

Safety Council Meeting February 9, 2016

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CareWorksComp/RiskControl360



ACCIDENT/ INCIDENT

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Review



What are You *Really* Trying to
Learn

What is an “Accident”?

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- ❑ An accident is basically an undesirable event.
- ❑ Accidents can result in death, injury or illness.
- ❑ Accidents can also lead to property damage and delay your business process.
- ❑ A “near hit” may also be considered an accident.



Teach Safety as a Part of Our Life

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- We all learned about safety as children
- Parents, teachers, educational television
- When you stand on a chair...what does that “Voice” in your head say?
- Why do we go ahead and stand on the chair?
- Guess how this relates to the workplace?
- Teach the concept - ***listen to that “Voice”***

Why Accidents or Incidents Should Be Investigated?

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UNPREPARED
VS.

~~UNPREPARED~~



Why Accidents or Incidents Should Be Investigated?

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- ❑ Determine the cause to prevent similar incidents in the future.
- ❑ Legal requirements (Civil)
- ❑ Compliance with safety regulations (OSHA, VSSR)
- ❑ Worker's compensation claims experience
- ❑ Validity of claims – Huge help to claim examiners
- ❑ We should all go home the same way we came!

Why Accidents or Incidents Should Be Investigated? Contd.

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- Opportunity to counsel and record
- Imparts the perception of care and concern
- ***Consistency, consistency, consistency***
- Control costs
- Remain eligible for BWC savings programs
- Validity of claims- Huge help to hearing reps
- We should all go home the same way we came!

Emphasize “Root Causes”

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- There is seldom a single cause for an injury or incident
- You are certain of the cause....



What Are Common Causes

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- Distractions
- Unsafe work procedures
- Lack of experience
- Inadequate training
- Ignore or by-pass safety devices
- Fatigue
- Rushing
- Ignoring their judgment (VOICE)**

Who Should Investigate?

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- The Supervisor is best suited
- Has experience in investigative techniques
- Authorized to take remedial action
- Knows associates and current conditions
- Not necessarily an expert in accident causation

Basic Steps For Investigation- Document

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- Reporting procedure
- First aid /medical
- Gathering facts
- Identify causes
- Report findings
- Take corrective action(s)
- Evaluate effectiveness



Determine if Any Injury or Illness Occurred

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- An act that harms or damages a person
- An illness is a sickness brought about by an unhealthy condition
- Illnesses are diagnosed by a physician and can occur from acute or chronic exposure to an unhealthy condition
- Injuries can also result from acute or chronic exposures. Immediate or cumulative trauma
- Near misses should be investigated also

Determine if Injury or Illness is Work Related

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- You must determine if the injury or illness is work-related.
- Work-related: “OSHA” - If an event or exposure in the work environment either caused or contributed to the resulting condition or aggravated a pre-existing condition, the accident is work related.
- Some cases are obvious while others are not!
- New?... Chronic?

Secure the Accident Scene

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- ❑ Check to make sure no one else gets hurt
- ❑ Call for emergency assistance, if required
- ❑ Care for the injured, if your trained
- ❑ Sometimes there is no injury but there is equipment or structure damage that could lead to injuries.
- ❑ If an injury has not occurred, a near hit probably did. Investigate the near hit.
- ❑ Preserve evidence

The Worker?

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- Simply blaming the worker is often the easy way out. Be careful
- The worker is a very complex entity
- Two factors that must be considered
 - ▣ The Person
 - ▣ Their Behavior



Consider...

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“ The majority - 85% of a workers’ effectiveness is determined by their environment and only minimally by their own skill”

Deming



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What About the Environment?

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Accidents can be caused by:

- ❑ unreasonable requirements
- ❑ bad lighting
- ❑ improper ventilation
- ❑ loud noise, temp. extremes
- ❑ chemical exposures
- ❑ ergonomic factors
- ❑ unsuitable workstation design



What About the Environment?

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- Assessments or studies can be used to determine potentially harmful affects of environmental factors.
- A safety professional or industrial hygienists should be consulted when determining if environmental factors are causing injury or illness.



