

How to conduct an OHS Incident Investigation

Investigations Keep our People Safe

In the last Financial Year at least one quarter of logged incidents & hazards did not get investigated.

This means we lost over 1000 opportunities to keep our employees safe.



Incidents, Near Miss and Hazards logged in Riskman require an investigation to be carried out

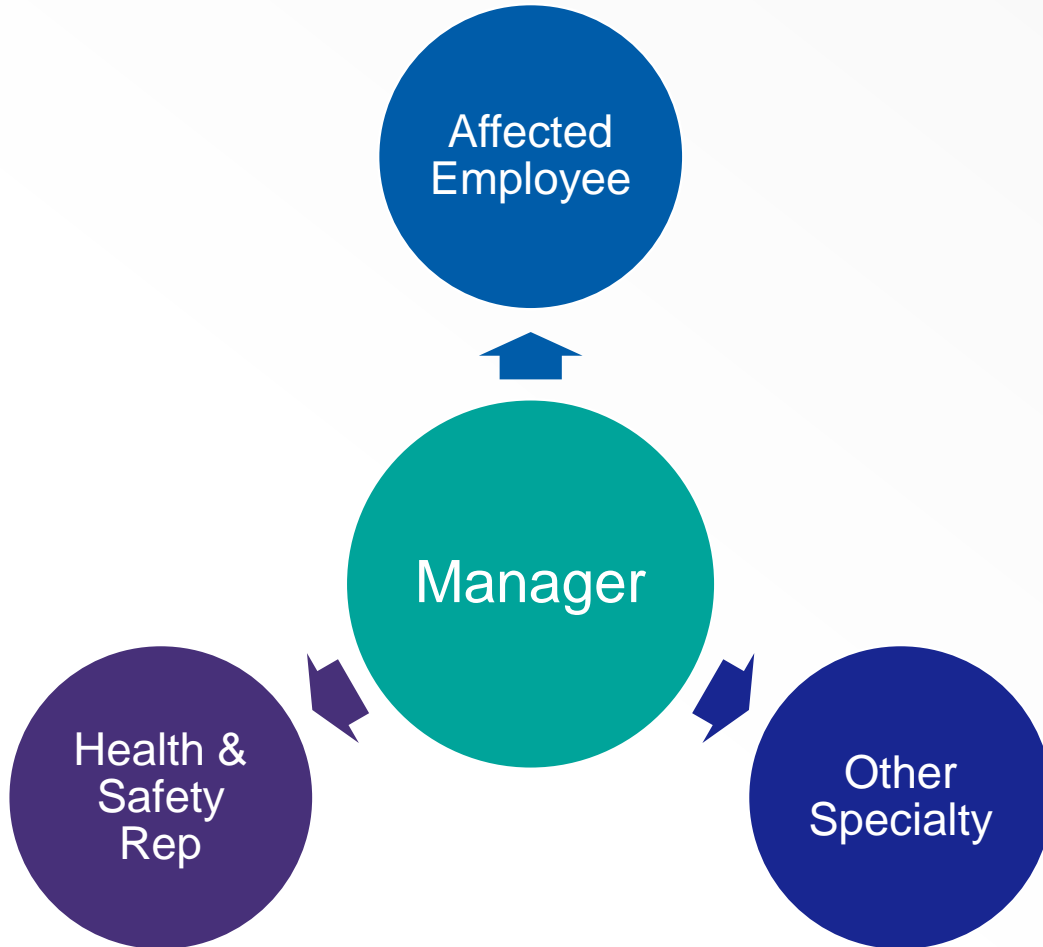


Why do we need to do Investigations?

- ✓ Recognises Near Miss/hazards and enables action to be taken to prevent an incident/ injury
- ✓ Identifies causal factors of incidents and allows corrective actions to be put in place to prevent reoccurrence
- ✓ Demonstrates positive behaviours and good safety leadership/ culture
- ✓ Ensures the organisation is meeting its legal obligations under the OHS Act
- ✓ Allows us to demonstrate to WorkSafe we have taken reasonable steps to control risks should they make enquiries around Notifiable Incidents



Who is involved in completing an Investigation?



