



WWR Survey Program

Briefer: Erica Osen
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Time: 12:15 – 1:00



Survey Instruments / Survey Methodology

Q1: Please provide the RWTF with a copy of each survey instrument you use to assess the performance of WWR programs and services.

A1: Please see Appendix for WWR's 2013 survey instruments.

Q2: When was the most recent survey administered (quarter/year)?

A2: December 2013; Annual Care Coordination Survey

Q3: Please describe any significant changes to your survey methodology since last year's briefing to RWTF?

A3: Two significant methodological changes were applied to the Care Coordination Survey this year.

1. A random sample was drawn from one of our sampling frames (wounded, ill, and injured Marines joined to the WWR) vice surveying our entire population
2. Survey proctors were identified and on-site administration was implemented at WWR Battalions and detachments (Section Leader and RCC surveys only)
 - These changes resulted in a 100% response rates for these populations



Survey Results

Q4a: In what important ways do current and previous survey results compare (i.e. similarities and differences)?

A4a: Research efforts conducted by the Wounded Warrior Regiment are designed to monitor satisfaction levels and measure effectiveness of support provided to our wounded, ill and injured Marines. Attributes of the care coordination elements (Section Leaders, RCCs, DISCs, and Call Center / Contact Center Staff) have been assessed in almost all research efforts, as well as overall satisfaction with the WWR and how the elements coordinate with one another. These assessments allow the WWR to monitor trends in satisfaction and effectiveness over time. As depicted in the table below, Care Coordination elements providing non-medical care continue to have elevated satisfaction scores and overall satisfaction with the WWR remains high.

Care Coordination Element	2011	2012	2013
Section Leader	93%	92%	94%
RCC	88%	96%	95%
Contact Center	87%	93%	94%
DISC	92%	94%	96%
Call Center	87%	89%	88%
Overall WWR	84%	90%	90%



Survey Results

Q4b: Highlight the three most encouraging results from the recent survey.

A4b: Please see table below.

Three Most Encouraging Results	
Staff	<p>Willingness to help / caring and dedicated / available and timely / knowledgeable</p> <ul style="list-style-type: none"> • <i>“Every time I need something just as simple as someone to talk to she is always there and always picks up her phone.”</i> • <i>“Very knowledgeable, easy to communicate with, understands what and why I’m going through my issues.”</i> • <i>“Very helpful, easy to speak with, helps with goals and keeps me on track.”</i> • <i>“They care for you when you need it most, no matter how difficult or sensitive the issue is.”</i>
Transition	<p>Ability to look forward and plan / availability and access to transition information and resources</p> <ul style="list-style-type: none"> • <i>“I have goals set and a plan made to help me achieve those goals.”</i> • <i>“They don't throw you out, they fix you up and slowly move you out.”</i> • <i>“They give you a lot of info and a lot of tools to meet any goal you have or thinking about doing.”</i> • <i>“With all the classes and info provided there is no reason for me not to be able to move on and become successful.”</i>
Focus on Recovery	<p>Morale / cohesiveness / ability to focus on care and recovery</p> <ul style="list-style-type: none"> • <i>“Their ability to facilitate my needs for recovery and allow me to heal myself and work toward a successful transition.”</i> • <i>“Ability to recover without strict military regiment. They are flexible to the individual warrior case by case.”</i> • <i>“I'm given the opportunity to rehab without being ridiculed.”</i>



Survey Results

Q4c: Highlight the three results from the recent survey that most require attention and your plans for addressing them.

A4c: Please see table below.

Three Top Issues / Concerns		Plans to Address
WWR Staff Coordination	<p>Communication between care personnel / timeliness</p> <ul style="list-style-type: none"> • <i>“Every body bumping heads. Temporary chiefs.”</i> • <i>“A lot of moving parts, each person doesn't understand / know what the other is doing.”</i> 	<ul style="list-style-type: none"> • Leadership re-focus on the Comprehensive Recovery Plan as a tool to keep the care management team and Marines / families on track. • Command Inspection team validation that care management team is monitoring and contributing to the CRP.
Transition to VA / Hand-Off	<p>Communication between WWR and VA program / awareness and understanding of VA benefits / timeliness</p> <ul style="list-style-type: none"> • <i>“There is no coordination and depository banks to pull up veterans requested needs.”</i> • <i>“Improve coordination between agencies.”</i> 	<ul style="list-style-type: none"> • WWR participation in IC3 initiatives including the developing of an interagency comprehensive plan and tracking tool. • Designation of lead coordinators (e.g. RCCs) and required warm handoff of cases to the VA.
Delivery of Resource Information	<p>Communication of resources / method for delivery / timeliness</p> <ul style="list-style-type: none"> • <i>“Some info does not get passed properly.”</i> • <i>“Sending out information of resources, what the regiment can do for you, things like that.”</i> 	<ul style="list-style-type: none"> • Ensure multiple delivery methods are considered when distributing information, including: updating WWR app, social media platforms, pushing information via e-mail, and maintaining face-to-face communication. • Expand the Regiment’s standardized training policy to include continued training and updates on administrative processes, policy, and benefits. • Increase rate of communication via electronic media (and other methods) on general issues pertinent to the WII Marines / families.



Survey Response Rate

Q5: What is the RC response rate? How do RC responses differ from AC responses, if at all?

A5: As of 31 January 2013 there were 42 RC Marines joined / TAD to the WWR. 22 RC Marines took the Care Coordination Survey, therefore the RC response rate for the Care Coordination Survey is 52%. Due to the small RC population the results of the Care Coordination survey can only be reported in the aggregate. The table below provides a comparison of RC responses to AC responses.

Question	Active Component	Reserve Component
Overall Satisfaction with the WWR	90%	95%