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Yukon Workers' Compensation Health and Safety Board Survey Results Released

The Yukon Workers Compensation Health and Safety Board has released the results of a survey the Yukon Bureau of Statistics conducted on its services. Injured workers or dependents who recently had contact with the board, employers registered with the board, and board staff were surveyed by the Bureau of Statistics this spring and summer.

The survey is believed to be one of the most comprehensive client surveys that has ever been done by a Yukon government organization. The survey quality is of a very high level due to the number of respondents—over 1,130 employers and nearly 780 workers were interviewed. According to the bureau's calculations, the results are accurate at least within +/-3% 95 times out of 100.

The main purpose of the survey was to give the YWCHSB information on its level of service and to reveal opportunities for improvement. The survey also asked questions about workplace safety and people's general awareness of the board's programs. The staff survey focussed on quality perceptions, such as quality of supervision, and the general work environment.

"We will be carefully looking at the results and seeing where we can make improvements of real significance to our stakeholders," said the YWCHSB's President and CEO Tony Armstrong. "Some of the areas we are looking at are: providing better information to employers and workers on our services; developing a customer charter that may include a commitment to process time-loss claims in a certain period of time; and providing our staff with more training in the use of medical opinions."

In the survey results, all three stakeholder groups show

predominately positive perceptions of the board's programs, services and outcomes. Injured workers rated the overall service quality provided by the board at over 70 points out of 100. Friendliness and courtesy of the staff rated even higher at nearly 80 out of 100 possible points. The survey also clearly outlines the expectations that injured workers have for timeliness. A majority of workers see a timeframe of 30 days or less as a reasonable amount of time for processing a claim.

The survey reveals some challenges that the organization faces. In particular, "outcome" has a strong effect on how injured workers view the service delivered by the board. Workers who had accessed the YWCHSB's appeal system were much less likely to positively view any service they had received from the board.

Employers also had generally positive responses about their interaction with the YWCHSB and the majority indicated that the board's level of service met their expectations. However the survey shows that employers have low levels of awareness of the effectiveness of the YWCHSB's services such as those provided to injured workers.

"We need to do a better job of communicating with employers," said Armstrong.

Some of the strongest results in the survey are in staff satisfaction with their work environment. Over 90% of staff believe the board is true to its vision and mission, that their work unit produces good work, and that they receive the training they need to do their job. An overwhelming 97% said they like their job at the YWCHSB.

"Staff satisfaction levels are of critical importance when it comes to the board being able to deliver quality programs and services," said Armstrong. "Because staff work with clients everyday, they have a keen perception of where service can be improved. They're also good critics of an organization's processes."

Anyone interested in getting a copy of the survey results can pick them up at the public register at Yukon Workers' Compensation Health and Safety Board, 401 Strickland Street, Whitehorse, Yukon. You can also call (867) 667-8872 or 1-800-661-0443 and request that a copy be mailed to you. The results may be downloaded from the [Bureau of Statistics website](#).

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