

Pre-Accident Investigations

Presented by:

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Family of Companies.*

What are We Safe for?



This information is proprietary and is intended to assist you in your safety efforts. It must not be assumed that every unsafe condition or procedure has been covered in this document, nor that every possible loss potential, and legal violation has been identified herein. This document is not a substitute for the establishment of risk management programs by your management.

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Why we can't take safety for granted and need to actively work on it each day:

- Each day approximately 8,000 are injured at work. That's approximately 3 million annually!
- Each day approximately 14 people are killed at work. That's approximately 5,200 annually: ***every one of them had plans for tomorrow!***

Nobody plans on getting hurt or killed at work?

Today's Objectives

- Understanding fatal and life-changing accident precursors
- The concept of pre-accident investigations
- How to use pre-accident investigations to prevent workplace accidents, especially those that fall into the fatal and life-changing category

- What is a fatal and life-changing injury?
 - Amputations
 - Hearing loss
 - Spinal injury
 - Loss of an eye
 - etc.
- What about a bad shoulder, knee, or back strain?
- They're not always the big one, but they are!

- When do fatal and life-changing injuries often occur?
- Why do fatal and life-changing injuries continue to occur?
 - Fatal and life-changing injuries typically result from a group of causes that are different than those for less severe incidents.
 - Research shows that low OSHA rates do not indicate the absence of fatal and life-changing exposures.

- **Unusual and non-routine work**
 - clearing snow off a roof
 - cleaning gutters
 - operating equipment even though you haven't done so in a couple years
 - filling in for the delivery driver who is on vacation
 - using a piece of equipment for the first time
 - working with a new patient / resident
 - assisting with a company move or remodel
 - working with new coworkers
 - working a different shift
 - driving in poor weather conditions, etc.
- **Non-production activities** – maintenance tasks (building, lawn care and landscaping, equipment, vehicles, tools), cleaning and handling trash, snow removal, running errands, etc.

- **Work where sources of high energy are present:**
 - Driving
 - Work at heights
 - Forklifts
 - Electrical work
 - Working near cranes and heavy equipment
 - Strenuous manual material handling
 - During construction operations

- What impacts a fatal and life-changing injury?
 - Safety Culture
 - Organizational/System Drivers
 - New Hire Orientation
 - Hazard Recognition
 - Training Programs
 - *Improper tools/equipment*
 - *Rushing because of time constraints*
 - *Lack of Supervision*
 - Human Performance
 - *Management and Leadership*

What does Safety mean to you managers?

What does Safety mean to your workers?

*Can Safety be achieved
with your workforce?*

Impacts of New Hires....in 2019

- Tough hiring environment
- You get who you get, not always who you want.
- Work harder to train to the level of performance desired
- Do your current workers work to the level of performance desired?

What is Performance

- *The moments when what you expect to happen, happened.*
- *Training must be valuable to the organizations idea of expected performance*
- *If you do not tell employees what you expect, they will figure out the answer themselves.*

They do not know, what they do not know.

“Work as imagined vs. work as done”

- Does your training create a culture of Safety?
- Is your training done with intention?
 - Do not leave it to chance that it will create the desired performance

Training is meaningless
without Value and Purpose

5 Elements of Training

Training should:

- Build the foundation to think and act
- Create Conversation
- Create intended outcome – what process(s) step is so important you cannot get it wrong?
- Attitudes are the values of the worker
 - Attitude – values - change behaviors

Change the way
workers think about safety

- People are fallible
- Blame is not a valuable way to understand failure
- Accountability for safety is clear and moves upward in the organization.
- Organizational systems and processes drive behaviors
- The seeds of all accidents are planted today
- Everything an organization needs to have a failure already exists in the organization's systems, processes, and work environments.

What is the Objective?

- Use the fundamental purpose of training to create:
 - Knowledge
 - Competency
 - Resources
 - Informational Audits
 - Valued Feedback

- Recognize the role of human fallibility in worker performance
- Identify how Organizational Systems influence worker performance
- Embrace the role of management to be a leader in managing organizational systems and positively influence worker behavior

Who's Your Manager?

- “I’m too Busy” Manager
- “We’re Different” Manager
- “I Already Knew this Stuff” Manager
- “We’ve Got to do Something, Now” Manager
- “Flavor of the Month” Manager
- “I Have to Have a Way to Hold Workers Accountable” Manager
- “I Want to do the Right Thing, but Don’t Know What the Right Thing is” Manager
- “I Have Done it This Way for 50 Years” Manager
- “I’m Going to Agree with Everything You Say, but Not Change” Manager

Bridging the Gap

Theory


Reality



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- Pre-Accident Investigations are designed to:
 - recognize the potential failure within our organizations,
 - identify a plan of correction prior to a fatal or life-changing injury,
 - create awareness, and
 - protect employees

Pre-accident Investigations



Pre-Accident Investigation Worksheet

Protecting lives and livelihood, 3 seconds at a time

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

The N3L3 philosophy:

our approach to helping workers avoid fatal and life-changing injuries by alerting their instincts so they always pause and “think safety” before moving forward.

Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on www.easternalliance.com, or contact your Risk Management Consultant for assistance

1.855.533.3444

1. In what department within your facility will your next workplace accident occur?
2. Within that department, where will the accident occur?
3. While performing what task will the employee be injured?
4. Why will an employee be injured completing this task? (e.g. lack of training or knowledge of the job and it's hazards, using improper tools, rushing because of time constraints, complacency, doing something unsafe that's not out of the ordinary “we've always done it this way”, lack of supervision, not following policies and procedures, perception of management expectations, tools or equipment in disrepair, ignoring machine guarding, PPE, housekeeping, etc.)?
Make a list of **everything** that comes to mind as to why this accident is likely to occur:
 -
 -
 -
 -
 -
 -
5. If any of your answers from above had to do with a perceived mistake, a behavior, or disobeying policy, I would like you to now ask “why would he/she do that, they obviously wouldn't if they knew they would get hurt”?

Why Wait For Someone To Get Hurt, Let's Prevent This Accident!

List All Recommended Corrective Actions Below

-
-
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-

fresh outlooks.
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1. In what department within your facility will your next workplace accident occur?
Maintenance
2. Within that department, where will the accident occur?
On the Roof
3. While performing what task will the employee be injured?
Cleaning gutters and PM on HVAC equipment
4. Why will an employee be injured completing this task? (e.g. lack of training or knowledge of the job and it's hazards, using improper tools, rushing because of time constraints, complacency, doing something unsafe that's not out of the ordinary "we've always done it this way", lack of supervision, not following policies and procedures, perception of management expectations, tools or equipment in disrepair, ignoring machine guarding, PPE, housekeeping, etc.)?
Make a list of **everything** that comes to mind as to why this accident is likely to occur:

- **not following policies and procedures**
- **perception of management expectations**
- **tools or equipment in disrepair**
- **ignoring machine guarding**
- **PPE**
- **Housekeeping**

Pre-accident Investigation Worksheet

- Make a list of **everything** that comes to mind as to why this accident is likely to occur:
 - Lack of fall protection (guard rails, restraint devices, personal fall arrest system, etc.)
 - Nobody recognizes the F&LC precursor because:
 - Employee complacency – I’ve been doing it for years and I never fell...
 - Company attitude – we’ve always done it that way, why change?
 - What would happen if we had a fall????
 - No formal policies or procedures to complete this task safely
 - No formal training on the hazards involved and necessary protective measures
 - No pre-planning
 - Management & Money – “why pay someone else to do it when I pay a maintenance man’s salary....his job is maintenance”
 - Perceived expectations – maintenance assumes it’s necessary for them to do this job, no questions asked.

Pre-accident Investigations

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Scared to question his supervisor

Didn’t know the safe way to do it but to embarrassed to ask

Safety is dorky.....what?

Why Wait For Someone To Get Hurt, Let's Prevent This Accident! ***List All Recommended Corrective Actions Below***

- Transfer the risk (eliminate the hazard) – sub out HVAC maintenance and hire a roofer to come in every fall and clean the gutters.
- Install permanent railings where rooftop work will be completed.
- Consider renting a boom lift or similar for gutter cleaning – of course training must be done with the operator.
- Formal JSA prior to all rooftop work to determine the hazards and identify safe procedures.
- Formal policies and procedures implemented as to when and how rooftop work will be done
- PPE – personal fall arrest systems and training for employees.

- With everything except “transferring the risk” it is managements duty to ensure through meaningful training, audits, and feedback sessions that:
 - The employee has the proper knowledge of the hazards involved and how to eliminate and mitigate them.
 - The employee is competent to complete this work task safely
 - The employees is provided with the necessary resources and TIME to complete the job safely
 - There is no perception of expectations that would encourage shortcuts, rushing, or unsafe actions.
 - The employee knows that Safety is the #1 priority.

- Does your organization have a compelling reason to do things differently?
- Is there a need to move safety performance to the next level
- Can you get management support for this change?
- Can you be in the position of teacher, coach, expert, and counselor?
- Are you committed and passionate about managing safety – differently?

Remember...

Managers want the same outcomes that you want for
your organization.

Build relationships through conversations, not through
browbeating and lecturing.

Change happens through dialogue.

- Conklin, Todd. *Pre-Accident Investigations: An Introduction to Organizational Safety*. Baco Raton: CRC Press. Print
- N3L3®

ARE THERE ANY QUESTIONS?

My contact information:

My email is apage@eains.com if you need any additional information.

