

Field Nurse Survey

1. Introduction

Thank you for taking the time to complete this survey regarding your experiences with OWCP.

The goal of the survey is to provide feedback to OWCP on the effectiveness of recently implemented operational enhancements as well as to provide a baseline for future changes. All responses will be kept anonymous and confidential. Your honest feedback is important to our future success and genuinely appreciated.

This survey should take approximately 10-15 minutes to complete.

Field Nurse Survey

2. COP Nurses

1. How often do you see copies of the COP Nurse reports on cases that are assigned to you?

- ☐ Always
- ☐ Frequently
- ☐ About half the time
- ☐ Rarely
- ☐ Never [Skip to Question 3]

2. If you have seen COP Nurse reports on cases assigned to you, how effective do you think the COP reports are in communicating the following information?

	Extremely Effective	Somewhat Effective	Somewhat Ineffective	Extremely Ineffective	Don't Know/Not Applicable
Whether or not the employee has returned to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimated return to work dates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining medical information for more rapid adjudication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems the employee is having with treatment, return to work or psycho-social issues that may need to be dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems the employing agency may be having with obtaining needed medical information in order to facilitate return to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating the barriers to return to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggesting interventions to assist with recovery and return to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

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3. How helpful are the COP Nurses to you in managing cases to which you are assigned?

- ☐ Extremely Helpful ☐ Somewhat Helpful ☐ Not Very Helpful ☐ Not At All Helpful ☐ Don't Know/Not Applicable

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4. Do you currently function as both a COP Nurse and a Field Nurse for OWCP?

☐ Yes

☐ No

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3. Field Nurses

5. What is the "average" length of time from the date of injury/illness that you receive a Field Nurse referral for intervention?

- ☐ Less than 4 weeks from the date of injury/illness
- ☐ Between 4 weeks and 8 weeks after the injury/illness
- ☐ Between 8 weeks and 12 weeks after the injury/illness
- ☐ More than 12 weeks after the injury/illness

6. How would you define your role on an OWCP case?

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Field Nurse Survey

7. On "average", how would you rate the value of Field Nurses' assistance in the following areas?

	Extremely Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Don't Know/Not Applicable
The claimant's understanding of their medical situation	jn	jn	jn	jn	jn
Facilitating activities which speed recovery	jn	jn	jn	jn	jn
Assisting the Medical Provider with the billing/authorization/payment system	jn	jn	jn	jn	jn
Participating in discussions with medical providers	jn	jn	jn	jn	jn
Gaining cooperation of the medical providers	jn	jn	jn	jn	jn
Claimant's timely and sustained return to work at the Employing Agency	jn	jn	jn	jn	jn
Gathering and communicating information regarding return-to-work	jn	jn	jn	jn	jn
Identifying barriers to return-to-work and a plan to overcome them	jn	jn	jn	jn	jn
Obtaining physical restrictions/release to return-to-work	jn	jn	jn	jn	jn
Recommendations for obtaining second medical opinions	jn	jn	jn	jn	jn

Additional Comments

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4. Field Nurses and RTW

8. Do you believe that an earlier Field Nurse intervention would assist the injured worker to recover more quickly and return to work?

☐ Yes

☐ No

9. In "general", how often do you stay involved on a case until the injured worker has returned-to-work?

☐ Always

☐ Frequently

☐ About half the time

☐ Rarely

☐ Never

☐ Don't Know

10. How often do your cases require an extension of your time in order to complete necessary activities?

☐ Always

☐ Frequently

☐ About half the time

☐ Rarely

☐ Never

☐ Don't Know

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11. On what percentage of the cases with requested extensions is the extension granted?

- ☐ Less than 10%
- ☐ Between 10% and 25%
- ☐ Between 26% and 50%
- ☐ Between 51% and 75%
- ☐ Between 76% and 100%
- ☐ Don't Know

12. If you do stay involved until return-to-work, do you believe it is important to the outcome of the claim that you stay involved?

- ☐ Yes
- ☐ No

If NO, please explain:

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**13. If you do not stay involved until return-to-work, in what ways would a longer Field Nurse intervention have been helpful to the overall outcome?
(Please check all that apply):**

- ☐ Better injured worker understanding of the ongoing medical situation
- ☐ Better communication/cooperation with the medical provider
- ☐ Improved communication/cooperation with the Employing Agency
- ☐ Faster return-to-work
- ☐ Ability to ultimately obtain a full duty release to return-to-work
- ☐ More permanent return-to-work
- ☐ Other (please specify)

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Field Nurse Survey

14. Do you support more flexible use of Field Nurses based on case need and potential value rather than pre-determined timeframes?

☐ Yes

☐ No

☐ Don't Know

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5. Field Nurse Referrals

15. In "general", over the past year of assignments as a Field Nurse on OWCP cases, how often do you believe you were assigned the case at the appropriate time for maximum recovery and return to work success?

