Front Line to the C-Suite: Communicating Safety so Everyone Can Hear

Corinna Kupelwieser
11.8
Why “DO” Safety?

Social
Fiscal
Legal
You Are Leaving Money On The Table

Prevention
- Orientation
- Supervisor Training
- Safety Committee
- Safety Communication

Claim Management
- Medical Reimbursement
- Avoid/Minimize Time Loss
- Return To work
- Work Accommodation
Non-Disabling

3 DAYS

Restrictions don’t mean disabling

Disabling

Reimburse $1,900 per claim

- Directly reduces your Total Incurred
- Affects your MOD for three years
- Affects your Rate Tier

$5,000 per claim for modifications
$1,000 per claim for skill building
45% of wages for 66 days
$400 for clothing

- Decreases your Total Incurred
- Affects your Rate Tier
- Can provide equipment/repairs
# Three Year History

<table>
<thead>
<tr>
<th>Entity</th>
<th>Count of Claims</th>
<th>NDReimb</th>
<th>Max Payable</th>
<th>Difference</th>
<th>Total Incurred</th>
<th>Count of Claims</th>
<th>Total Incurred</th>
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<tbody>
<tr>
<td>XXXXX</td>
<td>28</td>
<td>-$10,967</td>
<td>$17,141</td>
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<td>$55,981</td>
<td>$14,425</td>
<td>$42,726</td>
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</table>

If we had converted 85% of the Time Loss claims to Non-Disabling:
- Reduce Total Incurred by $203,300 over three years
- Additional $535,000 for workplace modifications
- Additional $107,000 for skills training
- Additional $42,000 for clothing for the employee (office clothes vs. warehouse, etc.)
Who do you need?

- Payroll – for return to work and hours worked for injury rates
- HR – for wages, followup on no shows, job descriptions and offers for modified duty, orientation
- Managers – for a list of light duty jobs and accommodations
- CFO – for the cost of WC premiums, any medical reimbursements, equipment purchase costs, etc
- Owner/CEO – for a foot on the gas
- Facility Maintenance – getting things fixed/modified
- Operations – implementing safe policies and recognizing hazards
- Janitorial – cleaning up spills and awareness of poor housekeeping
Gallup Q12 – Employee Engagement

- I know what is expected of me
- I have the right materials and equipment
- I have the opportunity to do what I do best
- In the last 7 days I received praise for good work
- My supervisor cares about me as a person
- Someone at work encourages my development
- My opinions seem to count
- The company mission makes me feel my job is important
- My coworkers are committed to doing quality work
- I have a best friend at work
- In the last 6 months someone has talked to me about my progress
- I have had opportunities to learn and grow
Gallup Q12 – Employee Engagement

✓ I know what is expected of me at work.
✓ I have the materials and equipment I need to do my work right.
• At work, I have the opportunity to do what I do best every day.
• In the last 7 days, I have received recognition or praise for doing good work.
✓ My supervisor, or someone at work, seems to care about me as a person.
✓ There is someone at work who encourages my development.
✓ At work, my opinions seem to count
✓ The mission or purpose of my company makes me feel my job is important.
✓ My associates or fellow coworkers are committed to doing quality work.
✓ I have a best friend at work
• In the last six months, someone at work has talked to me about my progress.
✓ This last year, I have had opportunities at work to learn and grow.
What Brings You Joy?

- Skiing
- Snow
- Kids
Orientation
Risk of Injury

Effectiveness of Program

- Eyes on the path
- Use the handrail
- One step at a time
- Walk don’t run
- No heavy loads

Eyes on the path, Use the handrail, One step at a time, Walk don’t run, No heavy loads
Falling Down Walking Around

YOU DON'T SEE PENGUINS SLIP AND FALL ON ICE

KNOW WHY?
- They walk slowly
- They take short steps
- They walk with their arms at their sides
- Their small feet provide maximum friction

WALK LIKE A PENGUIN!

¡Caminas como Pinguino!