Manager (investigation lead) :

- Ensures Injured employee has necessary supports
- Gathers Information from employee and witnesses
- Consults with experts
- Determines controls and manages implementation
- Completes Investigation
- Provides feedback to Injured employee

Affected Employee:

- Provides an account of the Incident to the Manager regarding what happened

Other Specialty:

- Information or advice from Engineering, OHS, Security, Emergency Management, Quality, Infection Prevention

Health and Safety Rep:

- Represents members of the DWG
- Where needed assist manager to assess & control risks
- Monitor measure taken and effectiveness of controls



Step 1: Define the ISR (incident severity rating)

RiskMan Incident Severity Rating (ISR)	Type of Injury or Potential for Injury (including psychological)	Type & Timeframes of OHS Investigation	Tools needed to support the investigation
ISR 1	Incident or injury resulting in: <ul style="list-style-type: none"> • Amputation • Acquired brain injury • Hospital stay >10 days • Formal investigation by WorkSafe 	OHS Investigation 1 within 30 calendar days	<ul style="list-style-type: none"> • How to conduct an OHS Investigation for an ISR 1 Incident Procedure • OHS Investigation 1 Report Template
ISR 2 (10%)	Incident or injury resulting in: <ul style="list-style-type: none"> • Lost time injury <u>and</u> • Notifiable Incident to WorkSafe 	OHS Investigation 2 within 30 calendar days	<ul style="list-style-type: none"> • How to conduct an OHS Investigation for an ISR 2 Incident Procedure • OHS Investigation 1 & 2 Template
ISR 3 (20%)	Incident or injury resulting in: <ul style="list-style-type: none"> • Injury requiring medical treatment • Potential lost time injury 	OHS Investigation 3 within 10 business days	<ul style="list-style-type: none"> • How to conduct an OHS Investigation for an ISR 3 Incident Procedure • OHS Investigation 3 Template
ISR 4 (70%)	Incident or injury <ul style="list-style-type: none"> • not requiring immediate medical treatment or; • Near miss / hazard (including chemical spill) 	OHS Investigation 4 within 5 business days	<ul style="list-style-type: none"> • How to conduct an OHS Investigation for an ISR 4 Incident Procedure • Complete the 5 scripted questions entered into RiskMan by OHS Advisors

