

# Workers Compensation Board of PEI 2022 Injured Workers Survey

## Key Highlights

**Methodology:** 387 completed telephone interviews with injured workers. | **Survey Dates:** October 24 to November 14, 2022. | **Margin of error:** Overall results are accurate to within ± 4.9 percentage points, 19 times out of 20.



The Performance Index **increased 9.2 points** from 2002 to 2022

Overall Satisfaction **increased 10 percentage points** from 2002 to 2022



### Areas with 5 percentage points or more improvement (compared to 2020)

#### Satisfaction with Aspects of Service

Clarity of letters <b>82%</b>	Time to receive first benefit payment <b>81%</b>	Promptness <b>81%</b>	Fairness <b>81%</b>
First contact concerning present claim <b>79%</b>	Timeliness <b>79%</b>	Outcome <b>76%</b>	Extent of consultation and participation in decision-making process concerning claim <b>75%</b>

### Areas with no change or less than/equal to 4 percentage points change (compared to 2020)

#### At the WCB...

#### Satisfaction with Aspects of Service

<b>91%</b> The WCB staff members treat me with respect 	<b>80%</b> The people you deal with have a clear understanding of your situation 	Politeness <b>87%</b>
<b>88%</b> You clearly understand what has been said after speaking with someone at the WCB 	<b>76%</b> You are kept informed about important changes 	Confidentiality <b>86%</b>
<b>86%</b> You are able to receive the service you need in a timely manner 	<b>73%</b> You are able to <b>accomplish</b> what you set out to do when calling WCB 	Ability to answer questions <b>80%</b>
<b>80%</b> The people you deal with care about you 	<i>Please consult the summary report for this study for additional information</i>	
		Accessibility <b>78%</b>
		Frequency of contact <b>73%</b>