

Proactive Incident Management

The Foundation That Successful
Safety & Health Programs are Built Upon

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Objectives

- Statistics of Incident Management
- Predicting incidents before they happen
- Incident tracking systems
- Now what do we do with all this stuff?

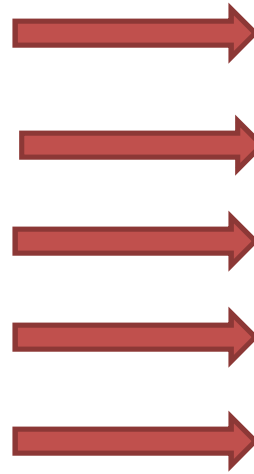


But first...Let's Review

Paradigm shifts

....From

Reactive
Reserved
Disenchantment
Priority
Haphazard/Sporadic



Proactive
Communicative
Involvement
Value
Systems



Incident Management



Incident Management



Steps to Proactive Incident Management

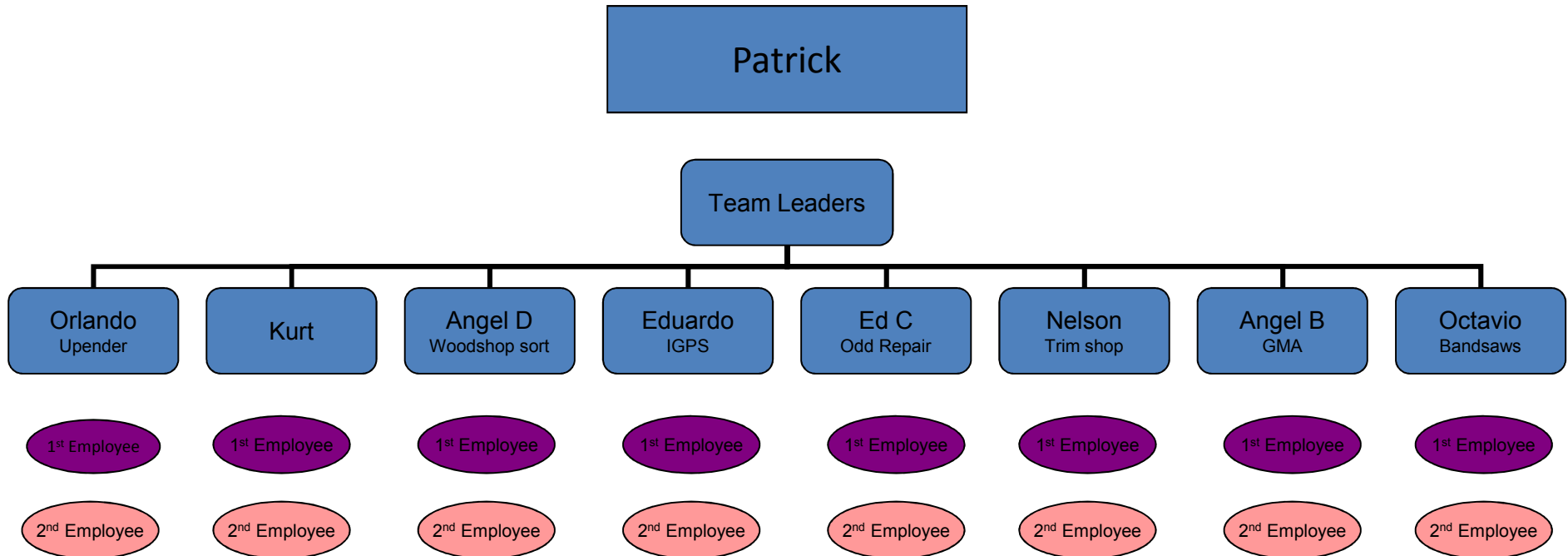


Incident Prevention - Hazard Recognition

- Self inspections
- Job Hazard Analysis – SOP's
- Employee report of Unsafe Conditions
- Near hit/miss reports
- Suggestion boxes
- Baseline surveys
- BBS ([Sample](#))
- Safety Committee activity
 - Hold them accountable ([sample](#))
- ***Hazard tracking/corrective actions***



