# Post-incident actions

Caring, timely, and efficient follow-up to any incident is crucial in assisting the injured employee, as well as in preventing another occurrence. This guide can help you when a workplace incident results in employee injury, a near miss, or property damage. A "near miss" is defined as an incident with potential for more serious consequences.

Click here to explore best practice action steps.



# On-the-job incident

Evaluate the circumstances and make your selection.





1. Initiate emergency plan.

2. Evaluate area and secure or eliminate hazards before entry.

- 3. Provide injured employee assistance.
- 4. Secure incident area.
- 5. Assure emergency vehicle and personnel are met at entrance and escorted to incident site.
- 6. Whenever possible assure employer representative accompanies or follows injured employee to medical facility.
- 7. Assemble incident analysis team.
- 8. Confirm that all notifications have been made
- 9. Communicate preliminary findings to management and employees.



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### Within minutes

Call 911 and alert facility emergency personnel using the chain of command. Employees must know how to call 911 according to the facility telephone line. For example, can 911 be dialed directly, or is it preceded by another number. Your plan should be established for different emergencies, for example, catastrophic events such as earthquake, fire, etc. The Oregon OSHA document, "Expecting the Unexpected," http://www.cbs.state.or.us/os ha/pdf/pubs/3356.pdf provides information on what to consider in planning for workplace emergencies.



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### Within minutes

To ensure that responders do not encounter the same hazard that injured the employee, an assessment of the work area should be conducted and hazards controlled before any further personnel entry.



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### Within minutes

... based on training or capabilities of first onsite responder.



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### Within minutes

Prevent tampering or disturbance of the incident scene. This area may encompass as little as one piece of equipment and the immediate area, or could include an entire room, depending on what was affected during the incident. It should be secured until the incident analysis team releases the area. If a fatality or catastrophe (three or more employees admitted to a hospital) occurs, then the area must be secured until Oregon OSHA releases the area.



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### Within minutes

First responders should be trained to assign someone to meet emergency personnel and guide them to the injured employee.



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### Within hours

This is important to maintain communication between the injured worker, management, and medical provider, as well as to ensure policies and procedures are followed, drug testing, for example.



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### Within hours

An incident team should already be established and trained. The process should incorporate a "root cause analysis." For training material go to:

http://www.orosha.org/educat e/onlinecourses/1110/1110Fin alPDF.pdf

For incident analysis forms and additional resources go to: <u>http://www.saif.com/employer</u> /safety/safety\_Accident\_Incide nt\_Analysis.aspx

Ensure that the incident team documents the scene, including the equipment or process involved, through photos, video tape, written observations, sketches, diagrams, measurements, etc.



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### 1-8 hours

Notifications to upper management should be made if they are not in the chain of command list. Determine who will notify immediate family members and confirm that it will be done with tact and good judgment.

Call Oregon OSHA, 503-378-3272 or 800-922-2689, to report overnight hospitalizations, catastrophes, or fatalities.

**Catastrophes and fatalities**. Report the death of any employee or a catastrophe (three or more employees admitted to a hospital) within eight hours of the incident or within eight hours after it has been reported to you. Report a fatality only if it occurs within 30 days of the incident.

**Overnight hospitalizations**. Report the overnight hospitalization of an employee within 24 hours of the incident. Only report overnight hospitalization for medical treatment; do not report hospitalization for observation or for treatment in an emergency room. The OregonOSHA Fact Sheet on Reporting can be found at:

http://www.cbs.state.or.us/osha/pdf/pub s/fact\_sheets/fs24.pdf

Contact SAIF's immediate response team if a severe or fatal injury has occurred. The team is available 24 hours a day to help with the claim. Call 800.346.4544 and ask the operator for SAIF's immediate response team at ext. 53. **Call in case of fatality, major trauma, multiple injuries, or injuries where drugs or alcohol are suspected as a contributing factor**.



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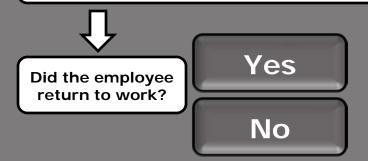
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### Within hours and as information is updated

This communication may be crucial to prevent similar injuries with similar processes. It's important to provide employees with accurate information to prevent misunderstanding and reduce panic.



- 2. Provide injured worker with form 801 and packet of information to submit to physician.
- 3. Review benefits with injured worker
- 4. Review his or her responsibilities with the injured worker.
- 5. Ensure that the employee is transported to a clinic or receives medical attention.
- 6. Conduct or participate in an incident analysis process.
- 7. Follow up on actions recommended by incident analysis team.





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### Within minutes

Begin the process by reporting the injury to management. The incident analysis team should be assembled and given instructions to begin the analysis.



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### Within minutes

The employee should complete the **Worker** portion of the 801.

