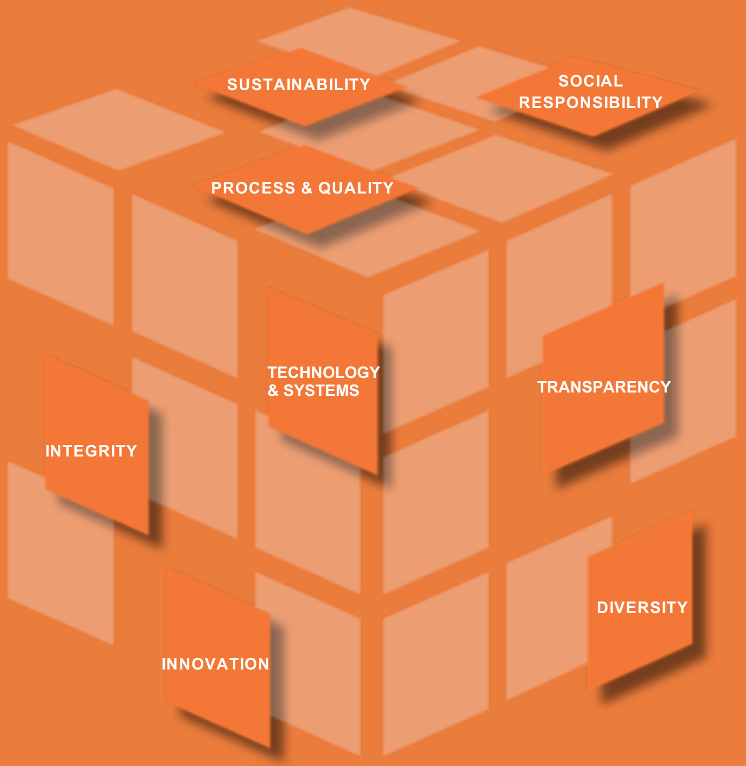
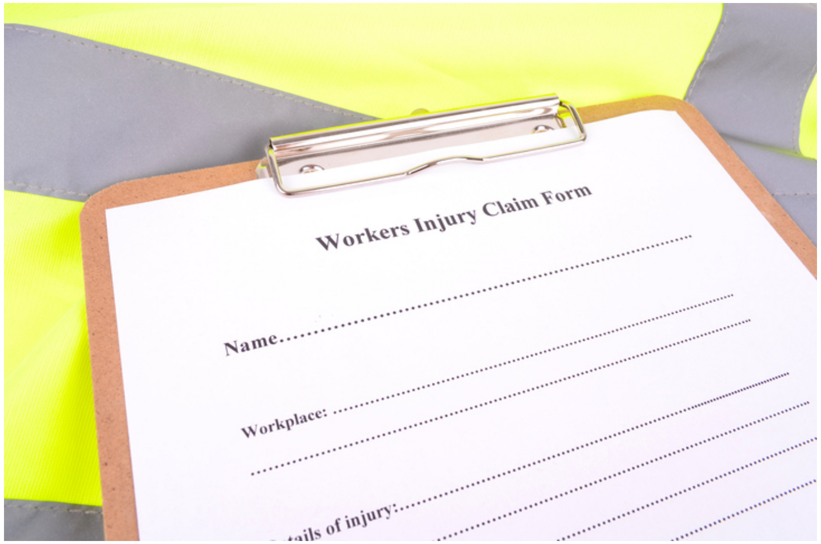
Accident/Injury Reporting and Investigation



ATALIAN
GLOBAL SERVICES



- During this module you will answer Quick Quizzes to help you review and test your understanding; these are not scored.

- There is also a short Final Quiz in addition to this module, which will be scored. It is necessary to pass with a score of 80% or better to receive credit for this module. This module takes 15 minutes to complete.

Course Objectives

At the end of the this module, you will be able to:

- Define an accident/injury, according to OSHA
- Understand why accidents and injuries must be investigated
- Understand the steps of conducting an investigation interview
- Recognize the steps of information collection
- Understand the process that leads to corrective actions

What defines an accident or injury incident?

This is a work-related event in which an injury or ill-health (regardless of severity), or fatality occurred or could potentially have occurred.

