CAP's Safety Training

Safety and Risk Management Overview
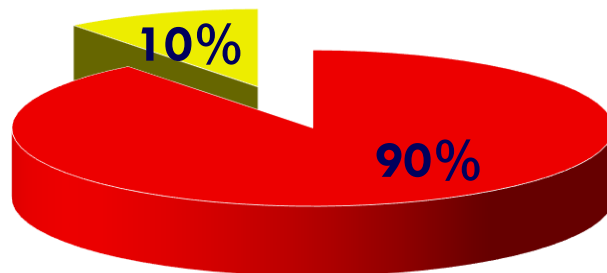

JOB HAZARD ANALYSIS

INCIDENT

ACCIDENT INVESTIGATION

INJURY MANAGEMENT

INCIDENT PREVENTION

INCIDENT DATA/ANALYSIS

TRAINING & EDUCATION

INSPECTION & AUDIT

S★FETY
City of Houston

HR Risk Management Safety and Workers' Compensation Costs 2012 – 2018

BE
CAREFUL
THE BEST SAFETY DEVICE IS A CAREFUL WORKER, GET THE SAFETY HABIT

- The City of Houston has spent over **$80 MILLION** on workers' compensation injury claims over the past 6 years.

- We anticipate spending over 20 million per year on injuries.

- Most, if not all, of these could have been prevented.

- By identifying and anticipating hazards you can reduce and prevent these injuries and keep your employees safe.
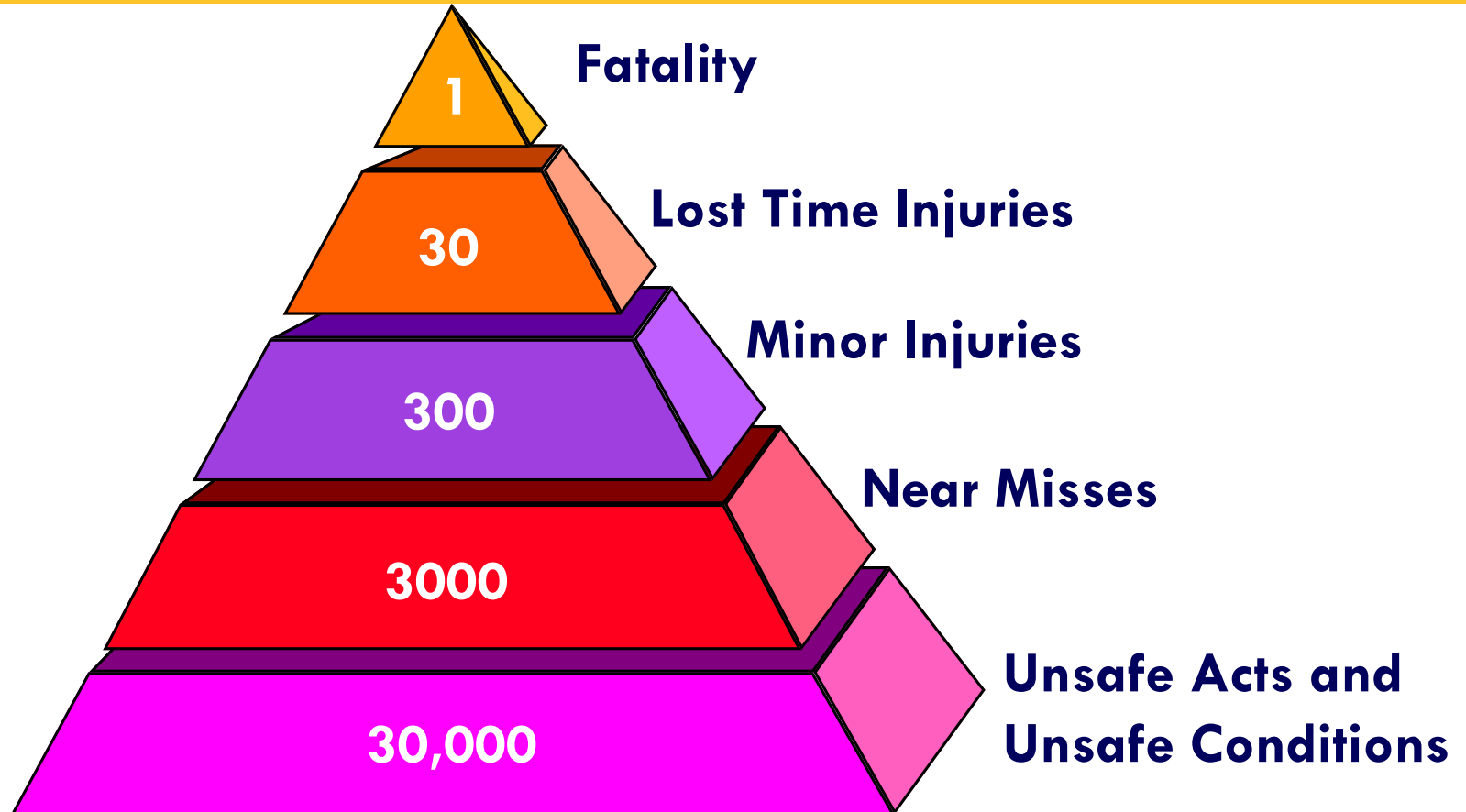
S★FETY
City of Houston