The packet may contain the following: written return-towork (RTW) policy, recommended medical provider list, job description, and return-to-work release form.

http://www.saif.com/saif\_form s.aspx



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### Within minutes

Review the company's RTW policy and the <u>Employer-at-</u><u>Injury benefits</u>. For injured worker benefits, click <u>here</u>. You also can help your employee through the process by directing him or her to the resources in the Worker Guide on <u>saif.com</u>. The guide has helpful information for workers about reporting an injury, managing a claim, and much more.

Ideally this information is covered with all employees at hire and reviewed periodically. A quick review may be necessary at time of injury.



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### Within minutes

Throughout the recovery process, communication is the key. Employees should be directed to maintain contact and report progress. Encourage your employee to follow through with recommended care to avoid long-term complications whenever possible. Ideally this information is covered with all employees at hire and reviewed periodically. A quick review may be necessary at time of injury.



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### Within hours

An agreement with an occupational health clinic should be considered. SAIF contracts with managed care organizations (MCOs) to provide medical care to injured workers. MCOs contract with physicians, hospitals, and other health care providers to deliver quality medical care to workers with job-related injuries or illnesses. For more information about MCOs go <u>saif.com</u>



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### Within days

### Conduct or participate in an incident analysis. An

incident team should already be established and trained. The process should incorporate a "root cause analysis." For training materials | <u>Go</u> <u>orosha.org/educate/onlinecour</u> <u>ses/1110/1110FinalPDF.pdf</u> For incident analysis forms and additional resources | <u>Go</u> <u>saif.com/employer/safety/safet</u> <u>y\_Accident\_Incident\_Analysis.</u> <u>aspx</u>

Ensure that the incident team documents the scene, including the equipment or process involved, through photos, video tape, written observations, sketches, diagrams, measurements, etc.



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### Daily

The purpose of the incident analysis is to prevent reoccurrence of a similar incident, so timely follow-up on the recommendations is crucial. As the supervisor, your ultimate goal is to prevent a similar injury. Changes should be communicated to all employees.

Employee needs nonemergency medical	Was employee released to regular duty?
care	Yes

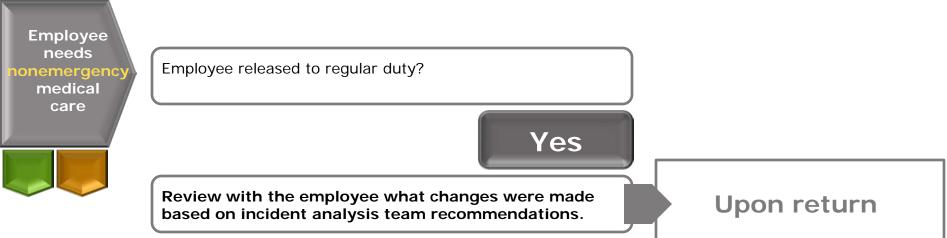


Follow up on employee progress.

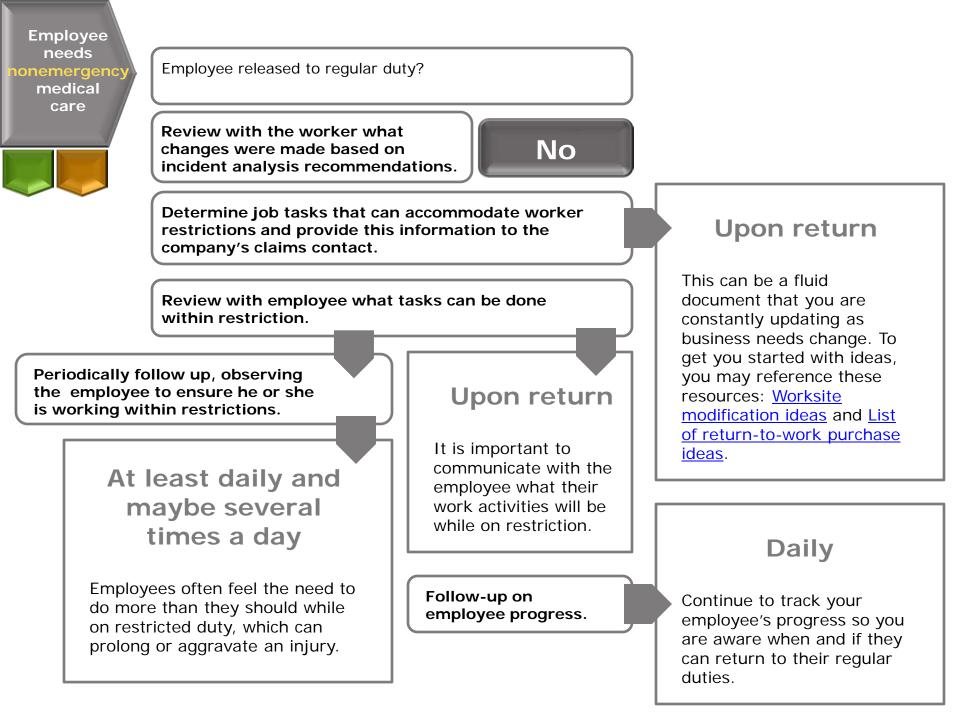
Employee is ready to return.