What type of investigation document do I use

- ✓ PROMPT documents

 - How to Conduct OHS Incident Investigations

 - How to Conduct OHS Incident Investigations for ISR 1 Incidents

 - How to Conduct OHS Investigation for an ISR 2 Incident

 - How to Conduct OHS Investigations for ISR 3 Incidents

 - How to Conduct an OHS Investigation for ISR 4 Incidents

- ✓ Templates on PROMPT to support these documents



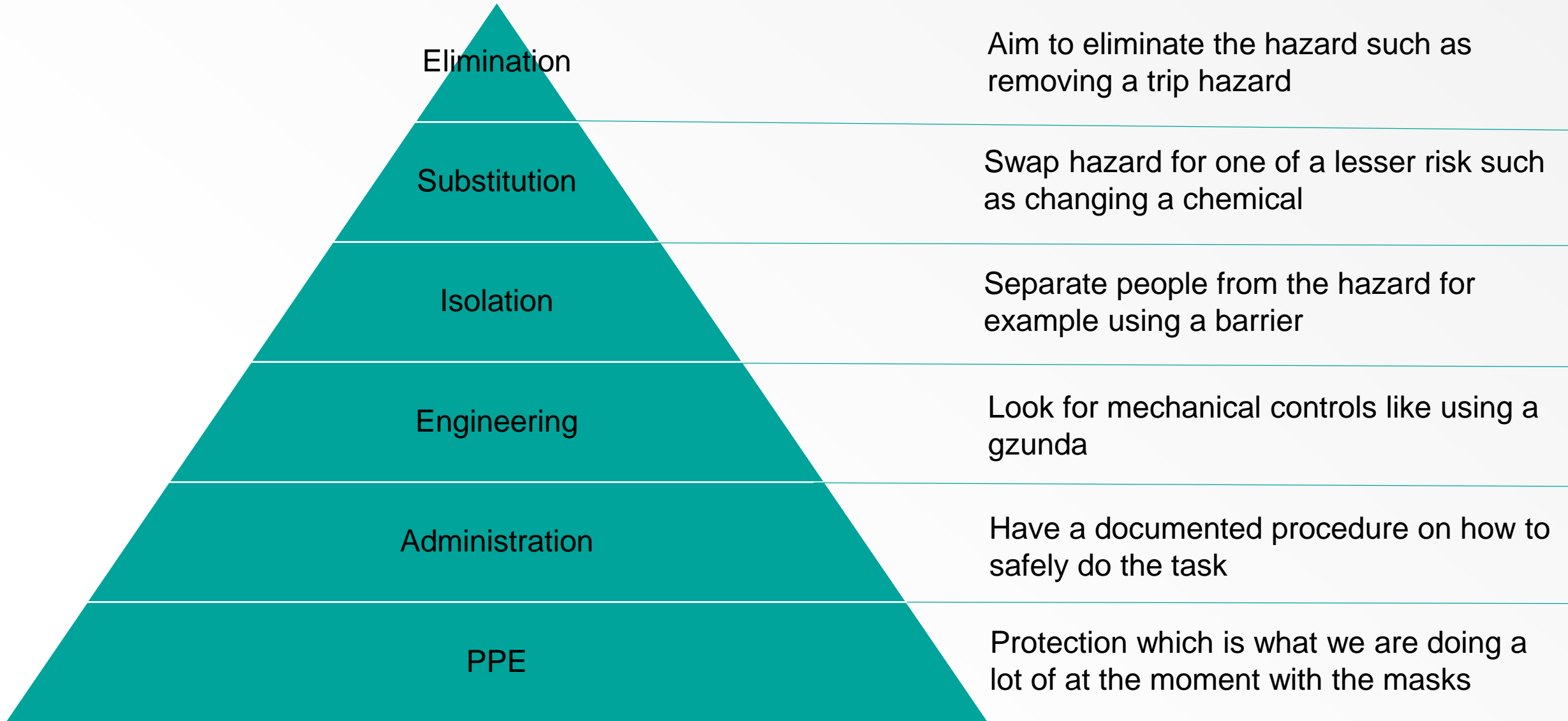
Step 2: Conduct Investigation

Key points to consider:

- ✓ Investigations should be completed as soon as possible after they are reported
- ✓ When interviewing, encourage the person to state only what they saw, felt or heard and not to make assumptions
- ✓ Do not ask leading questions
- ✓ Aim is not to find blame but to identify causes and correct them to prevent reoccurrence
- ✓ When considering corrective actions use the 'Hierarchy of Controls'



Step 3: Determine action (Hierarchy of Controls)



Step 4: Implementation and Reporting

- ✓ Communicate to injured or affected person & HSR
- ✓ Ensure corrective actions have been implemented
- ✓ Upload completed ISR1-3 into Riskman or complete ISR4 questions
- ✓ Close out Riskman
- ✓ For ISR1 & 2 report incident details and investigation outcome at the next Site or Program OHS Committee



Slips / Trips – ISR4 Example

“Stepped over mattress deflating in front of the store room, caught my foot and fell to the floor”

Completion of the ISR4 Incident Investigation Questions – Investigation lead by NM, Manager

Q1. How is the affected person(s) now and what follow up / support options are in place? (EAP, Injury Support, Peer Support Program, Staff Support Pack etc.) **Employee was a bit shaken but is ok. Offered Injury support & EAP but declined**

Q2. What were the factors that led to this hazard / incident occurring? (People, Task, Environment, Training, System, organisation etc.) **Air mattress was left to deflate in an open walkway and become a trip hazard, Employee assumed as she knew the mattress was there she would take extra care and be able to step over**

Q3. How will this hazard / incident be prevented from reoccurring? (Remove, Maintain, Equipment, signage, Education etc.) **Air mattress immediately relocated, Informal Education provided in 1300 huddles daily for 7 days regarding safe location to deflate mattress & removing hazards**

Q4. Who will be involved in implementing these corrective actions? **Nurse Manager & all employees**

