



**QBE EUROPEAN OPERATIONS**

# Task Analysis

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## Overview

- What is best practice and current practice in regards to return to work?
- What barriers exist in implementing best practice return to work?
- Explore the use of task analysis and job banks to overcome the barriers to best practice return to work (RTW)



## Injured worker: John

- Employed as a storeman for 5 years
- Injures his shoulder after a fall at work
- Employer arranges treatment and surgery
- Reviewed and deemed not fit to RTW
- Reviewed and deemed fit to RTW with restrictions
- Manager cannot offer duties within restrictions
- Remains at home and becomes deconditioned, frustrated and anxious about his future
- Employer loses the benefit of the investment in early treatment



# ESSENTIALS OF BEST PRACTICE RETURN TO WORK



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## Essentials of best practice RTW

- Appropriate management of physical and psychological needs, in conjunction with work accommodation where necessary\*



# Essentials of best practice RTW

- A co-ordinated approach between all stakeholders\*



## Essentials of best practice RTW

- Adherence to clinical guidelines by treating health professionals, e.g. NICE guidelines in the UK (National Institute for Clinical Excellence; [www.nice.org.uk](http://www.nice.org.uk))\*



## Essentials of best practice RTW

- That return to work interventions may need to differ in emphasis and content depending on time since injury, e.g. multidisciplinary rehabilitation programmes for long term absences\*

\*

Source: Foreman, P. Murphy, G., & Swerissen, H.(2006). Barriers and facilitators to return to work: A literature review. Australian Institute for Primary Care, La Trobe University, Melbourne.



# BARRIERS TO BEST PRACTICE RTW



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## Barriers to best practice RTW

- Access to appropriate medical and rehabilitation treatment to treat injury = well being services or employers liability insurer



## Barriers to best practice RTW

- Address psychological needs of injured worker = absence management and employee wellbeing services



## Barriers to best practice RTW

- Match intervention strategies to phase of recovery = acute services progressing to restorative services progressing to return to work services



## Barriers to best practice RTW

- Provision of workplace accommodations and effective communication between all parties = lack of understanding of job demands and inability to offer duties within restrictions





# OVERCOMING THE BARRIERS

## Task Analysis



## Task analysis

- Identify the physical, social and cognitive demands of the job
- Analyse the environment in which the job is carried out
- Analyse the level of productivity required to complete that job



## Job banks

- Allows identification of suitable alternate duties to allow more timely RTW
- Removes misunderstanding of job restrictions



## JOB ANALYSIS REPORT

**EMPLOYER:** ABC DRYCLEANERS  
**WORKPLACE CONTACT:** MR SUPERVISOR  
**OCCUPATION:** PRESSER  
**DATE OF ASSESSMENT:** XX/XX/2005  
**CONSULTANT:** OCCUPATIONAL THERAPIST  
**CONTACT NUMBER:** XXXX XXX XXXX

### Assessment Objectives

The objective of the assessment was to document the physical demands of the work role of Presser at ABC Drycleaners in Local Village.

### Background Information

### Description of Position

ABC Drycleaners is a drycleaning business located in Local Village. The business receives, sorts, drycleans and presses garments and other fabric items on site. The business is located in a small shopping district and has a shop front, pressing and hanging area and drycleaning area. Garments and items range from simple day wear (trousers, jackets, shirts etc) through to complex sunray pleated skirts, wedding dresses and curtains. The majority of the work received is simple day wear.

Monday is the busiest day of the week when items that are collected from agencies over the weekend arrive. The level of work reduces slightly as the week progresses. XXX visited the work site on a Wednesday.

The business completes a maximum of eight to ten loads of standard drycleaning each day. A load is the equivalent of 20 kgs of fabric weight. In addition, there are four loads of overalls cleaned weekly, approximately one wedding dress and one to two loads of curtains.

### Summary

Job Title: Presser



|                                   |                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Description:</b>           | <p>The Presser receives garments that have been drycleaned and either irons the items using a hand iron, steams in a Formatic machine or presses using a Hoffman Press. Items are then hung for collection by the customer.</p> <p>The Pressers rotate approximately daily between the Iron and Formatic (combined role) and the Hoffman Press.</p> |
| <b>Location of Job:</b>           | <p>xx High Street</p> <p>Local Village</p>                                                                                                                                                                                                                                                                                                          |
| <b>Hours of Work:</b>             | <p>9.15am – 12.45pm <u>or</u> 1.45pm - 5.15pm</p> <p>Staff will normally perform one shift each day but may complete two shifts several weeks each year to cover annual leave or increased workloads.</p>                                                                                                                                           |
| <b>Days of Work:</b>              | Monday to Friday                                                                                                                                                                                                                                                                                                                                    |
| <b>Rest Breaks:</b>               | 30 minute break                                                                                                                                                                                                                                                                                                                                     |
| <b>Licenses / Qualifications:</b> | nil                                                                                                                                                                                                                                                                                                                                                 |
| <b>Work Tools / Equipment:</b>    | <p>Machine based tools provided include Iron, Hoffman Press and Formatic.</p> <p>Garments range in weight from less than 1kg to 7kg for curtains.</p>                                                                                                                                                                                               |