¡Camina como pinguino!
Blue Run Blues

YOU DON'T SEE PENGUINS SLIP AND FALL ON ICE

WALK LIKE A PENGUIN!

Know why?
- They walk on the hem
- They walk on the inside
- They walk with their hands and their feet
- They concentrate on maintaining balance

Don't get the ACL BLUES!

Assisting Guests

Collisions

- Our employees who are expert skiers are more likely to get hurt on beginner intermediate runs
- Our employees who are expert skiers are more likely to get hurt parking their skis
- What is "white" in your department? (the thing that was different at first, but now you're competent... your head shots off and you go on autopilot)
Don’t Be “Angry Dad”
Don't Be "Angry Dad"
LSU-1
- The Safety Program (orientation)
- The BEST Motivator
- Speak up Listen Up

LSU-2
- Leading vs. Lagging Indicators
- The Supervisor’s Report
- Return To Work

LSU-3
- Hazard Identification

LSU-4
- Root Cause Analysis
Supervisor Training

• Main Goal – learn how to fill out the supervisor’s report
• Training
• Resources
• Enforcement
• Supervision
• Leadership
Responsibilities

- **Employee**
  - Perform tasks in a safe manner (protocols)
  - Only do tasks that you have been trained to do
  - Ask supervisor for more info
  - Recognize and report hazards

- **Employer**
  - Provide a safe work and healthful workplace
  - Provide training and resources
Say “Thank You”

Specific – Timely – Positive - Sincere
Supervisors Making a Difference
1. Recognize what stops us

2. Three Steps
   • Ask
   • Get A Commitment
   • Follow It Up

3. Listen Up! – Get Past Feelings and Commit
13 Hazard Categories (+1)

- Falls
- Impact
- Mechanical
- Vibration/Noise
- Toxics
- Temperature
- Flammability
- Explosives
- Pressure
- Electrical
- Ergonomics
- Biohazards
- Violence
- (Unsafe Behavior)
Falls – Stairs and Ladders

Safety Committee
<table>
<thead>
<tr>
<th>What are the Hazards?</th>
</tr>
</thead>
<tbody>
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<td>Falls</td>
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Incident Investigation - Root Cause Analysis
Goal: Good Supervisor Reports

Prevention: What should be done and by whom to prevent recurrence of this type of incident (include target dates)?

What action are you taking to see that this is done (include target dates)?

Worker’s Signature: __________________________ Date: _____________

Supervisor’s Signature (person filling out report): __________________________ Date: _____________

Manager’s Signature: __________________________ Date: _____________

Director’s Signature: __________________________ Date: _____________
Safety Update

Awareness

Incidents this week

Recognition

Keeping Score
Near Miss Reporting Results

![Bar chart showing Near Miss Reporting Rate and WC Claim Costs per 100 FTE. The chart displays bars for different departments with varying costs ranging from $0 to $160,000. The y-axis represents the NM Reporting Rate per 100 FTE, and the x-axis represents the WC Claim Costs. Some departments show higher reporting rates and associated costs.]
Near Miss Reporting Results

![Chart showing Near Miss Reporting Results]
Near Miss Reporting Results

- Near Miss Reporting Rate per 100 FTE
- WC Claim Costs per 100 FTE

Graph showing the relationship between near miss reporting rate and WC claim costs per 100 FTE.
Talking to the Injured Employee

I’m so sorry this happened to you…

• You will get three phone calls:

  ▫ Me – to see how you’re doing

  ▫ The insurance adjuster
    • Phone call will be recorded
    • Find out about pre-existing conditions and what happened
    • They have 60 days to tell you if your claim is covered

  ▫ The Return To Work Consultant
How does it go sideways with insurance?

• Lie
• Don’t respond to phone calls/mail
• Be rude
NAICS
11.8
19.8
22.4
Know Your Audience

To whom are you speaking?
• Front Line workers
  • Minimum wage
  • What motivates them? Gallup Q12

• Supervisors
  • You are the critical safety leader

• C-suite/Owner
  • You are leaving money on the table
  • You are someone who wants to do the right thing