Using Division of Risk Management Claim Reports to Augment Safety Program Effectiveness

The Florida Department of Financial Services, Division of Risk Management (DRM) provides state agencies and universities with a number of claim reports on a monthly, quarterly, and annual basis with the goal of reducing costs to the state and to the taxpayers of Florida. Safety and Loss Prevention Outlook recently spoke with Jeff Loflin, safety coordinator for the Department of Environmental Protection (DEP), about how he uses these data reports to maximize the effectiveness of his agency’s safety program.

“We base a lot of our safety program on those reports,” Mr. Loflin confirmed. He went on to explain that the report he used most often was the Fiscal Year Trending Report. This report contains agency claim performance data on paid claims and their causes, and according to Mr. Loflin, is invaluable in shaping DEP’s safety program.
“It gives us information on the types of accidents that are occurring (such as slips, trips, and falls), lets us find their frequency, and lets us focus our program on the incidents that are trending.” The additional focus this report provides translates to increased effectiveness, as resources can be used on not just the types of accidents that are occurring most often, but channeled toward the locations that are having the most accidents, as well.

The Fiscal Year Trending Report also includes data on the cost of the accidents that are occurring, which Mr. Loflin stresses is equally important. “Cost figures help gain support from leadership, supervisors, and volunteers. Without these reports, it is very difficult to get people on board with the safety program. These make it quantifiable; otherwise, people don’t understand what the safety program is all about.”

Other reports of note provided by DRM include the Temporary Total Disability (TTD) Report, which is provided to agency workers’ compensation coordinators weekly, and includes an agency’s TTD payments.

The Monthly Claim Report contains all casualty claims designated to the agency that occurred in the preceding month. This allows the agency’s safety coordinator and workers’ compensation coordinator to verify that all claims have been properly entered, and, like the Fiscal Year Trending Report, helps target areas of concern for corrective action.

The Quarterly Report is sent to workers’ compensation and safety coordinators, covers the development and cost growth of paid open claims, and allows for a 3-month valuation date on those claims. This helps agencies focus loss prevention efforts on areas that will have the largest impact on claims.

University safety coordinators and workers’ compensation coordinators receive the University Quarterly Comparison Report, which shows all claims reported with a positive balance and payment in the previous quarter. This report allows universities to compare their claims with other universities.

The Stoplight Report is sent to workers’ compensation coordinators, safety coordinators, and agency heads biannually, and shows a snapshot of agency claim performance over a six-month period. It includes a data trending section that covers a period of data for three years.

DRM also provides customized ad-hoc reports to agencies upon request in cases where an agency requires more specialized information on coverage, cause, accident date, report date, and other factors. Moving forward, agencies should be able to find much of this information through advanced searches in the new Origami insurance management system.

Finally, the Return-to-Work (RTW) Dashboard Report provides workers’ compensation coordinators with a list of their agency’s new and outstanding claims, and requests information from the agency regarding these claims. The data sent back to DRM is then used to analyze RTW program performance in accordance with Section 284.50(3), Florida Statutes.

Mr. Loflin had advice regarding the use of DRM claim reports for those who may be new to the position of safety coordinator: “Analyze the data, and have leadership promote your safety program. Establish safety committees to review all accidents and incidents, and be proactive as opposed to reactive.”

For more information on DEP’s safety program, visit http://www.dep.state.fl.us/admin/Safety/index.htm. As their twin mottos state, “Safety is everybody’s business,” and “Safety first, last, and always.”

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**Supplemental Reports**

If you need information not found in the claim reports your agency currently receives, DRM can provide you with a customized, ad-hoc report tailored to your needs, or assist with an advanced search for the information in Origami. Please contact Will Butler at William.butler@myfloridacfo.com or Liz Sargent at elizabeth.sargent@myfloridacfo.com.
While the new OrigamiRisk insurance management system (IMS) is an extremely powerful tool, there is a bit of a learning curve as the Department of Financial Services transitions from its former database system. With that in mind, future issues of Safety and Loss Prevention Outlook will feature information on navigating the Origami IMS, and tips on avoiding problems. If there are processes within the system that you would like us to cover, please send an email to StateLossPreventionProgram@myfloridacfo.com and we will do our best to accommodate your request.

This month, we will discuss the email dissemination of claim data reports generated by the system. An important fact to remember is that these reports are required to be sent encrypted to ensure data security. This encryption has a one-week duration, meaning that if the report has not been downloaded within one week of being sent, it will become unavailable. Because of this, it is absolutely imperative that when you receive a report, it should be opened and reviewed as soon as possible. If your agency’s staff member responsible for receiving these reports will be out of the office for an extended period of time, please let the Division of Risk Management know ahead of time, and designate an alternate to receive the report in his or her stead. This will ensure smooth delivery of the data.