- ☐ Not on any of the cases I was referred
- ☐ In less than 10% of the cases I was referred
- ☐ In 10% but less than 25% of the cases I was referred
- ☐ In 25% but less than 50% of the cases I was referred
- ☐ In 50% but less than 75% of the cases I was referred
- ☐ In 75% but less than 100% of the cases I was referred
- ☐ In all the cases I was referred

16. Once assigned as a Field Nurse on a case, how often do you lose the ability to stay on a case when you think you could still add value?

- ☐ Always
- ☐ Frequently
- ☐ About half the time
- ☐ Rarely
- ☐ Never
- ☐ Don't Know

17. As a Field Nurse, how often have you been assigned to an OWCP case prior to:

	Always	Frequently	About half the time	Rarely	Never	Don't Know
The end of the Continuation of Pay (COP) period	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The claim being adjudicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. OPTIONAL: Do you have any suggestions for how the Field Nurse program at OWCP could be improved so workers could recover and return to work more quickly?

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Field Nurse Survey

6. Staff Nurse Role

19. How often do you typically discuss cases with the following other key stakeholders?

	Always	Frequently	About half the time	Sometimes	Never
Staff Nurse alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Claims Examiner alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Nurse and Claims Examiner together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. On cases that require regular conversations with the Claims Examiner and/or Staff Nurse, how frequently do you typically review the case with them?

☐ Once a month

☐ At least once every 90 days

☐ Only when one of us thinks we need to

☐ Never

☐ Other (please specify)

21. How is your performance as a Field Nurse evaluated by OWCP? (Please check all that apply):

- ☐ Staff Nurses monitor process-related measure (timeliness of reports, etc) on my cases and use that to evaluate my performance
- ☐ OWCP surveys Claims Examiners and/or Employing Agencies to determine their level of satisfaction with my services
- ☐ Staff Nurses use return to work statistics to see which Field Nurse has the best results
- ☐ Staff Nurses use return to work statistics but take into consideration the severity of injury and evaluate catastrophic case management separately
- ☐ I get feedback only when it is time to renew my contract
- ☐ I do not know how my performance as a Field Nurse is evaluated by OWCP
- ☐ Other (please itemize any additional evaluation criteria in the comments box below)

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22. Would it be helpful to you in managing your cases if you had more specific, outcome-oriented performance goals?

☐ Yes

☐ No

☐ Don't Know

If YES, what types of outcome goals would be most meaningful/helpful?

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23. Overall, how helpful is the Staff Nurse in facilitating resolution of any problems you encounter with your cases?

☐ Extremely Helpful

☐ Helpful

☐ Somewhat Helpful

☐ Not Helpful

☐ Don't Know

Field Nurse Survey

7. Vocational Services

24. How often do you work with a Rehabilitation Counselor on OWCP cases?

- ☐ Always
- ☐ Frequently
- ☐ About half the time
- ☐ Rarely
- ☐ Never
- ☐ Don't Know

25. If task-oriented vocational services could have been provided while you were still assigned to cases, would that have facilitated a faster return-to-work?

- ☐ Yes
- ☐ No
- ☐ Don't Know

26. Which of the following vocational services would have been the most helpful in facilitating the injured worker's return to employment?

	Extremely Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Don't Know/Not Applicable
Vocational evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized ergonomic and job and home modification services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional Job (Light Duty) identification and definition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functional Capacities Evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work hardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transferrable Skills Analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Detailed job analysis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral for short term training or refresher courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional Comments					

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8. Information Sharing

27. What information are you allowed to share with the employing agencies without a specific written authorization from the employee?

(Please choose the description that is the most accurate):

- ☐ Any material in the claim file
- ☐ All nurse and rehabilitation counselor reports
- ☐ Only information that does not contain medical evidence
- ☐ All information necessary to assist in the return-to-work effort, including psychiatric tolerance limitations (but not full psychiatric reports)
- ☐ All information necessary to assist in the return to work effort
- ☐ I cannot give them any specific written material, but can discuss return to work with the agency
- ☐ No information without a specific signed authorization from the employee
- ☐ I am not sure

9. Second Opinion (SECOP) Services

28. How often do you recommend a SECOP on a case?

- ☐ Always
- ☐ Frequently
- ☐ About half the time
- ☐ Sometimes
- ☐ Never
- ☐ Don't Know

29. On those cases with a SECOP, how often does the SECOP help move the case forward toward recovery and return-to-work?

- ☐ Always
- ☐ Frequently
- ☐ About half the time
- ☐ Rarely
- ☐ Never
- ☐ Don't Know

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10. Demographics

30. Which OWCP district office do you work with most frequently?

- ☐ Boston
- ☐ Chicago
- ☐ Cleveland
- ☐ Dallas
- ☐ Denver
- ☐ Jacksonville
- ☐ Kansas City
- ☐ New York
- ☐ Philadelphia
- ☐ San Francisco
- ☐ Seattle
- ☐ Washington, D.C.

31. How long have you worked with OWCP:

	Less than a year	1 to 3 years	3 to 5 years	5 to 10 years	More than 10 years
In your current role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>