

MANAGING WORKPLACE SAFETY CULTURE FOR THE 21ST CENTURY

Proven Strategies For Managing Workers' Compensation Risks

Notes for Department Superintendents & Chiefs: This document is a compilation of proven strategies a municipal department superintendent or chief can implement to enhance workplace safety culture to make a workplace more productive and safer with less chance of workers' compensation claims. Overtime, these strategies will pay off in substantial savings to the municipality and department in the form of lower insurance premium costs. This will result in lower city costs.

The document is broken out by issue and department. As a department head, select the tables covering operations relevant to your department. These strategies have been identified as best practices for managing municipal work injury and workers' compensation risks – proven strategies in other words. There are both core activities and optional activities. It is important to select a strategy or two that you can effectively manage and accomplish, that addresses a key concern or cost area, and that will provide a good return on effort if implemented.

It is extremely important that as a department head, you commit to this program and lead by example. There must also be a commitment to provide resources, time and staff as needed, to accomplish a strategy. Staff will need to be engaged and persuaded to make necessary changes and must be held accountable to following the new strategies and training to these strategies.

MMIA has allocated staff and resources to provide training and technical assistance to your department as needed to help implement these strategies over a three to five year time frame. This effort has been designed to have a minimal impact time and expense wise and is all about working smarter VS. a lot of expense.

Following this table will help MMIA support your municipality with regard to workers' compensation claims and will also reduce your municipal claim experience and in turn your premium rates through prevention activities. This table is designed to be used over the course of a fiscal year and sent in electronically with activities completed in a timely manner over the course of the year. We would hope these investment strategies would start to pay off within a three to five year time frame.

Scoring scale 1 – 10, with 10 highest:

0 means not applicable or not doing at all

1-3 some effort in area of concern

4-5 ineffective effort in area or considering changing to best practices

6-7 satisfactory effort in area of concern

8 – 10 using best practices, 10 effectively, 8 – 9 not so effectively

A. General Safety Culture – Core Strategies	Points	Who	Date Completed	NA
1. Policies (See attachments for sample policies) <ul style="list-style-type: none"> ✓ New Employee Safety Orientation ✓ Citywide Safety Policy ✓ Safety as a major goal of all policies – as important as any other goal 				
2. All employees trained to safety policies <ul style="list-style-type: none"> ✓ Comprehensive records kept of the same 				
3. All supervisors have safety component to annual performance reviews				
4. All employees held accountable to following safety policies and protocols				
5. All employees have completed required certifications and are current				
6. All training and other safety related records are kept and current				
a. General Safety Culture - Optional Strategies				
1. Employees attend additional safety related conferences and training				
2. WC premiums allocated to departments based on claim experience and department size				
3. Comprehensive plan to upgrade equipment to ergonomically friendly designs with safe egress, equipment access, minimal out of position lifting and operation with plan to update older equipment, vehicles, etc.				

B. Compliance with the Montana Safety Act (MCA 50-71) and the Montana Safety Culture Act – Core Strategies	Points	Who	Date Completed	NA
1. Compliance with the Montana Safety Act (MCA 50-71)				
2. Compliance with all the requirements of the Montana Safety Culture Act (see attachments for requirements)				
3. Compliance with any deficiencies found during inspections by the State Safety Bureau				
b. Compliance with the Montana Safety Act (MCA 50-71) and the Montana Safety Culture Act - Optional Strategies				
1. Weekly or monthly safety meetings				
2. Disaster and preparedness training and drills on the same				
3. Have the State Safety Bureau or MMIA in for Compliance audits, job hazard analysis or safety technical assistance				

C. Managing Injury Risks – Core Strategies	Points	Who	Date Completed	NA
1. Engineering controls <ul style="list-style-type: none"> ✓ Work settings and equipment engineered to be ergonomically friendly, minimal heavy lifting, minimal out-of-position work ✓ Equipment designed with proper egress to eliminate jump-offs, entry has 3 point contact ✓ Equipment has seatbelts and ROPS 				
2. Administrative controls <ul style="list-style-type: none"> ✓ Policies in place to reduce job hazards and hazardous work practices <ul style="list-style-type: none"> - Safe Lifting – less than 50# per person - Required use of Personal Protective Equipment ✓ Employees trained to and held accountable to administrative controls 				
3. Proper lifting technique (See attachments for safe lifting information) <ul style="list-style-type: none"> ✓ Proper position ✓ 2 or more workers if load is more than 50# ✓ No lift above waist level ✓ Use of assistive lifting devices 				
4. Use of proper Personal Protective Equipment (PPE) (See attachment for more information) <ul style="list-style-type: none"> ✓ PPE supplied by municipality ✓ Employees trained in proper use ✓ Employees held accountable for use of PPE 				
5. Universal Precautions – BBP <ul style="list-style-type: none"> ✓ Use of Universal Precautions PPE during first aid/BBP exposures 				
c. Managing Injury Risks – Optional Strategies				
1. Supplies ordered in containers/sizes of 25# or less				
2. Chemicals loaded and unloaded mechanically (chlorine, other supplies in bulk)				
3. More dangerous , higher risk operations contracted out				
4. Use of puncture resistant stainless steel gloves for key high risk operations (sewer line clean out, law enforcement)				
5. Do trench rescue and confined space rescue training combining fire department and public works personnel				

D. Workers' Compensation (WC) Process Management – Core Strategies	Points	Who	Date Completed	NA
1. A workers compensation claim was filed if a) an injury involved lost time, b) medical care with costs, or c) the worker requested a claim be filed				
2. Supervisors have completed MMIA training on WC best practices for claims management				
3. City Clerk stays in regular contact with MMIA claims examiner and claimant <ul style="list-style-type: none"> ✓ Call MMIA as soon as possible after being notified of a reportable claim ✓ Stay in touch with MMIA claim examiner on a regular basis as long as a claim is open ✓ Notify the MMIA if there are any changes in the claimant status, e.g. back to work, moved out of state or suspicious activities 				
4. Temporary Alternative Work Program in place				
d. WC Process Management – Optional Strategies				
1. Work on culture of engagement with enhanced communication in both directions				

E. Use of Incident Reports – Core Strategies	Points	Who	Date Completed	NA
1. All worker injuries reported to supervisor				
2. All worker accidents involving property, chemicals reported				
3. Safety suggestion box – hazards, close calls reporting can be done anonymously to supervisors				
4. If a reporting program was in place, all hazards and potential hazards reported and recorded				
5. All incidents investigated				
6. Corrective actions taken and staff training refreshers				
e. Use of Incident Reports – Optional Strategies				
1. Use incident reports as training tool at safety meetings				
2. Use incident report investigations and reviews and corrective actions as a safety meeting activity				

F. Behavior-based Safety Audit Tools – Core Strategies	Points	Who	Date Completed	NA
1. Periodic use of the safety audit tools by department heads to review safety and risk management of all operations (See attachments for sample audit tools)				
2. Job Hazard Analysis completed for work operations				
f. Behavior-based Safety Audit Tools – Optional Strategies				
1. Periodic use by work teams and sections of workers to review safety practices for weekly or day to day operations				
2. Tracking/scoring of safety audits for safety QI				
3. Work with MMIA to report audit data and track it electronically on a monthly basis				

TOTAL POINTS THIS REPORTING PERIOD

Signature _____

Print Name _____

Date _____