Causes of Accidents and Injuries

10%

90%

■ Unsafe Actions

■ Unsafe Conditions

Accident Pyramid

Fatality
1

Lost Time Injuries
30

Minor Injuries
300

Near Misses
3000

Unsafe Acts and Unsafe Conditions
30,000

S★FETY
City of Houston

Workers' Compensation Overview

If you are injured on the job:

Call 832-393-7233
Choose Option #1

to report an injury claim to "*TRISTAR*"

- **Immediately communicate with your:**

  - Supervisor

  - WC Designated Department Representative

  - HR Administrative Coordinator

  - WC Adjuster

Safety and Workers' Compensation Hotline
832-393-SAFE
832-393-7233

Call us to:
- ⭐ Report Workers' Compensation claim (option 1)
- ⭐ Ask safety question / report safety hazards (option 2)
  - Report vehicle accidents involving three or more vehicles
  - Report serious injuries (injuries involving two or more employees, amputations, head injuries, heart attacks, serious electrical shock, multiple fractures, serious burns, stroke or spinal injury)
  - Report fatalities
  - Report injuries with potential media attention
- ⭐ Ask Workers' Compensation questions (option 3)

S⭐FETY 832-393-SAFE
City of Houston
24 Hours a day / 7 days a week

Workers' Compensation Overview

Workers' Compensation Contacts:

To report an injury claim: 832-393-7233 - Press Option #1

To report Safety concerns: 832-393-7233 - Press Option #2

Workers Compensation questions: 832-393-7233 - Press Option #3

<u>Third Party Administrator</u>: *TRISTAR*

Tristar Risk Management

P.O. Box 2085

Clinton, Iowa 52733-2805

Office number: 832-710-4444

Fax number: 832-710-4440

Send us an email: <u>HR.RISKMANAGEMENT@HOUSTONTX.GOV</u>

S★FETY
City of Houston

Human Resources Department
Risk Management Division
Safety Staff

Chas Smith

**HR Risk Management
Assistant Director**

Steven T. Guillory, Jr.

**HR Risk Management
Division Manager, MS, CSP,
WSO-CSE, CSHM**

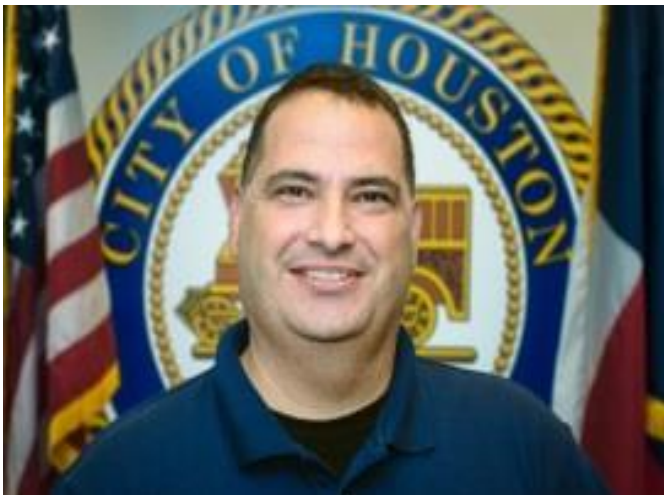**Safety
Physical Exam and Drug Testing**

