Accident Reporting Team

Training Module
January, 2011
Accident Analysis/Investigation

- Accident analysis/investigation is a key component of a safety and health program.

- No matter which term we use, the goal should be hazard identification and prevention. It should not be to affix blame.

- Accident Reporting Teams (ART’s) are responsible for analyzing/investigating employee incidents and accidents on each campus.
Accident Reporting Teams (ART’s) are being formed on campuses to assure timely response to analyzing employee incidents and accidents.

This is a new process and was started to make improvements to our current procedures.
ART Members – VIP’s!

• ART members are Very Important People! They will:
  ◦ Complete special training on the responsibilities of an ART member.
  ◦ Respond within 24 hours to investigate an accident.
  ◦ Complete a thorough analysis of the accident.
  ◦ Assure timely and accurate submission of forms to the campus Worker’s Compensation Coordinator.
  ◦ Assure a trained back-up is assigned who will take over during accident investigations when they are not available.
Who should be an ART member?

Each campus may set up their team based on their own needs. The employee must be present (unless injuries prevent this). The supervisor must also help investigate the event.

Other members of the team may include:

- Employees with knowledge of the work
- Safety officer
- Health and safety committee member
- Union representative, if applicable
- Worker’s Compensation Coordinator
- “Outside" expert
**Accidents vs. Incidents**

- The term "accident" can be defined as an unplanned event that interrupts the completion of an activity, and that may include injury or property damage.
- An incident usually refers to an unexpected event that did not cause injury or damage this time but had the potential. "Near miss" or "dangerous occurrence" are also terms for an event that could have caused harm but did not.
Reasons to investigate accidents and incidents......

- Reasons include:
  - Identifying root causes to accidents;
  - Addressing liability issues;
  - Exposing errors in processes;
  - Identifying and eliminating hazards;
  - Decreasing workers’ compensation costs;
  - Correcting unsafe acts and unsafe conditions; and
  - Making recommendations for preventing future accidents.
## Consequences of the Accident

<table>
<thead>
<tr>
<th>Direct Consequences</th>
<th>Indirect Consequences</th>
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<tbody>
<tr>
<td>‣ Personal Injury</td>
<td>‣ Lost Income</td>
</tr>
<tr>
<td>‣ Property Loss</td>
<td>‣ Medical expenses</td>
</tr>
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<td></td>
<td>‣ Time to retrain another person</td>
</tr>
<tr>
<td></td>
<td>‣ Time away from other jobs for the replacement</td>
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<td></td>
<td>‣ Decreased employee moral</td>
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All accidents should be investigated. The depth and complexity of the investigation will vary with the circumstances and seriousness of the accident.

The Supervisor or other individual responsible for operations involved in an accident should ensure that an investigation is conducted and that corrective actions are taken.
Timing of Accident Investigations

- Effective accident investigation starts before an accident occurs with the establishment of a well thought-out accident investigation procedure.

- Preplanning for accident investigation is especially important because the quantity and quality of relevant information begins to diminish immediately following the accident.
The first priority whenever an accident occurs is to deal with the emergency and ensure that any injuries or illnesses receive prompt medical attention. For serious injuries, secure the scene.
Timing of Accident Investigations, continued….

- The accident investigation should begin as soon as possible. The same day is ideal but our goal is within 24 hours.
Timely analysis ensures that details of what happened will be fresh in people’s minds. It will also reduce the chances that witnesses will influence one another by talking about the accident.

It is important to maintain the scene so that important evidence is not moved, lost, taken, destroyed, or thrown away before the inspection.
As with most other tasks, skill in conducting effective accident investigations improves with experience. A good basic approach is to find out what caused the accident and what can be done to prevent or minimize the chances of a similar accident occurring.
The investigation should answer six questions:

- Who?
- What?
- When?
- Where?
- Why?
- How?
The steps in accident investigation are simple: gather information, analyze it, draw conclusions, and make recommendations.

The procedures are simple but each step can have its pitfalls. An open mind is necessary in accident investigation: preconceived notions may result in following the wrong path while leaving some significant facts uncovered.