HOS Program – Best Practice Sample



Department	Friday	Monday	Tuesday	Wednesday	Thursday
GMA	Not wearing Dbl hearing protection				
Woodshop	EE with improper hand placement		★		★
Trimshop	EE not using horn when backing				
Uponder	Pallets falling on upender	★			
Pallet Making	Station not set up ergonomically			★	
IGPS	★ Forklift operator going too fast				
Recycling	Operator bypassing safety device on bailer				
Yard	Pallets being dumped too close to building				

Incident Management - Interview

- Is your company hiring people who *“believe what you believe?”*
- Is your company *regularly* interviewing applicants (even though you may not be hiring)
- Does your company *screen* applicants for *skill or talent?*



Incident Management – Interview (cont)

- Is the potential employees *supervisor involved* in the decision?
- Is the person doing your hiring telling the *whole truth* and nothing but...?
- Is the person doing your hiring asking the right questions?
 - *Describe the most unsafe situation you ever witnessed at work?*
 - *What did you do? How did you react?*



Incident Management - Orientation/On-Boarding

- You get *one chance to make a good first impression*
- Are you *covering everything* that MUST be covered?
- How long is your orientation?
- Is there follow-up?
- Are they mentored or thrown to the dogs?



Incident Management - Orientation/On-Boarding

(continued)

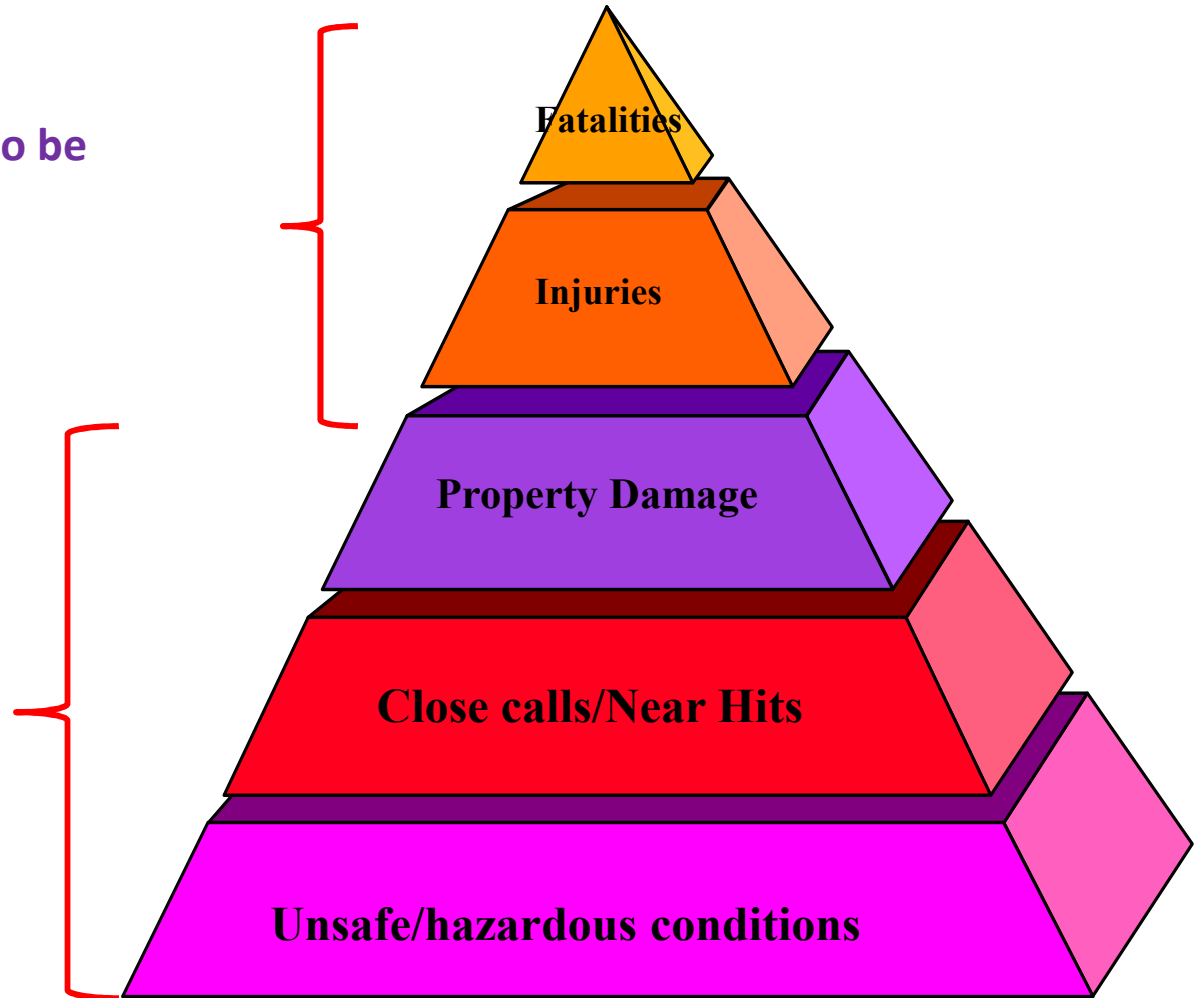
- What should be covered?
 - HazComm, LOTO, PPE, etc....
- When to report incidents?
- How can they help your program?
 - Near hit/miss reporting
 - Unsafe condition reporting
 - Suggestion box
 - Who is on the safety committee
- Return to work program
- Occupational Health facility
 - How it benefits everyone
- Why you investigate incidents



