

APPENDIX 7

Values - Survey Questions

This section is to help L&I define the criteria for the Values and constraints that L&I should pay attention to when designing the new assessment system.

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

17. Evaluations are based on clear and consistent standards, definitions and guidelines.
18. Performance rankings are based on standards, not on relative positions, to assess individual performance are within the control, or significant influence, of the person being evaluated.
19. Evaluation criteria which are used assess individual performance are within the control, or significant influence, of the person being evaluated.
20. The system promotes individual accountability by separately evaluating the work of each person who contributed to completing the referral. This could include VRCs, interns, and supervisors of interns.
21. Criteria are applied equally to everyone who is subject to the measure.
22. The method accounts for complexity of cases to ensure appropriate comparisons. Complexity may include location, severity of injury, or the skills and abilities of the injured worker.
23. The method of evaluation is simple and understandable; VRCs are able to predict results (reproducible).
24. The method is multi-dimensional; it incorporates a variety of key indicators of quality and effectiveness.
25. The method is adaptable to accommodate future needs.
26. The method is realistic and practical, recognizing limited resources such as staff, technology, and budget.
27. The method is a valid measure of quality and effectiveness.
28. The method is designed to emphasize recent vocational work more than older casework.
29. Creates incentives for high quality and effective vocational work.
30. Promotes ethical conduct by designing incentives that align with, or at least do not conflict with, ethical standards.
31. Provides opportunities to learn and improve. Feedback is available for the VRC to discern where they met, exceed, or did not meet standards. Trial periods are provided for the VRC to demonstrate improvement before significant negative consequences are applied.

32. Includes a timely appeal process which provides opportunities to discuss evaluations and resolve issues.
33. Implementation of the new measurement process occurs after adequate communication. Those who will be evaluated will have sufficient opportunity to revise their work practices before being subjected to the new methodology.
34. The method is used by claims managers for selecting vocational providers.
35. Referrals are equitably distributed among qualified providers.
36. A VRC is well matched to the needs in a particular claim; the VRC possesses the necessary knowledge and experience regarding such things as local labor markets, injury types, or culture.
37. Measures of individual providers are clearly distinguished from measures of groups or systems.
38. The measures improve visibility and accountability of each person involved with the claim.+
39. The process creates incentives for effective teamwork among all people involved with the claim.
40. L&I management uses results to evaluate and improve vocational systems and processes.
41. The method is easy for claims managers to use.
42. L&I management uses the results to ensure that vocational services are cost-effective and add value to the claims management process.
43. The method makes it easy for claims to distinguish among providers regarding key characteristics of quality and effectiveness that may be relevant for a particular referral.
44. The method is integrated with other measurement and data tracking systems in the claims process.
45. IF YOU WOULD LIKE US TO CONSIDER OTHER CRITERIA, PLEASE ADD IT HERE.