

Recommendation Locator

Page Number	Recommendation Summary	Party Addressed	Agency Response
15	WSCD should improve the timeliness of its compensability decisions.	WSCD	Agree
18	WSCD should improve the timeliness of initial TTD payment.	WSCD	Partially Agree
22	WSCD should consider contracting for a comprehensive assessment of its financial practices and condition.	WSCD	Agree
29	WSCD should monitor and evaluate turnover among contract analysts and develop a plan to improve retention.	WSCD	Agree
31	WSCD should consider adapting the triage model to suit its organizational structure.	WSCD	Disagree
32	WSCD should develop written policy statements and improve the procedures manual.	WSCD	Partially Agree
37	WSCD should improve its written materials for claimants and employers.	WSCD	Agree
38	WSCD should expand education for claimants and employers.	WSCD	Agree
41	WSCD should create a customer service unit.	WSCD	Partially Agree
49	WSCD should develop explicit policies and materials promoting the use of less formal approaches to dispute resolution.	WSCD	Disagree

50	WSCD should provide participants with a neutral source of procedural and legal information.	WSCD	Disagree
51	WSCD should identify ways to improve the current referral process and its outcomes.	WSCD	Agree
59	The Legislature should consider establishing a Workers' Compensation Advisory Council.	Legislature	Neutral