What makes S&H so difficult?

Which information is likely to be brought to our attention?

What information do we have to seek out?



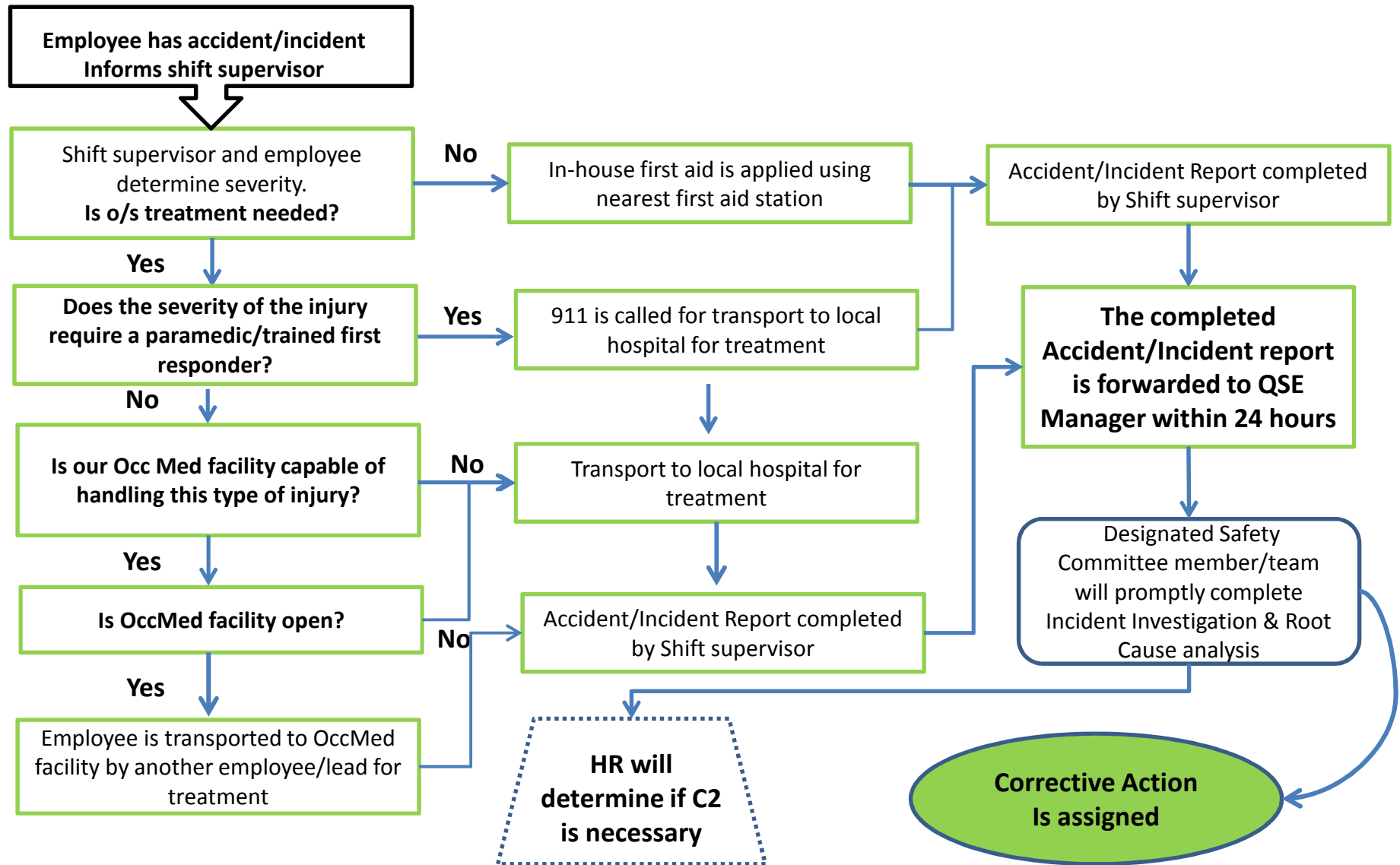


Incident Management – The Incident



- What is your protocol?
 - Do you have one?
- Should be communicated to everyone in the organization
 - 2nd, 3rd shift may be different
- If injury is not too serious,
 - do they drive themselves for treatment?
- If it is serious
 - Do you have first responders
 - Is their training up-to-date
 - BBP?
- Post-accident drug testing?
- Discharge paperwork
- Interview

Incident Protocol



Incident Management – Treatment

- OccMed facility or Hospital?
 - OccMed facility should be familiar with details of your RTW program
- Self-Pay or Report?
 - Frequency counts (whether they say so or not)
- Focus is on getting them back to work
- Communication is as important when they are out
 - Send weekly newsletters home
 - Copies of toolbox talks
 - Committee mtg minutes
- Start a CommLog



Incident Management – Reporting

- What paperwork needs to be completed?
 - Supervisors first report of injury
 - Just the basic facts ONLY
 - Employee report of injury
 - Their own (signed) account
 - C2/OSHA 301
 - OSHA 300 Log
 - First Aid/Medical Treatment
 - OSHA Final Recordkeeping Rule
 - Reporting single hospitalizations, amputations, loss of an eye within 24 hours (January 1, 2015)
 - What about Temp workers?



Incident Management – Reporting

(continued)

- What critical information should your documentation capture?
 - Age
 - DOH
 - Department
 - Start time
 - Time of injury
 - Injured body part (R/L)
 - Etc.
- Signature of top Exec.
- [Incident Trending Sample](#)



Are We Done with our
Incident
Management?



Incident Management - Investigation

The What, How, Why and What

- **What** happened?
- **How** did it happen?
- **Why** did it happen?

- **What** are we going to do to prevent it from happening again?



Incident Management - Investigation

- Who investigates?
 - Supervisors/Department leaders
 - Management
 - *Hourly employees*
 - *Safety committee members*
 - Must be trained in investigative & root cause analysis techniques
 - Groups of 2 work well
 - Incident review
 - Upper management
 - Safety committee



