

# Information Bulletin

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December 10, 2018

## Attention: OR1, OR2 and ASTD Providers

### Subject: Confirming Job Duties

It has recently come to our attention that many program providers are not adequately establishing an injured worker's critical job demands. It is of utmost importance for WorkSafeBC to understand a worker's critical job demands, as claims decisions are often made on the documented job duties.

Whenever it is feasible, a job site visit should be conducted to establish critical job demands. If a job site visit cannot be completed, other sources such as Job Demands Analysis reports and collateral interviews from the worker and employer must be utilized. The clinical team should report where the information regarding job duties was collected, and whenever possible indicate if the injured worker and employer reported any discrepancies in the identified and/or reported demands.

A further trend that has been identified is that job site visits are occurring late in an injured worker's rehabilitation program. Early JSVs are beneficial for a host of reasons, including establishing early RTW opportunities, identifying possible psychosocial workplace barriers, and promoting the development of relevant and specific work simulation exercises.

A sound understanding of the critical job demands should also consistently be considered when determining an injured worker's discharge status. This is of benefit to the claim owner, but most importantly allows you to make an informed and accurate determination of the injured worker's abilities in relation to work demands.

Thank you for taking these recommendations into consideration and please do contact us in Health Care Services if you have any questions or concerns.

The Program Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com) requesting the change.