Human Resources Department
Risk Management Division
Safety Staff

Jeanette Jackson
Safety Supervisor, BS, SSH
(832) 394-7027

Houston Fire Department
Houston Emergency Center

James Garza
Safety Supervisor, BS, SHEP
(713) 308-9208

Houston Police Department

Human Resources Department
Risk Management Division
Safety Staff

Olen Lewis
Safety Supervisor
(832) 393-6159

Hazardous Communications
City Hall Departments

Everett Hays
Safety Supervisor, MBA, MPA, CSHO
(832) 393-8002

Department of Public Works and Engineering
General Services Department
Houston Information Technology Services
Housing and Community Development

Human Resources Department
Risk Management Division
Safety Staff

Luis Cruz
Safety Supervisor, BS, ASP
(832) 393-6162

Administration & Regulatory Affairs
Houston Airport System

Lester Woodfork, Jr.
Safety Supervisor, MA, COSS
(832) 393-6158

Safety Training
Parks and Recreation Department
Department of Neighborhoods
Finance Department
Office of Business Opportunity

Human Resources Department
Risk Management Division
Safety Staff

Reno Wilkins

Safety Supervisor, BS, ARM
(832) 393-7929

Fleet Management Department
Solid Waste Management
Planning and Development Department

Bobby Hawkins

Safety Supervisor, BA, SSH
(832) 393-4303

Houston Health Department

Grace Kilgore

HR Risk Management
Safety Supervisor, BA, COSS

Safety Training
Safety Communications
Houston Public Library
Human Resources Department