A reportable accident or injury is:

- Any work-related incident that results in death, loss of consciousness, days away from work, restricted work, or transfer to another job
- Any work-related injury or illness requiring medical treatment beyond first aid
- Any work-related diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, or punctured eardrums

Note: Needlesticks/sharps injuries, medical removal, hearing loss, and tuberculosis have special recording criteria.

Key OSHA timeframe reporting requirements:

✓ **All work-related fatalities to be reported within 8 hours.**

✓ **All work-related inpatient hospitalizations, all amputations, and an eye to be reported within 24 hours.**

Why Investigate?

There are many reasons to investigate accidents and injuries.

Investigating an incident can:

- SAVE LIVES
- Identify and control root causes
- Prevent recurrence
- Mitigate accident or injury
- Improve processes
- Exhibit a pledge by the Company to hea
- Promote morale in the workplace
- Save the company money

ATALIAN GLOBAL SERVICES

OSHA strongly encourages employers to investigate:

- all workplace accidents/injuries
- those incidents that cause harm and the “near misses” or “close calls” that could have caused harm.

Investigating allows employers to find the root cause for the incident.

What are “near misses or close calls”?

- An incident that could have caused serious injury or illness but did not; also known as a “near miss” or “close call”.

What are root causes?

- They are underlying reasons why an unsafe condition exists or why a procedure or safety rule was not followed.

How does OSHA define a reportable accident or injury?

A. Any work-related incident that results in death, loss of consciousness, days away from work, restricted work, or transfer to another job

B. Any work-related injury or illness requiring medical treatment beyond first aid

C. Any work-related diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, or punctured eardrums

D. All of the above

Quick Quiz

How does OSHA define a reportable accident or injury?

A. Any work-related incident that results in death, loss of consciousness, days away from work, restricted work, or transfer to another job

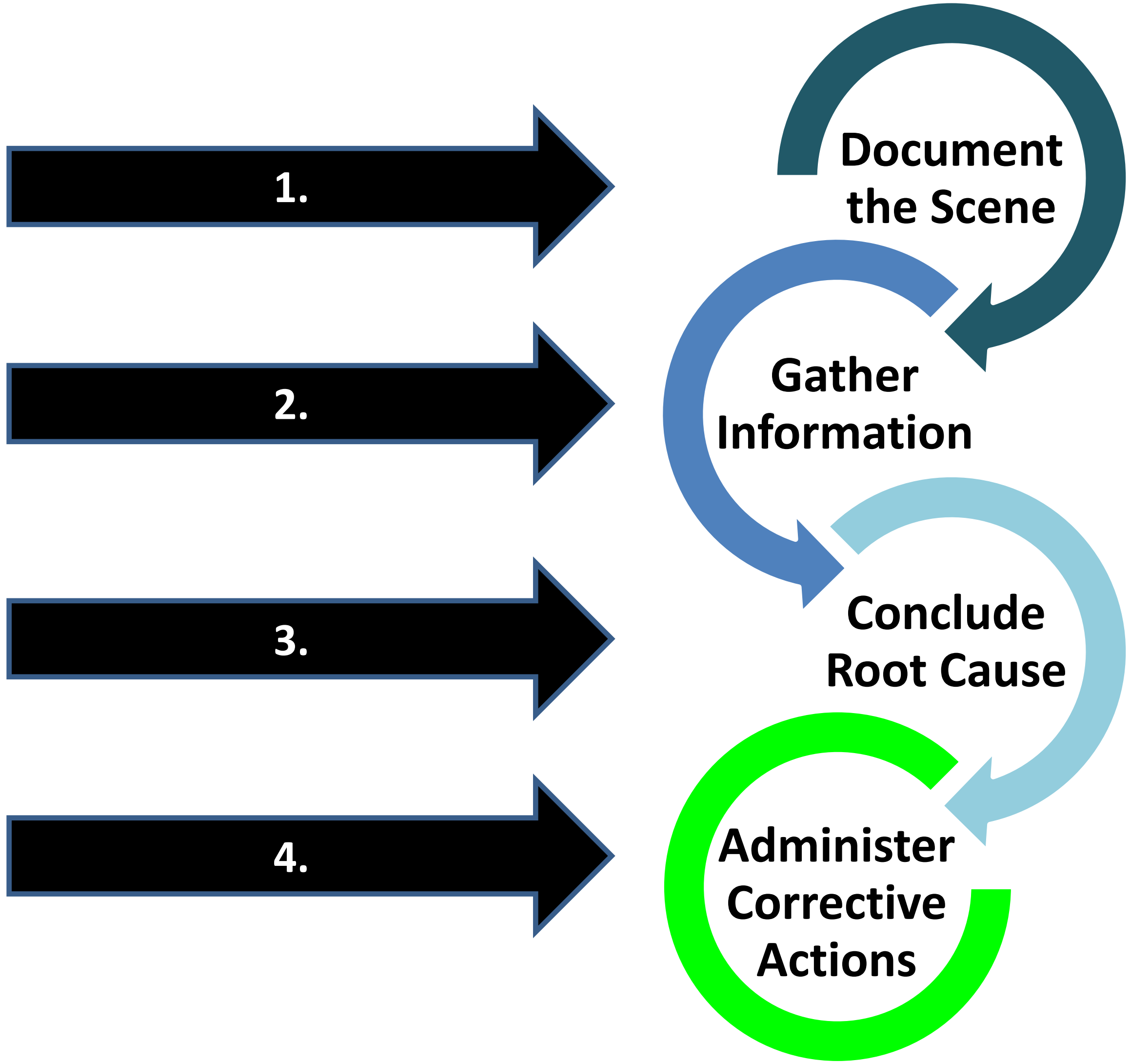
B. Any work-related injury or illness requiring medical treatment beyond first aid

