

Survey results:

administrative conference and mediation

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Research and Statistics

People attending workers' compensation administrative conferences and mediation sessions at the Department of Labor and Industry (DLI) office in St. Paul – including injured workers, attorneys, insurers, employers and service providers – were asked to evaluate their experiences. Information from attendees of the alternative dispute-resolution sessions was sought to assess whether the current program is providing adequate services, to identify whether the parties are comfortable with the system and to identify areas for additional dispute-resolution specialist training.

Nine questions addressed the dispute-resolution specialist's skills in handling the session, whether the respondent understood what was happening and had the opportunity to express his or her position, perceived fairness and overall satisfaction with the dispute-resolution session.

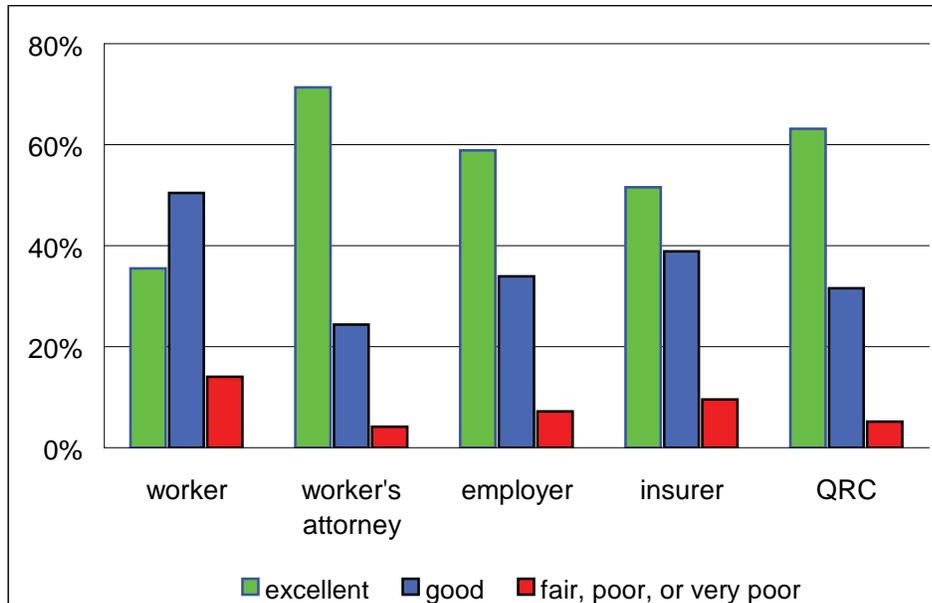
Figure 1: Distribution of survey responses					
	Yes	Some- what	Not enough	No	Don't know
Was the mediator/arbitrator courteous and professional?	98.1%	1.4%	0.5%	0.0%	0.0%
Was the mediator/arbitrator familiar with your case?	76.7%	17.7%	2.3%	0.0%	3.3%
Was the mediator/arbitrator familiar with applicable law?	79.1%	5.6%	2.0%	0.0%	13.2%
Did you understand what was happening?	95.0%	3.6%	1.0%	0.0%	0.5%
Did you have enough opportunity to express your position?	92.3%	5.2%	1.2%	0.7%	0.5%
Did the mediator/arbitrator handle the session impartially?	91.3%	3.4%	1.5%	1.5%	2.4%
Did the mediator/arbitrator manage the session time appropriately?	95.8%	2.0%	0.5%	0.5%	1.2%
	Yes	No			
If this was a mediation session, would you use the mediation service again?	95.2%	4.8%			
	Excellent	Good	Fair	Poor	Very poor
Overall, how would you rate your experience here today?	56.7%	35.4%	6.8%	1.0%	0.2%

The survey took place between Jan. 29 and April 9, 2007. Responses were collected from 420 of the 603 conference and mediation session attendees, a 70 percent response rate.

Respondents were very positive about the conduct of the dispute-resolution specialists and the fairness of the sessions. The great majority of the attendees of alternative dispute-resolution sessions were impressed with the professionalism and conference management skills of the dispute-resolution specialists. The percentage of attendees responding "Yes" to each item ranged from 77 percent to 98 percent.

A more-detailed analysis by respondent type shows injured workers need more information to help them prepare for the alternative dispute-resolution process so they can understand what is happening and feel confident about their participation.

Figure 2: Overall experience rating by type of respondent



The DLI Workers' Compensation Division will use the information obtained in the survey to continue to improve its alternative dispute-resolution process.

Office of Administrative Hearings on the move



The Office of Administrative Hearings (OAH) will be moving from its Minneapolis location to the Harold Stassen Office Building, 600 North Robert Street, St. Paul, Minn., on Sept. 20 and 21. The move should be completed by Mon., Sept. 24.

During the move, workers' compensation status calls (only) are being referred to the Department of Labor and Industry at (651) 284-5005.

Mail will continue to be processed.

Visit www.oah.state.mn.us/reloc/relocation.html for a map to the new location and updates about the move.