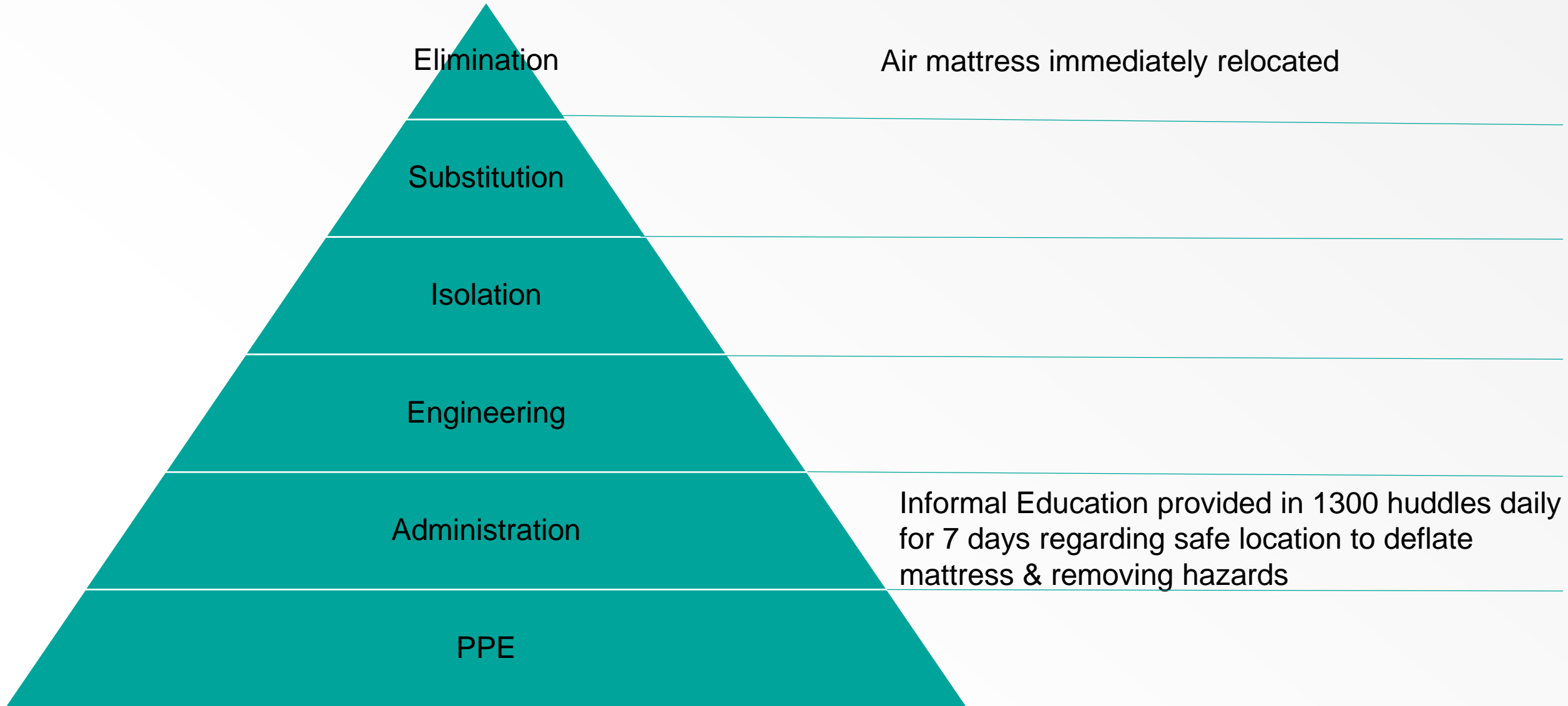
Q5. When will these corrective actions take place? **Immediately & over 7 days**



Lighting?
Spill?
Clutter?



ISR4 Example



Manual Handling - IS3 Example

“WOW tipped over and when I went to catch it I hurt my back”

Completion of the ISR3 Incident Investigation Template – *Investigation lead by NM, Manager*