C. Any work-related diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, or punctured eardrums

D. All of the above

Conducting an Accident or Incident Investigation

Safety First!
Before investigating, ensure that the scene is safe and that all emergency response needs have been administered.



Step 1. When documenting the scene, remember that the purpose of an investigation is to learn from and prevent the incident, not to find fault.

Here are steps to document the scene:

1. Gather the necessary personnel to conduct the investigation.
2. Secure the area where the injury occurred and preserve the scene.
3. Identify and gather witnesses to the injury event.
4. Interview the worker involved in the incident.
5. Interview all witnesses to the incident.

Here are steps to document the scene:

6. Document the scene through photos and/or videos.
7. Sketch the accident scene, if applicable
8. Gather other interview records, such as work schedules, training records, maintenance records, safety policies, etc.
9. Follow-up on completion of corrective actions.

Step 2. What information should you collect?

- **Worker characteristics -** age, gender, department, job title, experience level, tenure in company and job, training records, and whether they are full-time, part-time, seasonal, temporary or contract

- **Injury characteristics -** describe the injury or illness, part(s) of body affected and degree of severity

- **Narrative description and sequencing of events -** location of incident; complete sequence of events leading up to the injury or near miss; objects or substances involved in event; conditions such as temperature, light, noise, weather; how injury occurred; how frequently the specific task is conducted; was this a routine job or a new request?; whether preventive measure had been in place; what happened after injury or near miss occurred

- **Details of equipment associated with incident -** type, brand, size, distinguishing features, condition, specific part involved, maintenance records

What information should you collect?

- **Characteristics of the task being performed when incident occurred -** general task, specific activity, posture and location of injured worker, working alone or with others
- **Time factors -** time of day, hour in injured worker's shift, type of shift, phase of worker's day such as performing work, break time, mealtime, overtime, or entering/leaving facility, and days worked prior to incident
- **Supervision information -** at time of incident whether injured worker was being supervised directly, indirectly, or not at all and whether supervision was feasible
- **Causal factors -** specific events and conditions contributing to the incident
- **Corrective actions -** immediate measures taken, interim or long-term actions necessary

Suggested Method for Performing the Interview

1. Conduct the interview in a quiet and private place.
2. Engage using a calm voice to lessen the anxiety associated with the incident/injury.
3. Use open ended questions, not questions that only require a yes/no answer.
4. Explain the purpose of the investigation is to help gather facts and find out what went wrong.
5. Have the individual recount their version of what happened without interrupting. Let them talk. Take notes.
6. Ask clarifying questions to fill in missing information.
7. Reflect back to the interviewee the factual information obtained.
8. Ask the individual what they think could have prevented the incident, focusing on the conditions and events preceding the injury.
9. Thank the witness for their help.
10. Finish documenting the interview.