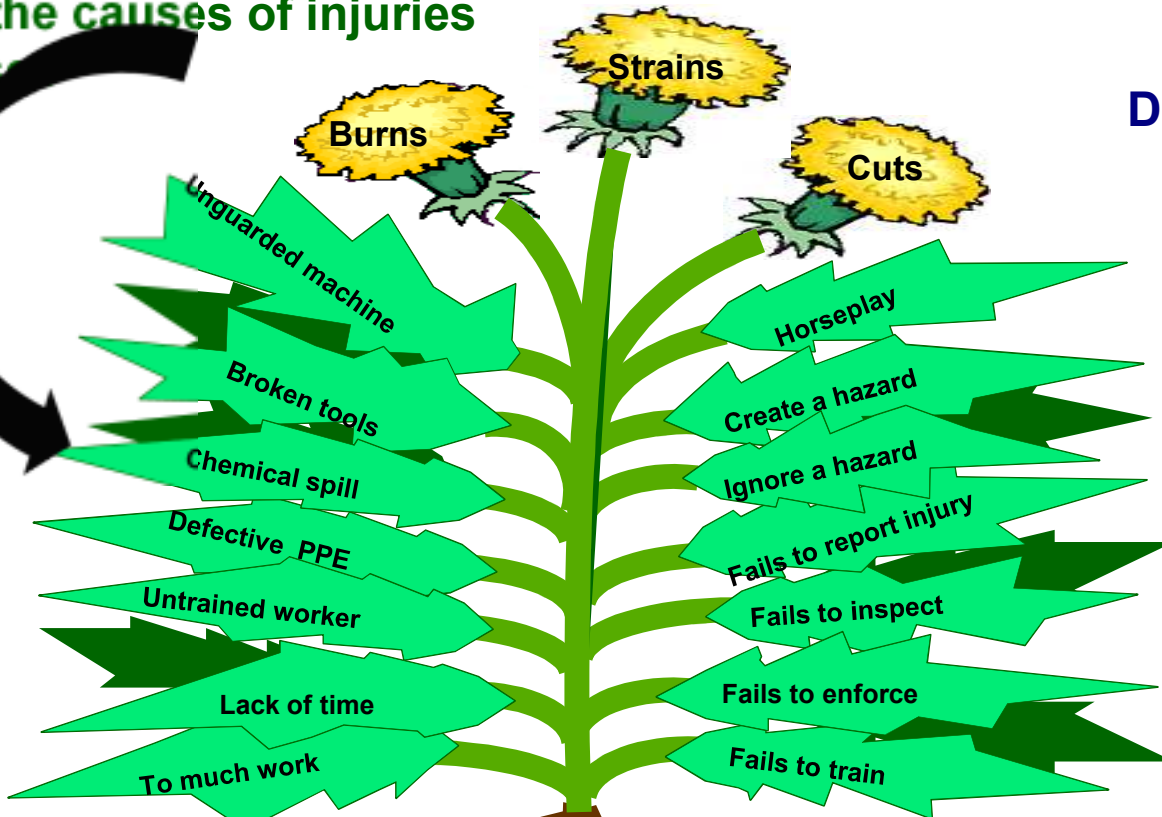
Weed out the causes of injuries and illness

Direct Causes of Injury/Illness

Conditions

Primary
Contributing Causes
Secondary

Behaviors



Root Causes System Design

Root Causes System Implementation

Final Incident Report



The report should include:

- An accurate narrative of “what happened”?
- How and Why the Incident Happened?
- Who was involved?
- What injuries occurred or what equipment was damaged?
- How were the employees injured?
- Clear description of unsafe act or condition.
- Sequence of events.
- Recommended immediate corrective actions.
- Recommended long-term corrective actions.
- Recommended follow up to assure fix is in place.
- Recommended review to assure correction is effective.

Incident Management – Corrective Actions

- What corrective actions are needed?
 - Training
 - Small group, department, company wide
 - Classroom, toolbox, informal discussions
 - Programs/procedures
 - Update existing documents
 - Review/create JHA/SOP
 - Equipment/processes/physical layout
 - May be long term (\$\$\$)
 - *Who is responsible?*
 - *When will it be done?*
 - *How will you know?*



Hazard Tracking Database



So what do we do
with all this stuff?



Incident Management – Selling Safety

Reinforce the case for safety (every chance you get)



Final report should include

- What, where, when, how, why
- Corrective actions to be taken
 - Potential costs
- Impact on OSHA DART rates
 - Does your CEO know what they are?
- Impact on WC premium
- Utilize [“Safety Pays”](#)



Incident Management



Summary

- Incident management begins before DOH
- Will their onboarding cause them to jump overboard
 - Say what you mean, mean what you say
- It's a **Systematic** approach to Safety
 - Create/Follow/Protect/Improve
- Create ways to extract information out of your culture
 - Suggestions don't do any good if they never leave the box
- Look for ways to create involvement
- Educate, educate, educate
- Sell safety every chance you get
 - In terms people will understand



Questions?



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