2019 NYSUT Health & Safety Conference

Getting to the Root Cause

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Session Objectives

- Why Safety Matters
- Your role as a leader
- Understanding why incidents happen
- Root Cause Analysis
- Gathering Information
- Goal Setting Planner

Safety First
Evacuation Alarms, Exits and Muster Points

- **FIRE ALARMS**
- **EXITS**
- **MUSTER POINTS**
- **AED LOCATION(S)**
- **RUN, HIDE, FIGHT**

Safety is a Core Value

SAFETY MOMENT

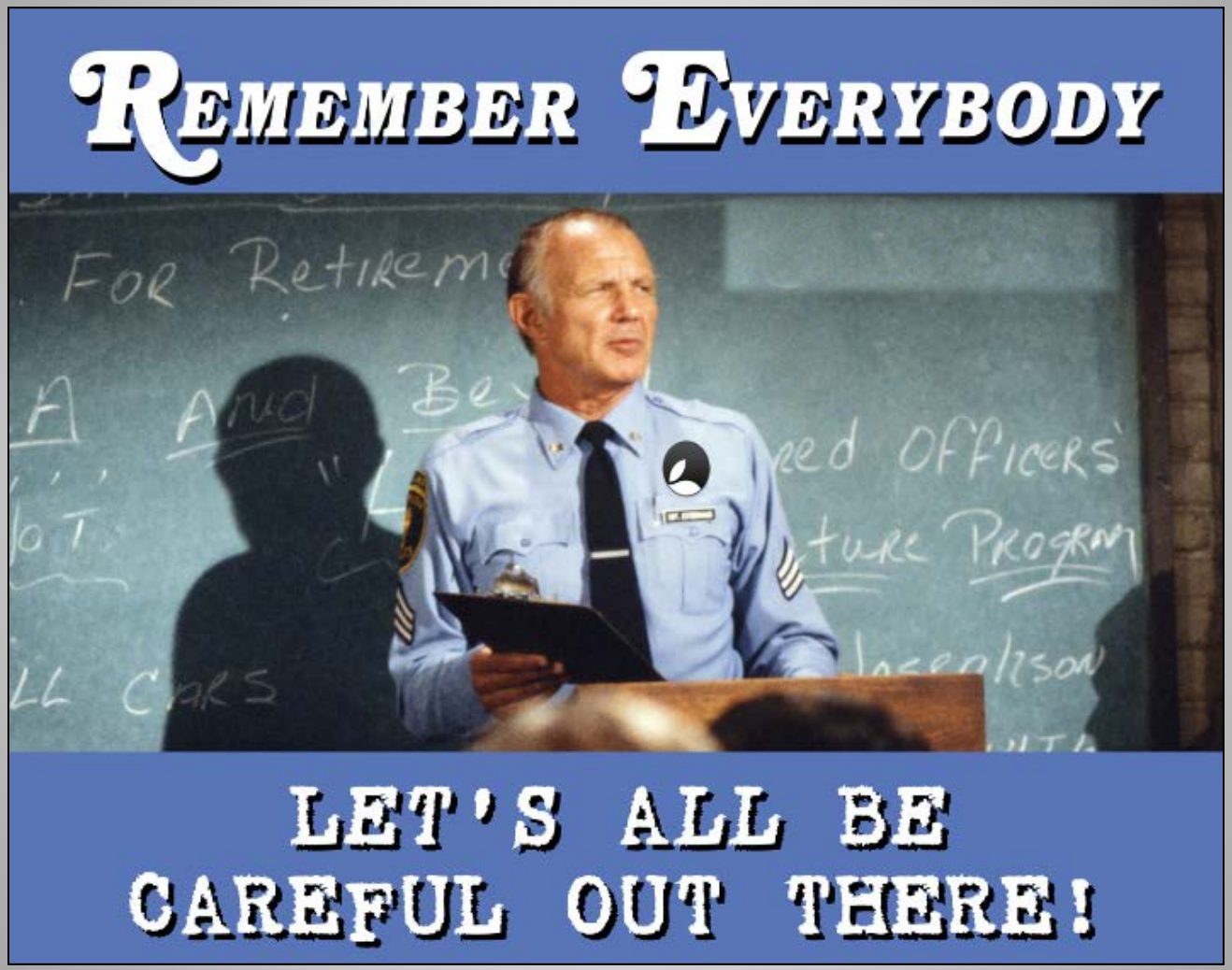
Introductions

- Name
- Job/Responsibility
- Number of years
- Safety Role? Yes/No

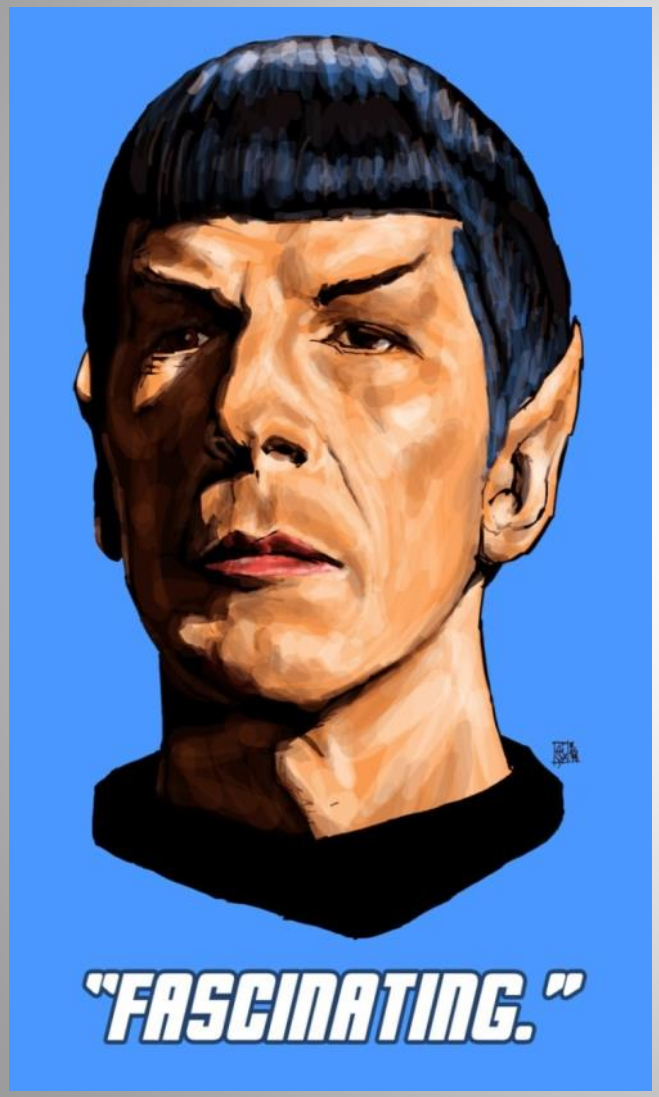
Why Safety Matters

- Why is safety important to you?
- How does safety impact your role?
- How does safety impact your coworkers? Your managers?
- How do injuries impact your workplace?

Safety Leadership: Saying or Doing?



Leaders Look For Clues on How to Set Priorities



What's
interesting
to my boss,
fascinates me!

Safety Leaders

But telling people to work safer doesn't yield the right results.

Preventing Injuries – Your role as a leader

- Understanding Root Causes
- Reviewing incidents - 5 Whys
- Communicating best practices - Engaging members
- Inspect what you expect
- Lead by example

What Causes Incidents? Understanding Causal Factors

5 Whys

- Environment
- Machine
- Man
- Materials
- Method

Root Cause Analysis

- **Immediate cause:**
