Accident Investigations
No Shame, No Blame
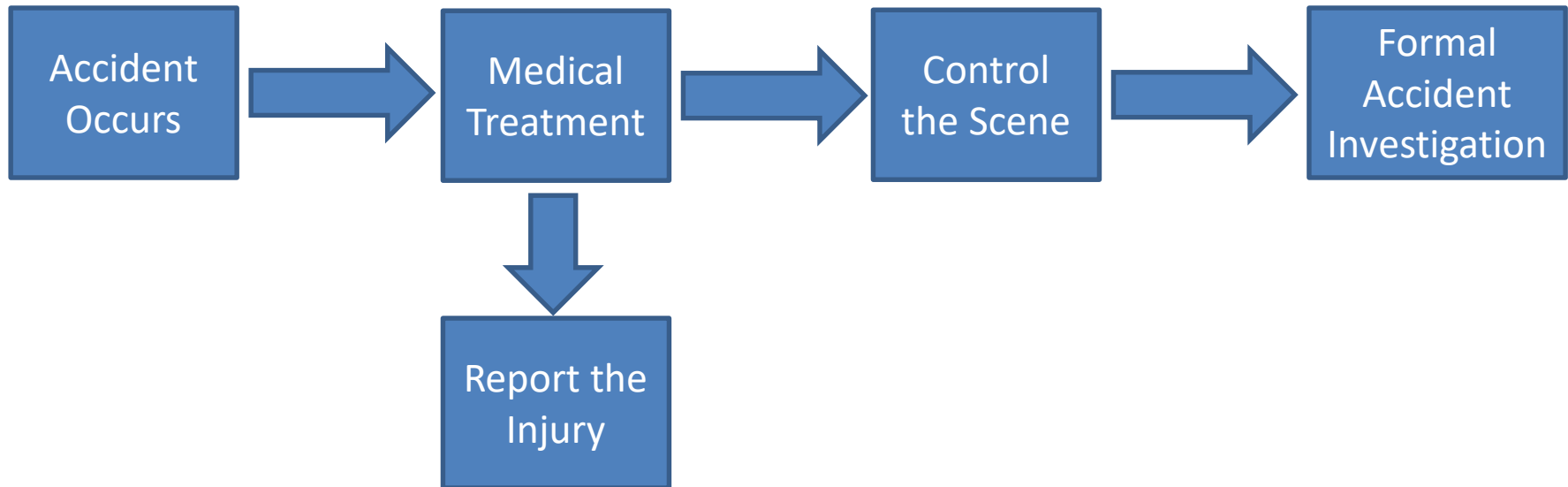
Presented by: Angela Page

Senior Risk Management Consultant

fresh outlooks.

eastern
ALLIANCE

better outcomes.®

Member of the ProAssurance Family of Companies.

- Investigation Process
- Common Investigation Mistakes
- Value of an Employee
- Safety Leadership
- Define Safety
- Traditional Safety vs New View Safety
- Learning Teams
- 5 Principles of Human Performance
- Conclusion

Member of the ProAssurance Family of Companies.

The Injury…

Accident Occurs → Medical Treatment → Control the Scene → Formal Accident Investigation

Medical Treatment → Report the Injury

"Investigations promote learning and corrective actions fix conditions." – Todd Conklin

Common Accident Investigations

- Never Happened

- Stopped with one root cause

- Blamed and Shamed

Do employees cause accidents?

Employees are thought of as:
Outsiders
Not responsible
Not smart
Should stay in their place
Uninformed
Automatons
Single Issue
Shallow knowledge
Process Users
Error-Proofed

Should be viewed as:
Insiders
Very responsible
Very smart
Idea Generators
Important Informants
Creative/Adaptive
Problem Identifiers
Problem Fixers
Profound Process Owners
Fail often, safe and fast

"Workers are not the problem but rather part of the solution." – Todd Conklin

Member of the ProAssurance Family of Companies.