### Daily

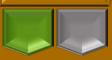
Keep in regular contact with injured employees to ensure you get them back to work as soon as possible. It is important to have updated contact information (phone, address) on file.



Communication is important. Sharing the changes implemented to prevent reoccurrence is not only important to show the injured employee that action was taken, but there may have been a major process change that requires training/education.



Employee
needs onsite
first aid or
incident is a
near miss 🚽



#### Does employee need first aid treatment?

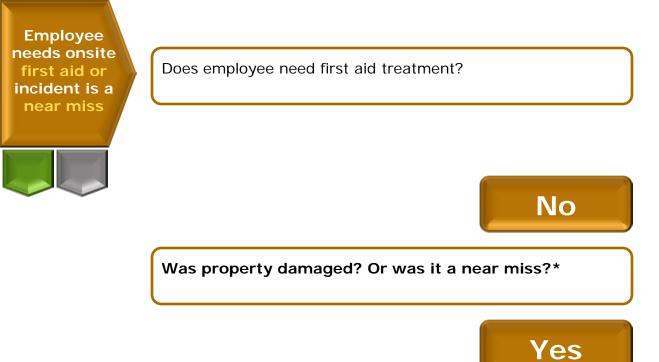




Does employee need first aid treatment?

## Yes

- 1. Initiate first responder notification and first aid treatment.
- 2. Initiate incident reporting.
- 3. Conduct or participate in the incident analysis process.
- 4. Follow up on actions recommended by the incident analysis team.
- 5. Review with all employees what changes were made based on incident analysis team.



\*A near-miss is an opportunity to improve safety, health, environmental, and security of an operation based on a condition or an incident with potential for more serious consequences. No



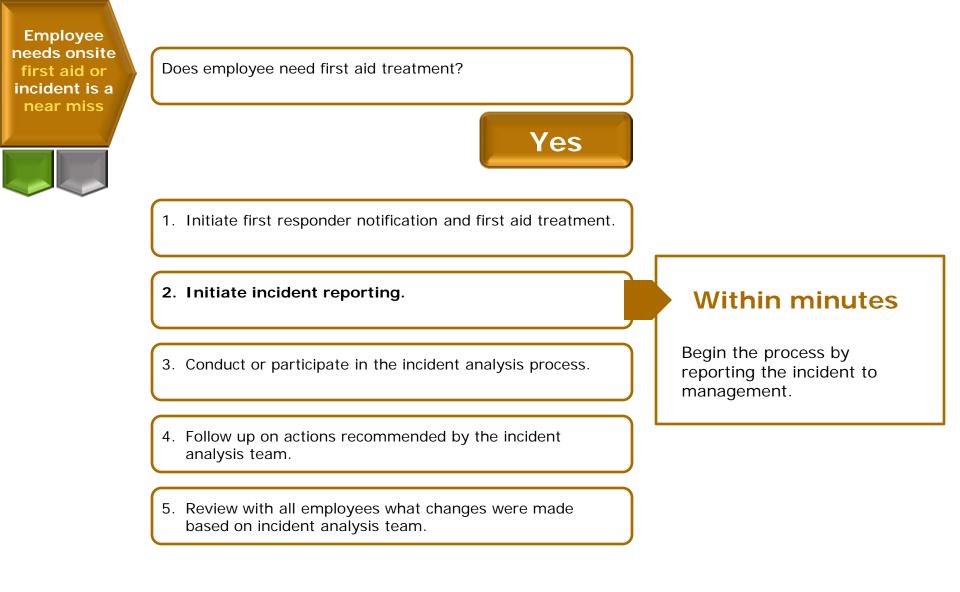
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#### Within minutes

First responders trained in first-aid may administer treatment or a first-aid kit may be available for self treatment.