#### **Physical Requirements of Pre-Injury Duties**



##### **Duty: Iron**

Presser uses an iron weighing 2.8lb (1.3kg). Presser grips the iron using a cylindrical grip with thumb extended. Steam is thumb operated by flexing and extending at the thumb metacarpalpharangeal (MCP) joint. In addition there are two foot pedals for steam and gripping the fabric. The ironing board is approximately waist to hip height (31.9in or 810mm) with a smaller board that can be swung away at 4.7in (120mm) higher than the main board. The Presser irons the garments on the board or steams the garments by holding the iron with the wrist in ulnar deviation and the elbow flexed.



## Job Task Analysis

### KEY:

|                     |                                                                                         |
|---------------------|-----------------------------------------------------------------------------------------|
| Rare (R):           | 0-5% of total work time (total of 3 min. in the hour)                                   |
| Occasional (O):     | 6-33% of total work time (total of 3-20 min. in the hour OR 1 lift every 30 minutes)    |
| Frequent (F):       | 34-66% of total work time (total of 20-40 min. in the hour OR 1 lift every 2 minutes)   |
| Constant (C):       | 67-100% of total work time (total of 40-60 min. in the hour OR 1 lift every 15 seconds) |
| Essential (E):      | Essential job function                                                                  |
| Non-essential (NE): | Non-essential job function                                                              |

### 1. General requirements

|                              | ***Frequency rating*** |   |   |   |   | Tasks                                  |
|------------------------------|------------------------|---|---|---|---|----------------------------------------|
|                              | E / NE                 | R | O | F | C |                                        |
| 1. Sitting                   |                        |   |   |   |   |                                        |
| 2. Walking                   | E                      |   |   | X |   | All tasks.                             |
| 3. Standing                  | E                      |   |   |   | X | All tasks.                             |
| 4. Bending (neck)            | E                      |   |   | X |   | Iron<br>Hoffman Press                  |
| 5. Bending (waist)           | E                      |   |   | X |   | Iron                                   |
| 6. Squatting                 | NE                     |   | X |   |   | Formatic – setting garment.            |
| 7. Climbing                  |                        |   |   |   |   |                                        |
| 8. Kneeling                  |                        |   |   |   |   |                                        |
| 9. Crawling                  |                        |   |   |   |   |                                        |
| 10. Balancing                |                        |   |   |   |   |                                        |
| 11. Twisting (neck)          | E                      |   |   | X |   | All tasks                              |
| 12. Twisting (waist)         | E                      |   |   | X |   | Iron<br>Hoffman Press                  |
| 13. Reaching above shoulders | E                      |   |   | X |   | Formatic (setting garments, operating) |
| Straight out                 | E                      |   |   | X |   | Hoffman (operation)                    |
| Below hips                   | E                      |   |   | X |   | Iron (moving small board)              |

### 2. Lifting

|                | ***Frequency rating*** |   |   |   |   | Items lifted                              | Height                         |
|----------------|------------------------|---|---|---|---|-------------------------------------------|--------------------------------|
|                | E / NE                 | R | O | F | C |                                           |                                |
| Up to 4.5 kg   | E                      |   |   |   | X | Garments (jumper, trousers, skirt, shirt) | Waist to above shoulder.       |
| 5 – 11 kg      | E                      |   |   | X |   | Garments (coats, wedding dress)           | Waist to above shoulder height |
| 11.4 – 15.5 kg | E                      |   | X |   |   | Curtains                                  | Waist to shoulder height.      |
| 16 – 23 kg     |                        |   |   |   |   |                                           |                                |
| 23.2 – 34 kg   |                        |   |   |   |   |                                           |                                |
| 34 – 45.5 kg   |                        |   |   |   |   |                                           |                                |
| Over 45.5 kg   |                        |   |   |   |   |                                           |                                |



## Task analysis and job banks

- Remove the barrier of inability to provide work accommodations or uninformed RTW decisions by promoting understanding of job demands and other roles available in the workplace



## Injured worker: John

- Reviewed and manager provided with a list of suitable duties which John is able to perform
- Returns to work in a timely manner preventing the spiral of physical conditioning, frustration and anxiety



## Best practice RTW

Implement task analysis and job banks into existing employee well being services to facilitate best practice RTW and provide a holistic approach to injury management



**Thank You**

**Questions....?**





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