Consider the Equipment/Material

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- Is the equipment or material used (or not used) the root cause of the INJURY?
- Is the equipment or material:
 - ▣ Inappropriate for the task?
 - ▣ Not provided?
 - ▣ In bad condition?
 - ▣ In a bad location?
 - ▣ Lacking safeguards/warnings



Consider the Equipment/Material

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- Availability of the proper Personal Protective Equipment (PPE) should also be considered.
- Relying on PPE to protect against hazards should be the last possible option.
- Did hazard control equipment fail?
- Did hazard control equipment work?

Basics on Psychology

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- The real definition of Safety: The constant fight against habit, comfort and convenience
- Accidents do not happen to us every day though we take risks every day. This reinforces at risk behavior rather than encourages safe behavior.
- “Perceived Risk” is influenced by past experiences, ability to choose and the environment.

Basics on Psychology

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- “Risk Compensation”
- The use of protective devices may lead to a decreased perception of risk and cause workers to increase their potential for risk.
 - ▣ “I can pick up that 150 pound box if I wear my back brace.”
 - ▣ “I don’t need to use that guard when I’m wearing my protective gloves.”
 - ▣ “Let’s see if these pants are really flame resistant.”

More Paperwork!

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At a minimum:

- Written incident analysis Program
- Procedures and instructions for injuries for associates
- BWC- First Report Of Injury (FROI)
- *Incident Investigation* Report
- OSHA 300 Log (if applicable)
- Incident review and corrective action
- Training – Division of Safety & Hygiene

Hearing Representatives Say

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- Accurate time and dates are critical
- Complete reports ASAP (ideal < 24hr.)
- Clear documented rule for reporting
- **Consistent** disciplinary policy for both associates and supervisors
- “Free Form” statements more likely to show inconsistencies

Incident/Accident Reports

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- Associate Incident Statement
- Supervisor Incident Statement
- Witness Incident Statement
- You may have your own
- If you keep OSHA records number your reports e.g.
1-15, 01-15

The Incident Report

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- Photos of accident scene
- Drawings, sketches & measurements
- Data
 - ▣ Persons involved
 - ▣ Date, time, location
 - ▣ Activities at time of accident
 - ▣ Equipment involved
 - ▣ List of witnesses



Information Interview

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- ❑ Gather just the facts... make no judgments or statements
- ❑ Conduct interviews one on one
- ❑ Be friendly but professional
- ❑ Conduct interviews near the scene in private



Ask all Witnesses

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- What did you see
- What did you hear
- Where were you standing/sitting
- What do you think caused the accident
- Was there anything different today
- Did you really witness the accident...or the aftermath

For Supervisors

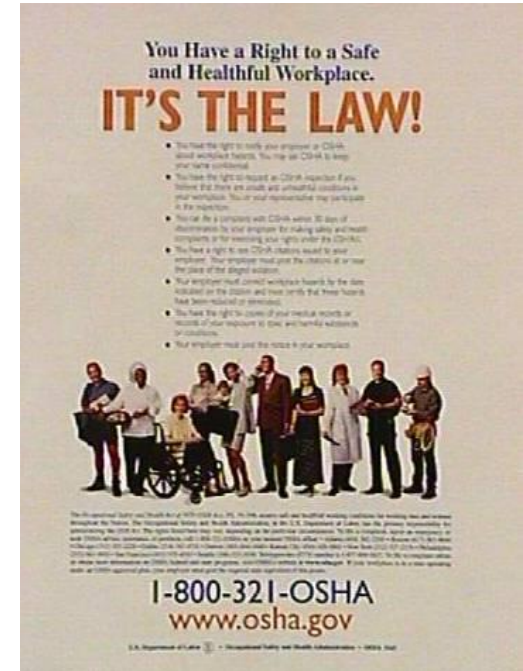
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- ❑ What is normal procedure for activities involved in the accident
- ❑ What type of training did the person(s) involved in accident have.
- ❑ What, if anything was different today
- ❑ What they think caused the accident
- ❑ What could have prevented the accident

Record-Keeping

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- ❑ Still should keep Incident/Accident Reports
- ❑ Poster must be posted
- ❑ Where do you get it
- ❑ Where do you post it
- ❑ Schools exempt
- ❑ Feel free to contact me with questions
- ❑ Bureau of Labor Statistics may ask you to keep records



Is the injury or illness recordable

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Once it is determined the injury or illness is work-related and a new injury, you must determine if it meets the recording criteria.