Additionally, some users have reported that the emailed reports have been misdirected to their junk mail folder. This can lead to data not being received, or received too late to open during the one-week window. If you find that an e-mail from Origami has been delivered to your Junk Mail folder, simply right click the message, scroll down to the “Junk” selection, and choose “Not Junk.” This will “teach” Outlook that subsequent messages from Origami should be delivered to your inbox.

If you encounter any issues with your reports, do not hesitate to email Will Butler at william.butler@myfloridacfo.com or Liz Sargent at elizabeth.sargent@myfloridacfo.com.
The University of South Florida (USF) is a top-tier research university that houses numerous doctoral and professional programs. The University comprises 14 colleges on 3 campuses. Enrollment is approximately 48,000 students, and the University employs about 8,900 faculty and staff.

As a comprehensive research university, USF administers programs in a wide variety of disciplines, many of which pose unique safety issues for students as well as employees. These programs, in both the sciences and the arts, involve laboratories, studios, and shops; hazardous materials (their storage, use, and disposal); and work-specific tools and equipment. All of these, as well as everyday safety concerns such as slips and falls, require safety awareness and, in some cases, training.

Personnel in the University’s Environmental Health & Safety (EHS) Division have developed a wealth of training instruments designed to inform students and staff of the hazards present in the laboratories, shops, and studios; and how to deal with the specific issues in each situation, whether these are educational or research-oriented.

These training materials include slideshows on, among other topics, safe shop practices, emergency procedures, safety & compliance in the arts, office ergonomics, hazardous energy, and a host of other subjects related to keeping safe in a contemporary university environment.

The training is presented in clearly worded and visually stimulating presentations. Where there is overlap in materials, the same slides are used, which contributes to consistency across the training and to efficiency in its production. In addition, all of the training uses green and gold (the University’s colors) and is labeled with the safety program’s slogan “Safety . . . It’s up to U”, with the letter replaced with the University’s logo, a capital “U” stylized as the head and horns of a bull. This branding of the EH&S’s safety training communicates the idea that safety is an institution-wide effort involving students, faculty, and staff members.

For more information on the University of South Florida’s Environmental Health and Safety Division, visit their website, at http://www.usf.edu/administrative-services/environmental-health-safety/
Hurricanes are a form of tropical cyclone capable of causing devastating damage. They are storm systems with circulating air and sustained wind speeds of 74 miles per hour or higher, with the strongest hurricanes exceeding 155 miles per hour. They can strike at any time, forcing employees to evacuate or take shelter.

Your organization most likely already has a plan in place for when storms strike, but as a safety coordinator, you have a valuable role to play in ensuring employees stay safe. As part of your safety plan, consider performing hazard assessments specific to each worksite that include information concerning all potential sources of emergencies. Review your emergency plan, and familiarize yourself with its features. These usually include:

- A prescribed method for reporting fires and other emergencies
- Emergency escape procedures and route assignments
- Procedures for employees who remain to perform or shut down critical operations, operate fire extinguishers, or perform other essential services that cannot be shut down for every emergency alarm before evacuating
- Rescue and medical duties for any workers designated to perform them

Review the method of alerting workers, including disabled workers, to evacuate or take other action. Familiarize yourself with the emergency alarms, and make sure they are recognized by all employees as a signal to evacuate the work area or perform actions identified in your plan. Ensure that evacuation routes and exits are clearly marked and well lit; wide enough to accommodate the number of evacuating personnel; unobstructed and clear of debris at all times; and unlikely to expose evacuating personnel to additional hazards. Post evacuation routes and exits prominently for all employees to see.

Help your employees to become familiar with:

- Their individual roles and responsibilities
- Hazards and protective actions
- Communication procedures
- Evacuation, shelter, and accountability procedures
- Location and use of common emergency equipment

Consider offering employees training in first-aid procedures, including protection against bloodborne pathogens.

After reviewing the emergency action plan with employees, periodically revisit the plan during safety meetings to keep the ideas fresh in their minds. You should also periodically revisit your plan and consult with other safety coordinators to keep current on procedures and update accordingly.

Accounting for all employees following an evacuation is critical. Confusion in the assembly areas can lead to delays in rescuing anyone trapped within a building, or unnecessary and dangerous search-and-rescue operations. To ensure the fastest, most accurate count of your employees, make clear to them the designated assembly areas where they should gather after an evacuation. Perform a head count after the evacuation to identify the names and last known locations of anyone not accounted for and inform the official in charge. Review the policies for accounting for non-employees such as guests. Keep in mind the procedures for further evacuation in case the incident expands, including sending employees home by normal means or providing them with transportation to an offsite location.

The best preparation for this upcoming hurricane season is to anticipate an emergency before it happens. Global Weather Oscillations Inc., a leading hurricane cycle prediction company, predicts, “The 2015 Atlantic Basin hurricane season will be the most active and dangerous in at least 3 years, and the next 3 seasons will be the most dangerous in 10 years”.

For more information on hurricane safety, visit the National Oceanic and Atmospheric Administration (NOAA) website at: http://www.nws.noaa.gov/om/hurricane/
STopping for water keeps you going.