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<u>aspx</u> Epsuro

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### **Upon return**

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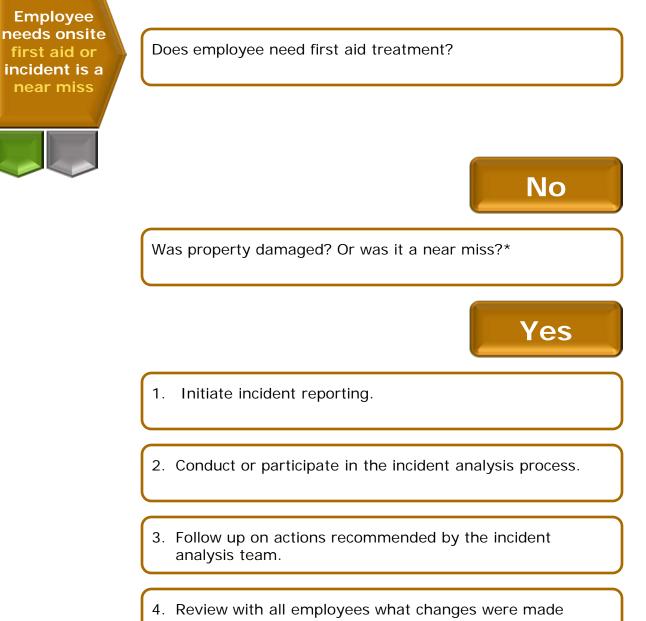
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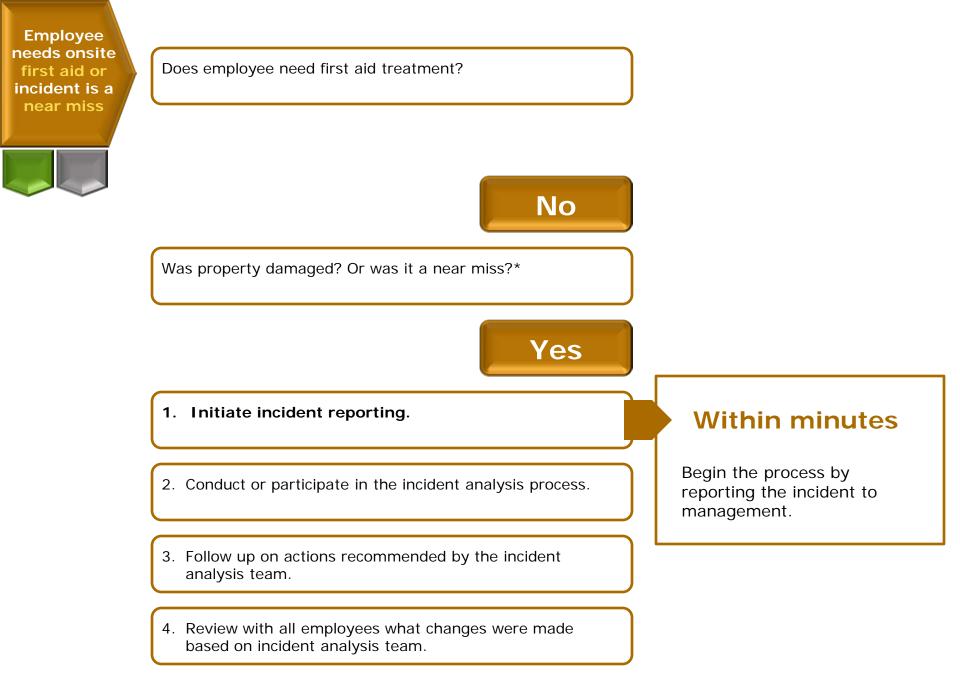
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### As soon as changes are made

Communication is important. Sharing the changes implemented to prevent reoccurrence is not only important for the injured employee to understand that action was taken, but there may have been a major process change that requires training or education.



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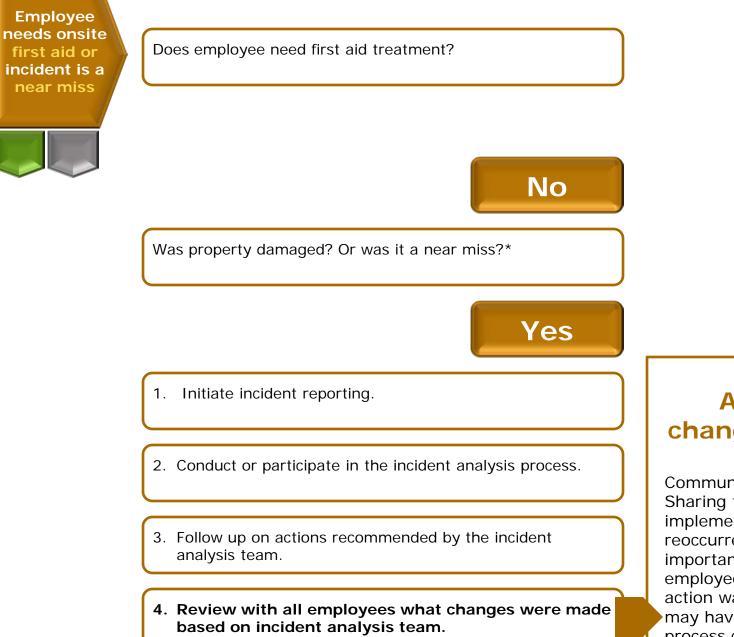
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