Investigation template sections include

Describing events before and after the incident

Examine **Associated factors**

Communication & People- did a lack of training / communication impact

Physical environment – did the physical environment have an impact

Equipment – examine the equipment being used was it faulty

Policies & Procedures – were these being followed

Organisational – were there organisational factors

Corrective Actions - determine the corrective action next



IS3 Example

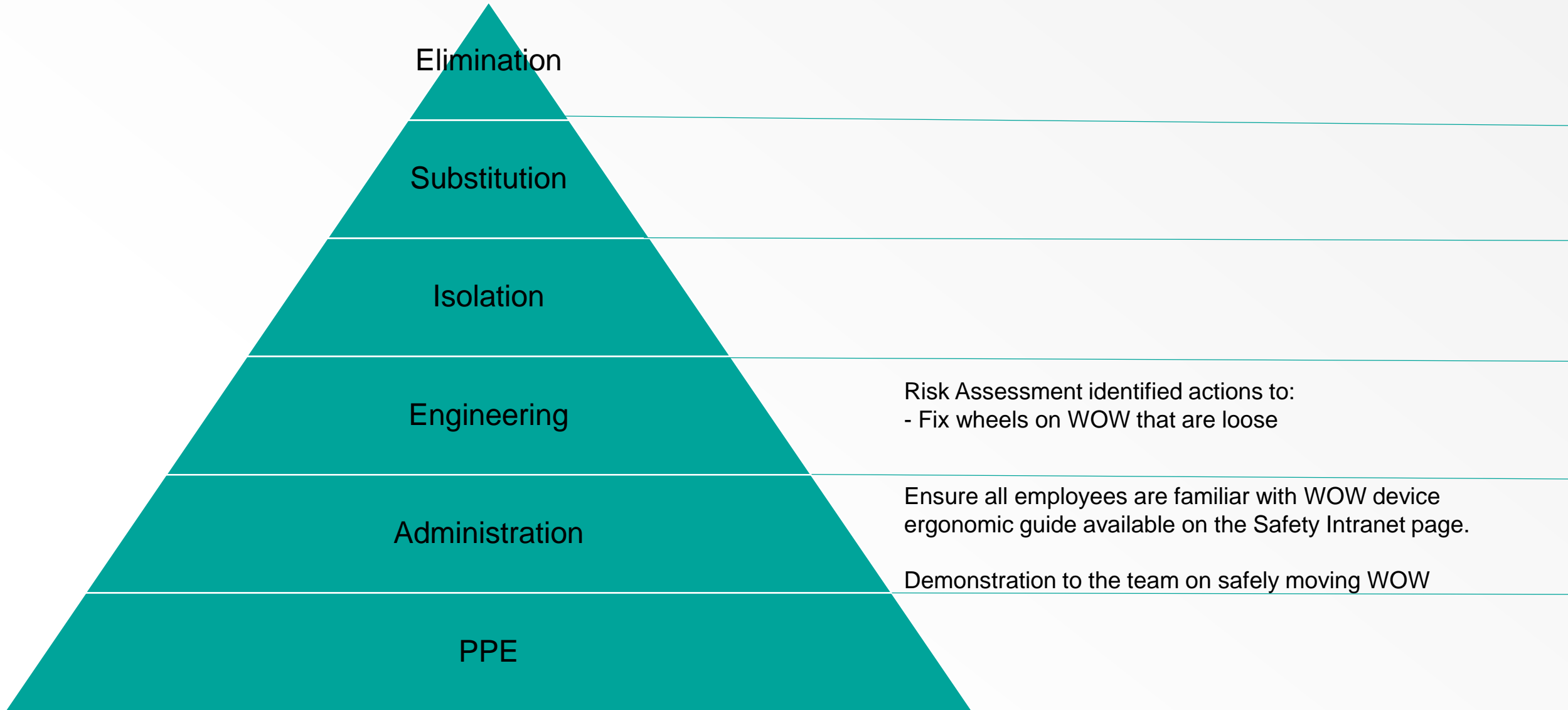
After completing the Investigation Sections use this information to determine corrective actions

Corrective Action Review

Recommendations	Actions	Responsible Person	Completion Date
Ensure all employees are familiar with WOW device Ergonomic guide available on the Safety Intranet page [ADMINISTRATION]	Discuss in team huddles, email team members to respond by email once complete	Nurse Manager	1 week
Demonstration to the team on safely moving WOW [ADMINISTRATION]	Contact EMR team or OHS to run demonstration	Nurse Manager	1 week
Risk Assessment of our WOW's to ensure they meet our requirements [ADMINISTRATION]	Request OHS assist with Risk Assessment	Nurse Manager/ OHS	1 week
Further recommendations may come from this: e.g. fix wheels on WOW that are loose. [ENGINEERING]			



IS3 Example



Remember

- ✓ Investigations keep our people safe
- ✓ As Managers we are responsible to ensure investigations are completed in a timely manner and actions communicated
- ✓ Tools and templates are on Prompt easy to use
- ✓ Need Help - Contact your OHS Advisor, the Health & Safety Advisory Line **9594 6140** or safety@monashhealth.org