Basic requirements:

- Death, days away from work, restricted work, transfer to another job, medical treatment beyond first aid, loss of consciousness, or a significant injury or illness diagnosed by a physician or LHCP. (SPECIAL CASES)

Did You Know.....

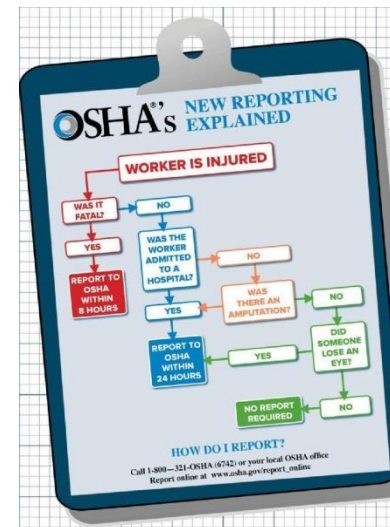
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All employers* must report:

- All work-related fatalities within 8 hours

Within 24 hours, all work-related:

- Inpatient hospitalizations
- Amputations
- Loss of an eye



*Employers covered under the Occupational Safety and Health Act

How to find your NAICS classification

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- Search “Manta” on the web
- List company name and city
- Should display info on the company including:
 - **Standard Industrial Classification**
SIC code - being phased out
 - **North American Industry Classification System**
NAICS code - now being used

The NAICS code is helpful to know for reporting



Analyze the Data

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- Gather all photos, drawings, interview material and other information collected at the scene, including the sequence of events
- Review the incident report
- Discuss the incident and data with others
- Determine a clear picture of what happened
- Determine what is currently being done

Analyze the Data

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Were there similar incidents

- ▣ Is there a trend
- ▣ Review the log of injuries and illnesses
- ▣ Review similar accident reports

What has been done in the past?

- ▣ Is the corrective action still being followed
- ▣ Was it effective
 - **If not, why?**

Addressing the Accident

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- **Follow These Steps**
 - ▣ Identify the real problem
 - ▣ List & research possible solutions
 - See the corrective action section for ideas
 - ▣ Decide on the best course of action
 - ▣ Implement the solution
 - (Take corrective action)
 - ▣ Evaluate Progress



Take Corrective Action

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What needs to change or be improved to prevent similar accidents in the future?

- ▣ Engineering Controls
 - lifts, substitution, etc.
- ▣ Administrative Controls
 - Job rotation, reduce exposure time, etc.
- ▣ Personal Protective Equipment
 - Gloves, sharps, etc.

Did the corrective action work?

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- ❑ Are similar accidents occurring?
- ❑ Do the workers agree with the corrective action?
- ❑ Is there a way to measure the effectiveness of the corrective action?
- ❑ If it's not working, determine why

For Your Consideration...

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- ❑ Immediate treatment must be main concern
- ❑ Cab **must** be used for transport NOT fellow employees
- ❑ Associate reports incident immediately – work rule
- ❑ Associate will complete report by end of shift
- ❑ Supervisor's report completed with associate participation
- ❑ Observations for improvements shared for review
- ❑ Associates not following processes should receive counseling and re-training consistently

Your Turn!

Observe, Gather Facts, Report

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- Video clip – role play
- Accident Investigation team
- Injured associate
- Witness
- Incident report
- Determine root cause(s)
- Corrective measure(s)



Your Turn...

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- What did you find difficult?
- What did you find easy?
- Were there any surprises?
- What was the Root Cause?
- What Corrective Action is recommended?

Final Thoughts or Questions?

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