Quick Quiz

When an incident occurs, you should **NOT**:

A. Conduct the interview in a quiet place
B. Use open-ended questions, not yes/no questions
C. Wait at least two weeks to speak with the interviewee(s)
D. Document interview with notes and pictures

Quick Quiz

When an incident occurs, you should **NOT**:

A. Conduct the interview in a quiet place
B. Use open-ended questions, not yes/no questions
C. Wait at least two weeks to speak with the interviewee(s)
D. Document interview with notes and pictures

Examples of Interview Questions

✓	WHO? QUESTIONS	✓	WHEN? QUESTIONS	✓	HOW? QUESTIONS
	Who was injured?		When did the incident take place?		How did the injury happen?
	Who else witnessed the incident?		When did employee start their shift?		How could the incident have been prevented?
	Who was working with the employee?		When was the employee assigned to the task?		How can other employees avoid the same injury?
	Who assigned employee to task?		When was employee notified of potential hazards?		How could this injury have been prevented by employees?
	Who was last performing task?		When was the last safety observation by Supervisor?		How could a supervisor prevent an injury to their employee in the future?
	Who could mitigate reoccurrence?		When did employee discover something was wrong?		

✓	WHAT? QUESTIONS	✓	WHY? QUESTIONS
	What was the type of injury?		Why did the injury occur?
	What was the incident that happened?		Why did the employee get injured?
	What was the employee doing?		Why was PPE not worn or used?
	What had the employee been told to do?		Why was the employee able to be injured?
	What was the employee doing earlier in the day?		Why wasn't the Supervisor notified when the employee noticed they were in over their head?
	What machine or tool did the employee use?		Why wasn't the employee following proper safety protocol?
	What personal protective equipment was worn?		Why wasn't the Supervisor present during the incident?
	What kind of training had been given?		
	What contributed to the incident happening?		
	What problems were encountered during the incident?		
	What did the witnesses see?		
	What should be done to avoid reoccurrence?		
	What type of training is needed?		

These open-ended interview questions shown can help you identify the details of the incident by clarifying the Who, What, When, Where, Why, and How of the situation.

✓	EXAMPLE QUESTIONS TO HELP DETERMINE A ROOT CAUSE
	Was a drug test performed?
	Was the job fully staffed on the day of the incident?
	Did supervisors ensure employees were trained and proficient before assigning them to their jobs?
	Was a written procedure offered for employees to follow?
	Were the proper equipment, tools, materials required to perform the job readily available and in proper working condition?
	Were hazardous conditions documented by employees or supervisors?
	Were trainings collected in the Training Tracker?
	Were employees trained to handle hazardous environmental conditions that could arise?
	Were employees familiar with how to perform their job duties?
	Was the employee performing the proper job procedures?
	Did supervisors identify and communicate any unsafe or hazardous condition?
	Were supervisors made aware of their responsibilities for the safety of their work areas and employees?
	Did supervisors conduct regular safety trainings/meetings with their employees?
	Were the topics discussed and actions taken during the safety meetings recorded in meeting minutes and shared with those not in attendance?
	Was there any sign of mishandling of equipment and/or resources at the incident scene?
	Was personal protective equipment worn, damaged or not properly working?
	Did the employees use the correct personal protective equipment?
	Were there any hazardous environmental conditions that may have contributed to the incident?

Step 3. The next step is to identify the cause of the incident/injury (known as the root cause).
The purpose of the interview is to determine all the details that contributed to the incident/injury and help you determine the root cause. The types of questions shown (left) can uncover valuable information.

Also, use the 5 "Whys" to help determine the root cause:

- ✓ **What happened?**
- ✓ **Where did it happen?**
- ✓ **How did it happen?**
- ✓ **Why did it happen?**
- ✓ **What needs to be corrected?**

Step 4. Corrective Actions:

- A Pre-determined point of contact should be setup to identify who should receive the report.
- A Pre-determined timeframe should be determined for reporting all corrective actions
- Determine the type of information that should be shared with:
  - workers
  - management
  - what gets posted and filed

The report will note:

- the assigned person to the specific corrective action
- due dates for the corrective action
- a space for the assigned person to mark the completion of the action

Evaluate the process for continuous improvement.