S★FETY
City of Houston

EMPLOYEE INCIDENT SCORECARD

| | City Wide = All Incidents - By DOI | | | | | | | | | | | | |
| Department | FY17 July 2016 thru June 2017 | | | | | | | FY18 July 2017 thru June 2018 | | | | | |
	2017 Employee Count	# of Claims Reported	Annualized Incident Rate	Claims Associated With Incurred (Paid & Reserved) Cost — Type of Injury	Claims Not Associated With Cost	FY2017 Total Incurred (Paid & Reserved) as of 6/30/2017	Total Incurred (Paid & Reserved) as of 6/30/2018	2018 Employee Count	# of Claims Reported	Annualized Incident Rate	Claims Associated With Incurred (Paid & Reserved) Cost — Type of Injury	Claims Not Associated With Cost	FY2018 Total Incurred (Paid & Reserved) as of 6/30/2018
1000 Police	6,399	587	9.16%	436	151	4,068,743	5,322,681	6,386	676	10.59%	487	189	5,713,146
1100 Neighborhoods	144	12	8.33%	11	1	73,433	45,294	139	14	10.07%	10	4	23,700
1200 Fire	4,275	542	12.65%	380	162	2,899,901	3,039,649	4,140	607	14.66%	379	228	2,734,010
1500 Houston Emergency Center	231	15	6.49%	9	6	35,585	21,427	234	9	3.85%	6	3	33,388
1600 Municipal Courts Department	343	12	3.50%	8	4	7,459	4,407	323	7	2.17%	2	5	8,636
2000 Houston Public Works	3,844	338	8.79%	199	139	1,330,645	1,753,109	3,855	304	7.89%	194	110	1,251,586
2100 Solid Waste Mgmt.	440	78	17.73%	69	9	216,775	252,442	442	81	18.33%	73	8	288,023
2500 General Services	261	22	8.43%	14	8	61,486	99,280	269	22	8.18%	16	6	149,132
2800 Houston Airport System	1,130	62	5.49%	38	24	144,906	155,814	1,100	73	6.64%	51	22	236,770
3200 Housing & Community Development	139	7	5.04%	6	1	79,117	79,263	159	0	0.00%	0	0	-
3400 Library	524	15	2.86%	11	4	49,472	32,052	514	16	3.11%	9	7	11,908
3600 Parks & Recreation	1,067	83	7.78%	67	16	273,326	343,521	1,084	99	9.13%	78	21	1,780,206
3800 Houston Health Department	1,150	60	5.22%	40	20	114,317	159,280	1,189	70	5.89%	49	21	146,877
4200 Convention & Entertainment Facilities	3	0	0.00%	0	0	-	-	2	0	0.00%	0	0	-
5000 Mayor's Office	100	0	0.00%	0	0	-	-	103	4	3.88%	4	0	3,698
5100 Office of Business Opportunity	31	3	9.68%	1	2	473	588	29	3	10.34%	1	2	3,700
5500 Council Office	81	0	0.00%	0	0	-	-	82	0	0.00%	0	0	-
6000 Controller's	63	2	3.17%	0	2	-	-	61	1	1.64%	0	1	-
6400 Finance	145	1	0.69%	1	0	544	544	154	1	0.65%	0	1	-
6500 Administration & Regulatory Affairs	386	49	12.69%	27	22	104,989	110,796	371	31	8.36%	23	8	32,177
6700 Fleet Management	367	40	10.90%	32	8	65,923	97,628	372	38	10.22%	27	11	105,191
6800 Houston Information Technology	193	5	2.59%	5	0	8,783	26,122	190	2	1.05%	2	0	27,500
7000 Planning & Development	77	0	0.00%	0	0	-	-	82	2	2.44%	0	2	-
7500 City Secretary	10	0	0.00%	0	0	-	-	10	0	0.00%	0	0	-
8000 Human Resources	256	7	2.73%	5	2	24,749	63,843	249	10	4.02%	8	2	54,983
9000 Legal	172	0	0.00%	0	0	-	-	167	2	1.20%	2	0	16,059
City Wide Totals	**21,831**	**1,940**	**8.88%**	**1,359**	**581**	**9,560,626**	**11,607,740**	**21,706**	**2,070**	**9.55%**	**1,421**	**651**	**12,620,690**

* The formula for Incident Rates can be found on the FAQs Tab

"The Classified Indemnity Payments are now included in Claims"

*Employee Count for FY2018 is previous month count

As of: June 30, 2018

Direct Cost Reports Example

Indemnity = Lost Time from Work

Paid Medical	Paid Indemnity	Expenses	Total Paid	Total Incurred	Total Future $ Reserved
				2,000.00	2,000.00
2,853.66		218.75	3,072.41	3,072.41	
	861.00		861.00	13,910.00	13,049.00
518.33		14.50	532.83	532.83	
394.72		21.75	416.47	1,125.00	708.53
113.64		7.25	120.89	850.00	729.11
8,412.65	8,376.50	709.50	17,498.65	25,476.50	7,977.85
1,162.59		50.75	1,213.34	1,213.34	
634.04		124.50	758.54	1,200.00	441.46
221.81		14.50	236.31	236.31	

S★FETY
City of Houston

Direct Injury Costs

- **Medical**
- **Indemnity**
- **Expenses**

- **Paid**
- **Reserved**
- **Incurred**

Paid + Reserved = Total Incurred

These are Direct, Specific, Measurable Costs

S★FETY
City of Houston

Indirect Costs

Indirect Costs Can Consume your Valuable Time…

- Investigation Time

- Travel / Medical Treatment Time
- Lost Opportunity Costs

- Filling out paperwork

- Replacing Injured Worker

- Work Disruption

- Decrease in Morale

- Corrective Actions

- Training New/Replacement Employee
- Employee Discussion Time

What is a Hazard?

What is a hazard?

- A hazard is a situation that poses a level of threat to life, health, property, or the environment.

- A hazard can be a condition, situation, practice or behavior.

- Any activity, procedure, plant, process, substance, or other circumstance that has the potential to cause harm.