  - Substandard condition
  - Substandard act
- **Root causes**
  - Job factors
  - Personal factors

Examples of Root Causes

- Poor or faulty design of equipment
- Poor layout of indicators and controls
- Lack of preventive maintenance
- Lack of Standard Operating Procedures (SOPs)
- Inadequate or irrelevant training
- Inoperative warning devices or alarms

Risk Factors in a Workplace

- Environment
- The job!
- Procedures/tasks
- Skill level/Training
- Shifts/Times/Deadlines
- People

Gathering Information

- Get the “Big Picture”
- Interview Witnesses
- Reenactment (can be risky)
- Use Sketches, Maps and Photography
- Equipment Examination
- Material Failure Analysis
- Records Check

Tools You can Use

- Good Camera and/or video – quick note on this!
- Note book(s) and tape recorder
- Quarter (for sizing)
- Flashlight
- Job Hazard Analysis or Job description
- Nitrile (or latex) gloves
- Hazard tape
- Extra Pens, pencils

Interviews

- Quiet area, as few distractions as possible
- Ask permission to tape record
- **NO** Leading questions
- Time the event was witnessed
- Ask where the person was in relation to incident. Ask them to show you if possible
- Any notice of unusual sounds, actions, or scents
- Does the witness normally work in that area?
- Ask for the sequence of events and write down exactly as presented
- Read back and ask for corrections
- Do not speculate to the witness

