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.

2. COP Nurses

1. How often do you see copies of the COF	Nurse reports or	n cases that are	assigned to
you?			

jn	Always
jn	Frequently
jn	About half the time
jm	Rarely
jm	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	j 'n	jα	ţa	jη	ja
Estimated return to work dates	j n	j m	jn	j n	j m
Obtaining medical information for more rapid adjudication	j'n	jα	ţn	ļ'n	j ta
Problems the employee is having with treatment, return to work or psycho- social issues that may need to be dealt with	jn	j n	j m	j'n	j n
Problems the employing agency may be having with obtaining needed medical information in order to facilitate return to work	ja	j a	j'n	jη	jα
Communicating the barriers to return to work	j n	j n	jn	j m	j m
Suggesting interventions to assist with recovery and return to work	j'n	jα	jn	j'n	j to
Additional Comments			5		

<u>.5</u>
6

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

jn Extremely Helpful	jn Somewhat Helpful	Not Very Helpful	not At All Helpful	jn Don't Know/Not
				Applicable

Don't Know/Not

Field Nurse Survey					
4. Do you currently function as both a C	COP Nurse and a Field Nurse for OWCP?				
jn Yes					
j∩ No					

3. Field Nurses

5.	. What is the	"average"	length of t	time from th	e date c	of injury/illr	ness that y	ou rece	eive a
Fi	ield Nurse re	ferral for i	nterventio	n?					

j'n	Less than 4 weeks from the date of injury/illness
jn	Between 4 weeks and 8 weeks after the injury/illness
jn	Between 8 weeks and 12 weeks after the injury/illness
ho	More than 12 weeks after the injury/illness

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



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	j n	j m	jm	j m	ja
Facilitating activities which speed recovery	j'n	j'n	j m	j n	j m
Assisting the Medical Provider with the billing/authorization/payment system	j n	j'n	j'n	j'n	j o
Participating in discussions with medical providers	j m	Ĵη	j m	Ĵη	j n
Gaining cooperation of the medical providers	j n	j n	j n	j n	j ta
Claimant's timely and sustained return to work at the Employing Agency	j n	j m	j m	j n	j n
Gathering and communicating information regarding return-to-work	j n	j'n	jn	jα	j α
Identifying barriers to return- to-work and a plan to overcome them	j 'n	j n	j n	Ĵ'n	j n
Obtaining physical restrictions/release to return-to-work	ţn	ţα	jα	j'n	j n
Recommendations for obtaining second medical opinions	j n	j n	j m	j n	j n
Additional Comments					

Additional Comments



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?



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



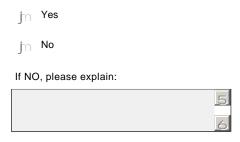
10. How often do your cases require an extension of your time in order to complete necessary activities?



11.	. On what	percentage o	f the cases wit	h requested	extensions is	the extension
gra	anted?					



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?



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)

ralue rather than	•		
jn No			
jn Don't Know			

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?

jn	Not on any of the cases I was referred
jn	In less than 10% of the cases I was referred
jm	In 10% but less than 25% of the cases I was referred
jm	In 25% but less than 50% of the cases I was referred
jm	In 50% but less than 75% of the cases I was referred
jm	In 75% but less than 100% of the cases I was referred
jm	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?

ĴΩ	Always
jm	Frequently
jn	About half the time
jn	Rarely
jn	Never
m	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	Dont' Know
The end of the Continuation of Pay (COP) period	j n	jn	j n	j ta	j n	j'n
The claim being adjudicated	j n	j m	j m	j n	j m	ĴΩ

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?



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	jm	j to	jta	j m	j m
Claims Examiner alone	j n	j n	j m	j m	j m
Staff Nurse and Claims Examiner together	j n	j ta	jα	j m	j n

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?

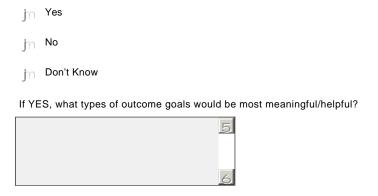
jn	Once a month	
jn	At least once every 90 days	
jn	Only when one of us thinks we need to	
jn	Never	
jn	Other (please specify)	
		5
		6

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
- e 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)



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



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



7. Vocational Services

24.	How often do	vou work with	a Rehabilitation	Counselor on	OWCP cases?
4 T.	I IOW OILCII GO	YOU WOIN WILLI	a iveliabilitation	Oddiiscidi dii	OTTOL CUSCS

jn	Always
jn	Frequently
jn	About half the time
jm	Rarely
jn	Never
jm	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?

jn	Yes
jn	No
jn	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	j ta	j m	j ro	j to	ja
Specialized ergonomic and job and home modification services	j m	j m	j'n	j m	j n
Transitional Job (Light Duty) identification and definition	j n	ţn	j'n	j'n	j n
Functional Capacities Evaluation	j n	j n	j n	j n	j n
Work hardening	j m	j ta	jm	jm	jta
Transferrable Skills Analysis	j n	j m	j n	j n	j m
Detailed job analysis	j ta	j n	j n	j n	j m
Referral for short term training or refresher courses	j m	j n	j n	jn	j n
Additional Comments					
Additional Comments			5		

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):

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

9. Second Opinion (SECOP) Services

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

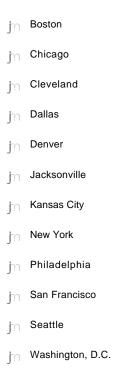
j m	Always
jm	Frequently
jm	About half the time
jn	Sometimes
jn	Never
m	Don't Know

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

j'n	Always
jm	Frequently
jm	About half the time
jm	Rarely
jn	Never
jn	Don't Know

10. Demographics

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



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	j ta	j ra	j ta	j o	j o
Overall	h	in	in	m	i n