S★FETY
City of Houston

Hazards that Cause Accidents and Injuries

CHEMICAL & DUST HAZARDS

(cleaning products, pesticides, asbestos, etc.)

BIOLOGICAL HAZARDS

(mold, insects/pests, communicable diseases, etc.)

ERGONOMIC HAZARDS

(repetition, lifting, awkward postures, etc.)

WORK ORGANIZATION HAZARDS

Things that cause STRESS!)

SAFETY HAZARDS

(slips, trips and falls, faulty equipment, etc.)

PHYSICAL HAZARDS

(noise, temperature extremes, radiation, etc.)

S★FETY
City of Houston

THE INCIDENT UMBRELLA

Accident

Any event that **generates a medical or indemnity cost** regardless of the compensability of the claim to include <u>Motor Vehicle Crash</u>. **Property damage** may also be considered as a result of an accident.

Incident

Any event that occurs that **results** in an injury, exposure or illness, regardless of the severity, or damage to property or equipment.
- A bank robbery, a controversial situation, an argument between two people, etc.
    *all these examples can be described as incidents

Near Miss

Any unplanned event that **did not result** in injury, illness, or damage, **but had the potential to do so** given a different set of circumstances. Only a fortunate break in the chain of events prevented an injury, fatality or damage; in other words, a miss that was nonetheless, very near.

Incident vs Accident

What is an incident ?

An unplanned event which disrupts the work process and has

the potential of resulting in injury or damage to persons or property.

What is an accident ?

An undesired event that results in injury or damage to persons or property, including vehicles.

S★FETY
City of Houston

Accident Investigation

ASK THE QUESTIONS:

Who-What-When-Where-Why?
and Why and Why and Why and Why…?

- **Prevent future incidents**

- **Identify and eliminate hazards**

- **Expose deficiencies in processes or equipment**

- **Reduce injury severity and Workers' Compensation costs**

- **Maintain/Improve employee morale**

- **To determine Cause, Control, and Prevention**

S★FETY
City of Houston

Root Cause Analysis Definition

Root Cause Analysis **is:**

- **A structured investigation that aims to identify the true causes of a problem, and the actions necessary to eliminate them**

- **AKA: The <u>Fundamental Cause</u> of the incident**

Digging for Root Causes

Unsafe Conditions

Unsafe Actions

Missing guard

Horseplay

Poor housekeeping

Ignored safety rules

Defective tools

Didn't follow procedures

Equipment failure

Did not report hazard

No Instructions

Don't know how

Poor work procedures

Purchasing unsafe equipment

No follow-up/feedback

Lack of supervision

Lack of Training

Rules not enforced

Poor safety management

Lack of safety leadership

Poor leadership

Root Causes

S★FETY
City of Houston

Accident Prevention - Corrective Actions

Choosing Corrective Actions:

- When choosing the corrective actions, focus on eliminating the risks

- This can be done by removing the hazard or by changing the work processes

- It's essential to choose corrective actions that reduce risks to an acceptable level. (ALARP) – As Low As Reasonably Practicable

- It's possible that the first solution is not the best, therefore the initial actions should be re-evaluated after a period of time and perhaps new corrective actions instituted.

S★FETY
City of Houston

Hierarchy of Controls

Most effective

Least effective

Elimination	Physically remove the hazard
Substitution	Replace the hazard
Engineering Controls	Isolate people from the hazard
Administrative Controls	Change the way people work
PPE	Protect the worker with Personal Protective Equipment

S★FETY
City of Houston

Safety Clips

Countdown
To

THE TOP SIX

"*Accidents in the Workplace*"

of 2015

https://www.youtube.com/watch?feature=player_detailpage&v=73zfbMmXIPk

S★FETY
City of Houston

CAP's Safety and Risk Management Review

**Have we increased your understanding of
Safety and Risk Management?**

Topics Discussed:

- **Injury Costs – Direct and Indirect**

- **Identifying Hazards**

- **Differences between Accidents and Incidents**

- **Digging for Root Causes and the real reasons why accidents occur**

- **Risk Management Safety Team Contacts**

S★FETY
City of Houston

Thank you for your time !