The work can’t get done without them.

Heat illness can be deadly.

Remember to:
- Drink water often, even if you aren’t thirsty.
- Rest in the shade to cool down.
- Report heat symptoms early.
- Know what to do in an emergency.

Let’s make heat safety part of the job. If you have questions, call OSHA. It’s confidential. We can help!
The month of May was designated National High Blood Pressure Education month, but the topic is important enough to consider all year long. Known as “The Silent Killer” due to its potential threat to life and due to the fact that anyone can have high blood pressure while being completely unaware of their condition, high blood pressure, or hypertension, affects a staggering one in three American adults – nearly 67 million people.

Blood pressure measures the force of blood on the walls of blood vessels, such as arteries and veins, as blood travels through them. These measurements are written as a systolic number over a diastolic number, for example, 120/80. When the force is consistently too high, manifesting in a systolic measurement over 140 or a diastolic measurement over 90, a patient is said to have hypertension.

The effects of hypertension are many, and they are serious. According to the Mayo Clinic, left untreated, the disease can lead to stroke and can damage the lining of arteries - a condition known as arteriosclerosis. This, in turn, can prevent blood flow to the major organs, and lead to heart attacks, strokes, kidney failure, and aneurisms.

While most people will eventually develop hypertension at some point in their lives, there are precautions and lifestyle changes that can mitigate many of the diseases effects. The Centers for Disease Control (CDC) recommends talking about the condition with your doctor, and making a plan to lower or keep your blood pressure under control. If you do have hypertension, taking blood pressure medication prescribed by your physician and lowering sodium intake can make a positive change.

As smoking significantly raises blood pressure, quitting or continuing to avoid tobacco products is vital.

As a safety coordinator, you can also address the issue on the job. Encourage employees to take walks during breaks, as exercise naturally lowers blood pressure. Many state agencies and universities also host blood donation events. When an employee donates blood, they are provided with a mini-wellness check, which includes a blood pressure screening. This can be a convenient way for workers to find out their status without leaving the job site. Make sure to let employees know about these events.

While hypertension is a serious problem, the “silent killer” can be overcome, and you can be a part of the solution.

For more information on hypertension, visit the CDC website at http://www.cdc.gov/bloodpressure/
First aid is emergency care provided for injury or sudden illness before emergency medical treatment is available. The key aims of first aid can be summarized in three key points:

1. Preserve life - the overriding aim of all medical care, including first aid, is to save lives and minimize the threat of death.

2. Prevent further harm - such as moving a patient away from any cause of harm, and applying first aid techniques to prevent worsening of the condition, as when applying pressure to stop a bleed from becoming dangerous.

3. Promote recovery - first aid also involves trying to start the recovery process from the illness or injury, and in some cases might involve completing a treatment, as in the case of applying a plaster to a small wound.

In the absence of an infirmary, clinic, or hospital in near proximity to the workplace which is used for the treatment of injured employees, a person should ideally be adequately trained to render first aid, and adequate first aid supplies should be readily available.

First aid kits are designated by type (I, II, III or IV) depending on the work environment in which they are to be used. Type I kits are intended for use in stationary, indoor environments where kit contents have minimal potential for damage. Type II kits are for portable indoor use. Type III first aid kits must be corrosion and moisture resistant, as well as impact resistant. Type III first aid kits must have a handle and a means of mounting them in a fixed location. These kits should have a water-resistant seal. Type IV kits are meant for use outdoors where the potential for damage to the kit contents due to environmental factors and rough handling is significant. Type IV kits must pass tests for corrosion, moisture and impact resistance.

First Aid kits should be inspected regularly to ensure they remain stocked and that the contents consistently meet the needs of the workplace. An adequate first aid kit should be readily available in the workplace. The minimum contents of a first aid kit (for a small workplace) should include: an absorbent compress, adhesive bandages and tape, individual-use antiseptics, burn treatment applications, sterile pads, triangular bandage, and medical exam gloves.

First aid supplies should be readily available in a marked location.

To start, assess the workplace for hazards to which employees are exposed. In addition, utilize incident reports and workers’ compensation injury reports to identify any unique problems that would necessitate other types of supplies to ensure these are available to treat most injuries and illnesses that could reasonably be expected to occur in the workplace.

For more information on first aid and first aid kits, visit [http://firstaid.about.com/od/injuriesatwork/a/06_OSHAreqs.htm](http://firstaid.about.com/od/injuriesatwork/a/06_OSHAreqs.htm)
Newsletter References


Get Ready, America! (n.d.) hurricanesafety.org 2015 hurricane season predicted to be “the most active and dangerous in 3 years”:  http://hurricanesafety.org/2015/01/13/2015-hurricane-season-predicted-to-be-the-most-active-and-dangerous-in-3-years/


University of South Florida (n.d.) usf.edu, Environmental Health and Safety:  http://www.usf.edu/administrative-services/environmental-health-safety/
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