Review Information

- Review all witness interviews
- Determine the sequence of events (make a timeline)
  - Before the incident
  - During the incident
  - After the incident
  - Review for inconsistencies

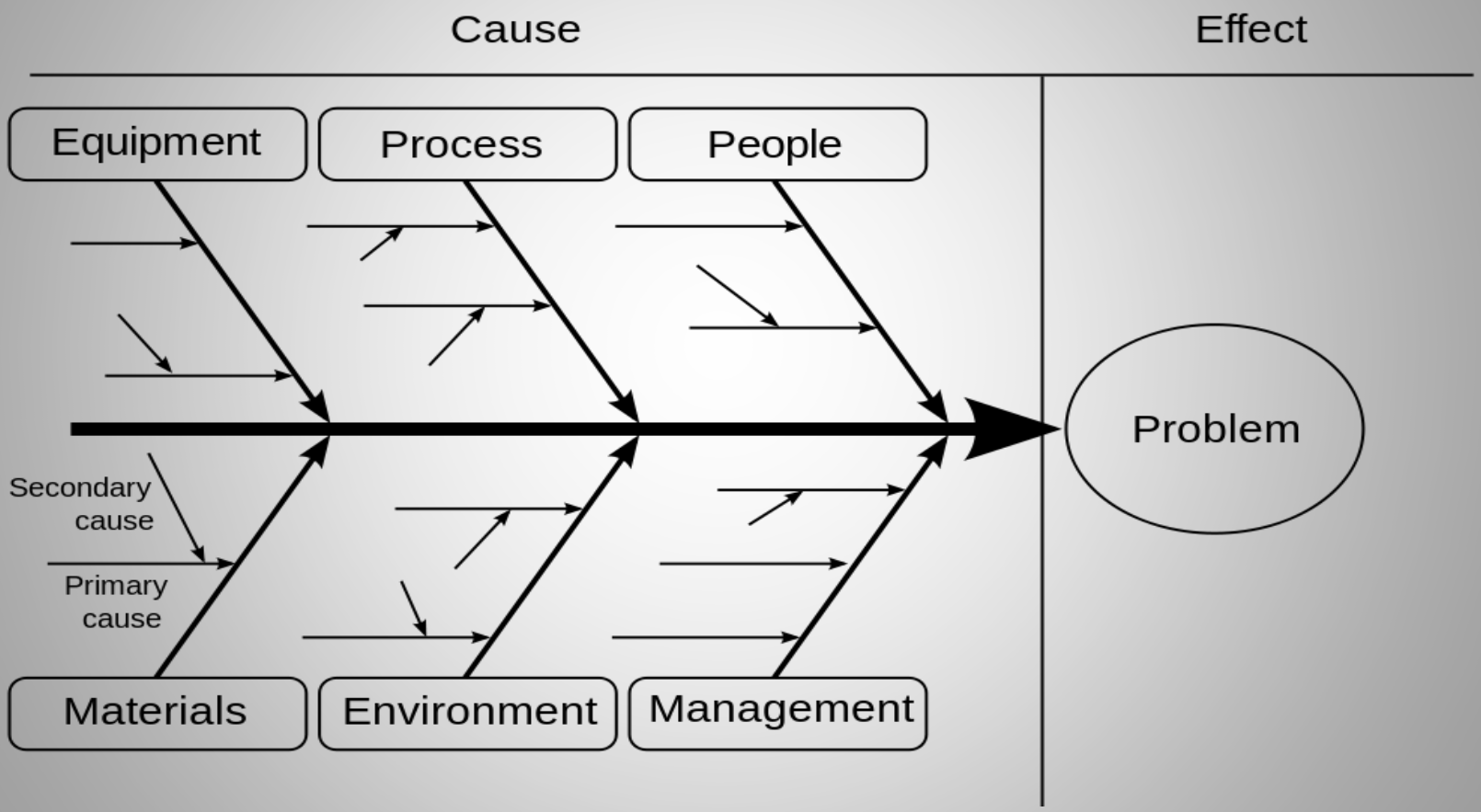
Investigation Report

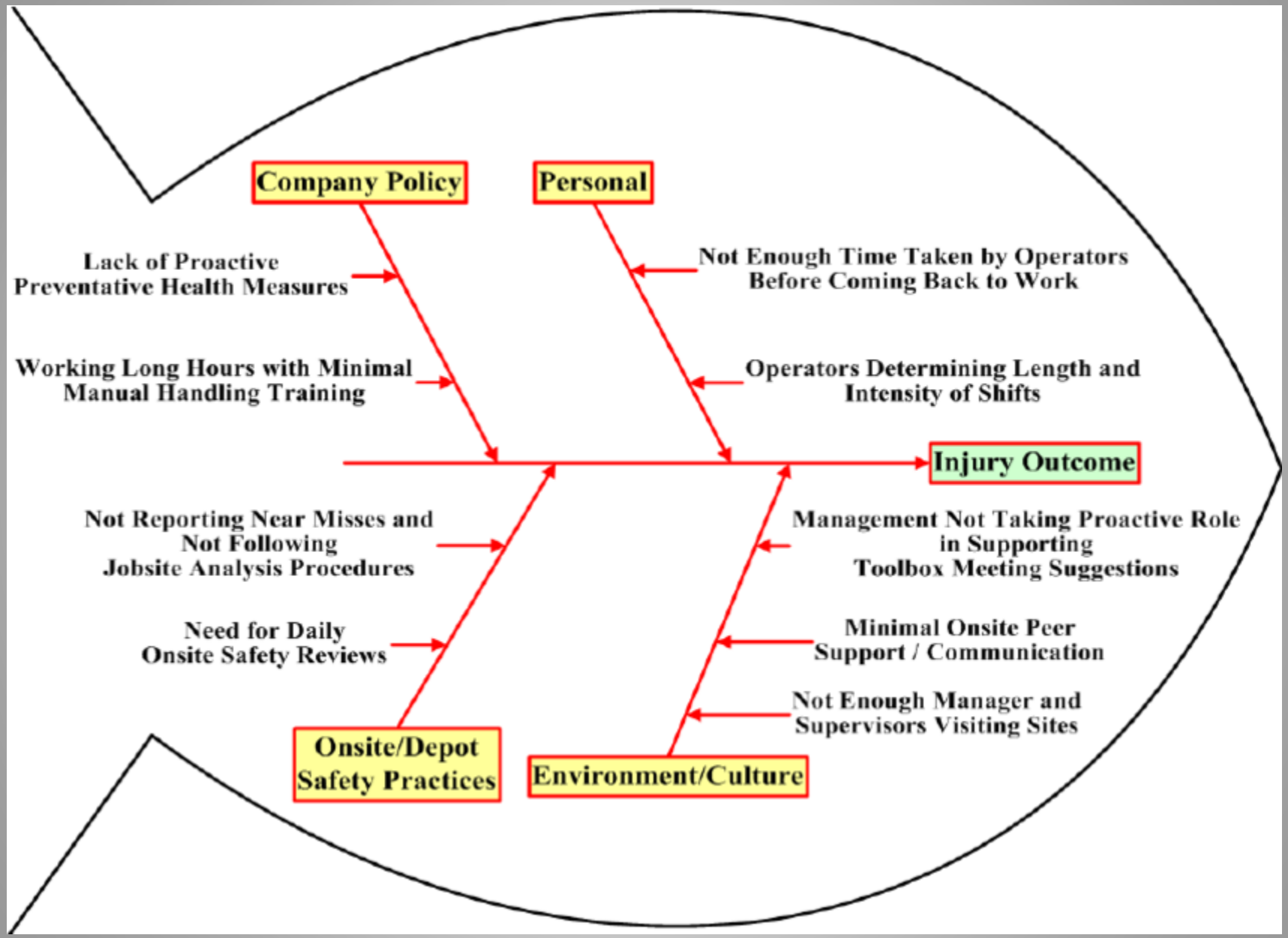
- Use a Standard Form
- Provide all identifying Information
- Describe incident in detail
- Results of Root Cause Analysis
- Evaluation - potential for loss
- Action Plan - what was done immediately and additional recommendations
- Correct the hazards using Hierarchy of Controls

	Why?	Because…
1	Why is Tom injured?	…he had a fall
2	Why did he fall?	…the floor was wet
3	Why was the floor wet?	…there was a leaking valve
4	Why was the valve leaking?	…there was a seal failure
5	Why did the seal fail?	…it was not maintained

