

Information Bulletin

August 23, 2017

Attention: WorkSafeBC Contracted MARP Providers

Subject: Referral to Admit Timeliness, Customer Response Rates, New Quality Assurance Supervisor

Referral to Admit Timeframes

A recent review of the Network's referral to admission timelines noted an average of 5.8 days with a wide range of 3.4 days to 14.4 days in the last quarter. Please ensure that your clinic adheres to the following contractual expectations:

- The Injured Worker should be assessed by the Provider within five (5) business days following receipt of the referral (which is considered 'day 0').
- If the MARP referral includes a request for a specific MARP Physician, the maximum referral to admission timeframe is ten (10) business days.

Customer Response Rates

In the last quarter, the Network ranged from 4% to 100%; congratulations to the providers that increased their response rates from the previous quarter to achieve the performance targets. This increase represented 29% of the Network. For those that did not meet the expected threshold, please take action to ensure that all workers complete the satisfaction questionnaire. The target for client satisfaction response rate is 80% and the minimum acceptable level of performance is 60%.

New Quality Assurance Supervisor

Andrea McNeill has taken over the MARP Program from Jen Turner as of May 1, 2017. Please feel free to contact her with any questions or concerns.

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