

# BWC CASE STUDY

*Updating an existing study with the Department of Labor to provide salient, relevant information on injured workers, their healthcare providers and insurers*

## Objectives

Since 1975, The Medical Accessibility Study has collected data from injured workers, healthcare providers, and insurance companies in the Commonwealth of Pennsylvania to consider the effects the current fee schedules and utilization of provider panels may have on access to quality care and lost days from work. If the research indicates there is not sufficient access to quality health care or products for persons suffering injuries covered by this Act, the Secretary may make recommendations for modifications or changes to the Insurance Commissioner.

## Results

By utilizing tried and true methodologies with advanced analytical techniques, FieldGoals.US is able to provide the Bureau with a report and Executive Summary that has drawn the attention of stakeholders across the Department and the Commonwealth – for the first time in decades. Injured workers are thrilled to “be heard” and both health care and insurance providers are able to contribute substantially to improvements in the system.

## At a Glance

### **Topics of Discussion**

Since 2019 FieldGoals.US has been commissioned by the Bureau of Workers' Compensation to collect data, analyze and provide recommendations in a report which enables the Secretary of the Department of Labor and Industry to determine whether injured workers have adequate access to timely, quality health care and the impact the use of provider panels is having on the program. The survey had been conducted for years using standardized questions and language; the Bureau trusted FieldGoals.US to update the language, provide a more accurate representation of the population of injured workers, and conduct the interviews with a statistically significant approach, in order to fuel change with accurate, verifiable insights and real-life stories from recently injured workers.

Additionally, healthcare providers who are on a panel of providers for the Bureau of Workers' Compensation – as well as insurance carriers, who provide workers' compensation insurance for employers – are surveyed in order to provide a holistic view of reimbursement and challenges to providing quality healthcare and to determine if the current rate schedule is adequate for providers to offer healthcare to employees in these situations.

### **Recruitment Tactics**

The injured worker population was accurately represented by county, age, gender and industry for the first time in the history of the study. This way, the Bureau could confidently report percentages on questions regarding provider panel utilization, return to work, healthcare satisfaction and quality of care – as well as timely access to treatment. This was accomplished by a dramatic change in the approach (methodology) to the data collection, using personalized telephone surveys with trained qualitative interviewers who were skilled in speaking with injured workers. Advances in data collection technology do not always replace person-to-person interviewing – especially with this segment.