Quick Quiz

It is important to identify the root cause of the incident so that you can know what corrective actions to take.

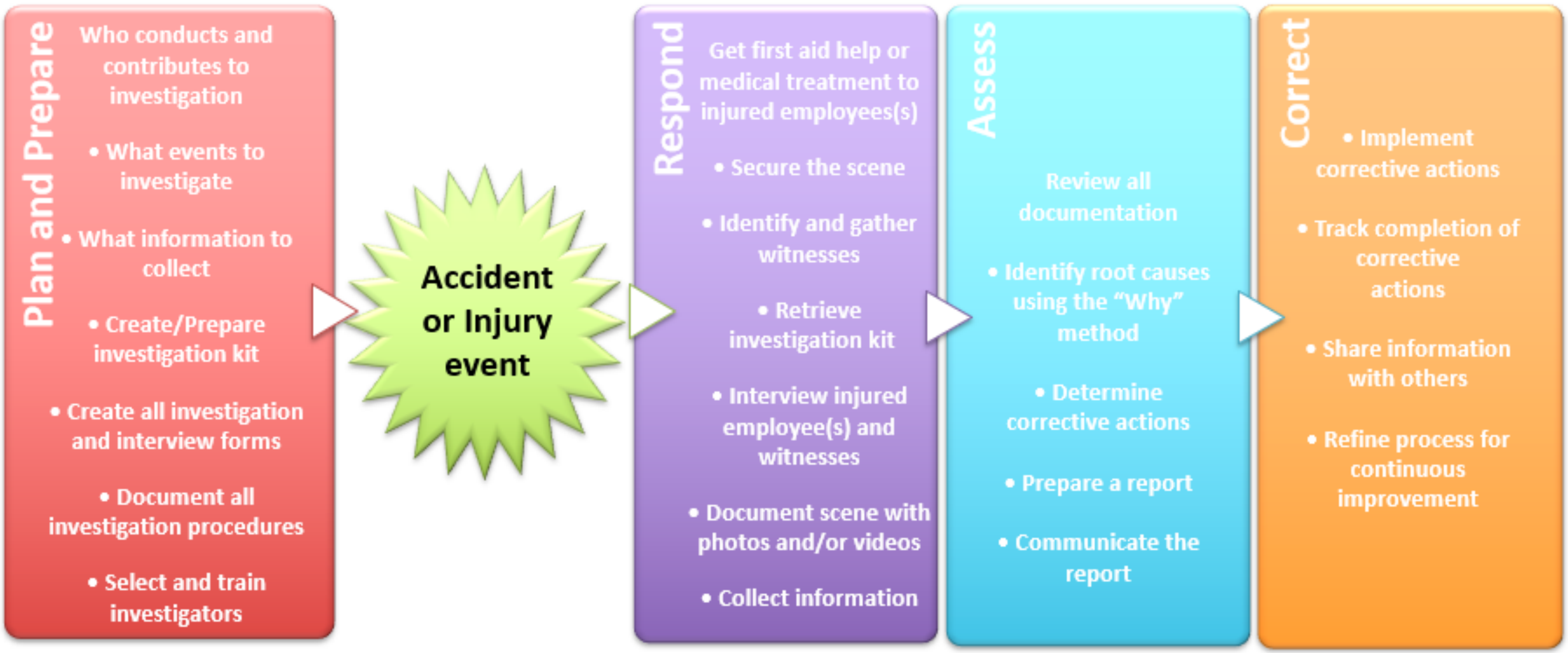
A. True
B. False

Quick Quiz

It is important to identify the root cause of the incident so that you can know what corrective actions to take.

A. **True**
B. False

Accident / Injury Investigation Summary



This diagram provides a summary of the investigative process to follow before and after an accident/injury incident occurs.

Congratulations! You've completed the Accident or Injury Reporting module.

Please click here and take the final quiz.