All possible causes should be considered. Jotting down ideas as they occur is a good practice but conclusions should not be drawn until all the information is gathered.
Causes of Accidents

OSHA describes three cause levels for accidents:

- **Direct** – the immediate causes of the injury, illness or damage. Direct causes are the hazardous material(s) or energy (e.g., electrical energy, potential energy or heat) that caused the injury or damage.

- **Indirect** – unsafe acts and conditions that caused the hazardous materials or energy to exceed safe limits.

- **Root (Basic)** – those that contribute to the creation of the indirect hazards. These can include poor management policies, personal factors or environmental factors.
Causes of Accidents, continued..

Root (Basic) Causes
Poor Safety Policies & Decisions
Personal Factors/Environmental Factors

Unsafe Act Performance

Unplanned release of energy (Direct Cause)

Indirect Causes

Conditions

ACCIDENT
Personal Injury
Property Damage
Sometimes causes of accidents can be categorized under specific headings.
Root cause analysis is a systematic technique that focuses on finding the real cause of a problem and dealing with that, rather than just dealing with its symptoms.

A root cause is the cause that, if corrected, would prevent recurrence of this and similar occurrences.
The “Accident Weed”

Hazardous Conditions:
- Missing guard
- Poor housekeeping
- Defective tools
- Equipment failure
- No MSDS’s

Hazardous Practices:
- Horseplay
- Ignored safety rules
- Didn’t follow procedures
- Did not report hazard
- Don’t know how

Root Causes:
- Poor work procedures
- No follow-up/feedback
- Lack of Training
- Poor safety management
- Purchasing unsafe equipment
- Lack of supervision
- Rules not enforced
- Lack of safety leadership
- Poor safety leadership
Getting at the Root Cause ....

- Ask the 5 Whys........

- **Basic Question** – Keeping asking “What caused or allowed this condition/practice to occur?” until you get to root causes.

- The “five whys” is one of the simplest of the root cause analysis methods. It is a question-asking method used to explore the cause/effect relationships underlying a particular problem.

- Ultimately, the goal of applying the 5 Whys method is to determine root causes of a defect or problem.
The Five Whys?

The following example demonstrates the basic process:

My car will not start. (the problem)

1) Why? – The battery is dead. (first why)
2) Why? – The alternator is not functioning. (second why)
3) Why? – The alternator belt has broken. (third why)
4) Why? – The alternator belt was well beyond its useful service life and has never been replaced. (fourth why)
5) Why? – I have not been maintaining my car according to the recommended service schedule. (fifth why and the root cause)
Typically there is not one specific root cause that caused the accident. It is usually a combination of causes.
Once the accident has been investigated and analyzed, recommendations for preventing future occurrences should be drafted.

This information will be provided on the forms that need to be completed and submitted to the Worker’s Compensation Coordinator on the campus.
The ART will work with the employee and the supervisor to complete the 4 forms that need to be submitted to the Worker’s Compensation Coordinator within 48 hours of the accident.

Forms that need completion are:
- Employee’s Work Injury and Illness Report (UWS/OSLP-1Emp)
- Employer’s First Report of Injury or Disease (WKC-12E)
- Supervisor’s Accident Analysis and Prevention Report (UWS/OSLP-2)
- Safety Coordinator’s Review (UWS/OSLP Safe-1)
Completion of the Forms, continued……

PLEASE NOTE:

- A team is working on a way to consolidate the forms so redundancy in the information that has to be collected is reduced.

- The timeline for completing this task has not been determined as yet so for now, completion of all 4 forms is required of the ART members.
Final Thoughts......

- Reporting your recommendations for preventing repeat accidents on your campus is the final step in the accident investigation process.

- In order to help prevent future accidents, the results of the accident investigation must be reviewed with appropriate personnel whose work assignments are within the facility where the accident occurred. In some cases, depending on the seriousness of the accident, sharing results with other campuses would be beneficial.

- Finally, to ensure follow-up and closure of open recommendations from an accident investigation, it is important to develop and implement a system to address open recommendations, and to document actions taken to implement those recommendations.
Final Thoughts, continued....

- Your role as an ART member is very important to our goal of providing a safe and healthy workplace for our employees.

- Thank you for your dedication to improving safety on our campus!