



# **CERTIFICATION OF DISABILITY MANAGEMENT SPECIALISTS COMMISSION**

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& Absence Management  
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# The Art and Science of the EMPAQ® Employee Satisfaction Survey



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**Moderator:**

Maria Henderson-CDMSC Commissioner

# Measuring Employee Satisfaction

- ❖ Historically measured by complaints
  - Very anecdotal
  - What is acceptable dissatisfaction in a disability benefit system?
- ❖ Fourteen questions measure discrete components which are aggregated for benchmarking into 3 measurements:
  - Administrative Process (1-14)
  - Overall Experience (15-19)
  - Response Rate

# Measuring Employee Satisfaction

## EMPAQ Survey Pilot 2003

- ❖ Qwest, Dell, 3M, and Pepsi participated
- ❖ Validated survey methodology
- ❖ Four-point rating scale
- ❖ Ability to benchmark w/ other employers
- ❖ Excellent tool for labor relations
- ❖ Provides baseline to measure improvements

# Survey Toolkit



## ❖ Comprehensive Resource

- Case studies
- Tips on customizing the survey and cover letter
- How to score and interpret results
- Outcome data and lessons learned from early adopters

# Ascension Health

- ❖ Faith-based, non-profit healthcare system
- ❖ Full continuum of care
- ❖ Located in 21 states and District of Columbia
- ❖ 103,000 associates
- ❖ Self-insured for WC, STD, LTD
- ❖ All claims handled by one TPA – Sedgwick CMS

# UPMC

- ❖ Healthcare/Social Services Industry
- ❖ Region's largest not-for-profit employer
  - Second largest employer in PA
- ❖ Cancer Treatment Planning Services – over 70 locations nationwide
- ❖ Expanding internationally-the region of Sicily, IsMeTT offers organ transplant services
- ❖ Over 46,000 employees
- ❖ Self-insured/self-administered in Group Health, STD and WC

# Panel

- 1) Why do you use the EMPAQ® Employee Satisfaction Survey?
- 2) How did you determine the best method for delivery?

# Panel

- 3) Why do you use a third party to receive and score results?
- 4) How did you customize the Survey or Cover Letter?

# Panel

- 5) What questions point to internal versus external performance?
- 6) How are your results impacting your processes?

# Conclusion

Questions?