- *What is Safety?*
  - *"Safety is not the absence of Accidents. Safety is the presence of capacity." –Todd Conklin*
- *Workers are as safe as they need to be, without being too safe, in order to be productive…..until they're not!*
- *Worker's Don't Cause Failures but rather they trigger latent conditions*

Leaders must shift from thinking "why" to "how"
– Todd Conklin

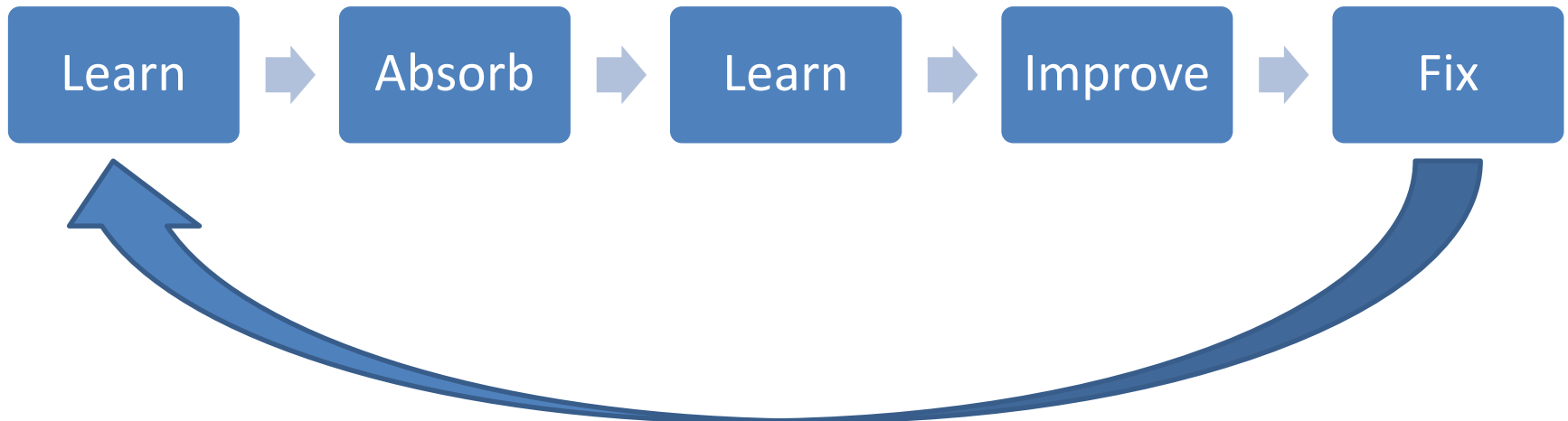*Member of the ProAssurance Family of Companies.*

- Leaderships response to workplace accidents and solutions makes a difference

- As leaders we have to understand systems and system failures to avoid blaming people

- Blame fixes nothing

Conklin's Shift in Operational Thinking

Common Investigation

Find ➡ Blame ➡ Fix

New View Safety Investigation

Learn ➡ Absorb ➡ Learn ➡ Improve ➡ Fix

Member of the ProAssurance Family of Companies.

- Can be used for pre-task/pre-job planning, routine safety inspections, job hazard analyses, near-misses, and more.

- Need to include workers performing the job and affiliates

- Communicate results

- Error is normal

- Blame fixes nothing

- Learning and improving are vital.

- Context influences behaviors, Systems drive outcomes.

- Failure response matters

- Your Organization must be an operation that is resilient enough to fail and recover…over and over and over and over and over and over and over and over and over and over and over and…

- Shifting from learning the needs to fix workers to learning what needs to be fixed for workers can be an amazingly powerful change within an organization.

Member of the ProAssurance Family of Companies.

Questions?

Reference:

Conklin, T. 2019. The 5 Principles of Human Performance. Santa Fe, New Mexico, USA: PreAccident Media.

Member of the ProAssurance Family of Companies.