claim should be re-assigned to the same VRC, unless it is not a good fit. This continuity of services improves rapport and trust, and reduces injured worker frustration regarding repeating information and experiencing people in their private lives.
 15. The system is aligned to support a mutual purpose. Elements of the system may include rules, policies, ethical standards, processes, practices, and incentives.
 16. IF YOU WOULD LIKE US TO CONSIDER OTHER CRITERIA, PLEASE ADD IT HERE.