

INCIDENT MANAGEMENT

Imagine you get a phone call that an employee has been hurt really bad. Your mind starts racing through all the different possibilities of what happened. As you head to the injury your heart starts beating rapidly and you start asking yourself: How do I deal with this? What should I do when I get there?

Keep Safety in Mind

This fear of knowing what to do, is a far too often scenario. Thankfully it can be prevented by understanding how to deal with an injury before the injury happens.

Here are the top 5 things you need to know about incident management.

1. Employee Care

- Don't panic!
- Ensure that the employee is OK. This is the first and most important task when there is an incident.
- Use all your senses to ensure the employee is OK. Ask lots of questions to determine this.

2. Medical Care

- When an injury happens, you need to determine what kind of medical care the employee should receive.
- First Aid Only
- Minor – Use the designated provider list.
- Major – Call 911

3. Notify

- Once the employee is being taken care of and is receiving care, notify company leadership.
- Notify leadership within 24 hours of the injury.
- If applicable, notify OSHA. Use the OSHA Notice to Employers to determine if OSHA should be notified.

4. File Claim

- This needs to happen right away. Within 24 hours max.
- Report claims as soon as you are notified even if a long time has passed since the injury.
- This will protect the company and the employee.

5. Investigation

- Gather as much information as possible.
- Take a lot of pictures. Take close and farther back pictures.
- Perform a root cause analysis and determine corrective actions.
- Follow up in several weeks to ensure corrective action is

Discussion

- 1. What suggestions do you have with incident management.**
- 2. Can anyone share an experience relating to this topic?**