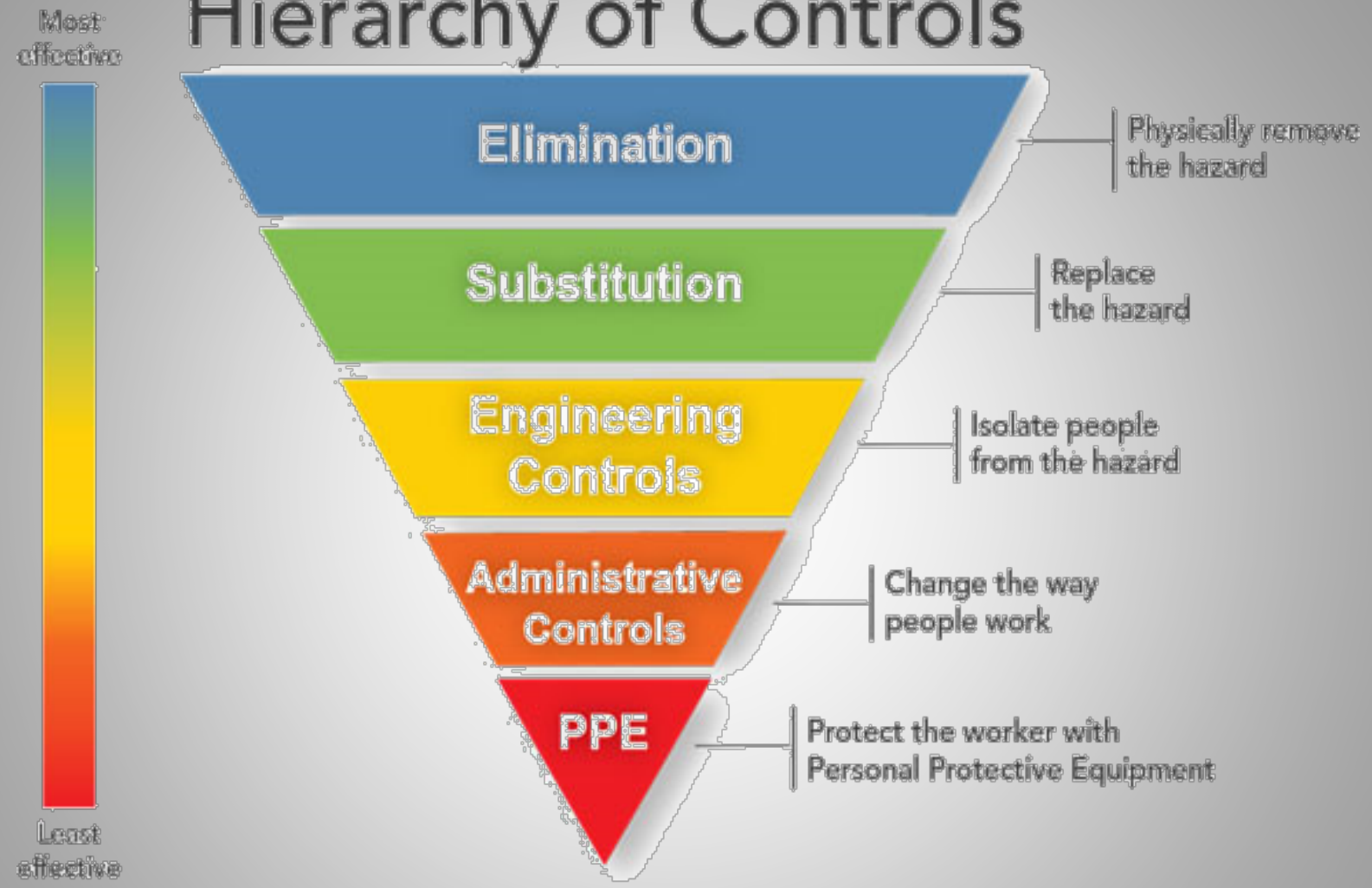
A continuum of causes

Fishbone approach to Problem Solving




Company Policy
Personal
Lack of Proactive
Preventative Health Measures
Working Long Hours with Minimal
Manual Handling Training
Not Enough Time Taken by Operators
Before Coming Back to Work
Operators Determining Length and
Intensity of Shifts
Injury Outcome
Not Reporting Near Misses and
Not Following
Jobsite Analysis Procedures
Need for Daily
Onsite Safety Reviews
Management Not Taking Proactive Role
in Supporting
Toolbox Meeting Suggestions
Minimal Onsite Peer
Support / Communication
Not Enough Manager and
Supervisors Visiting Sites
Onsite/Depot
Safety Practices
Environment/Culture

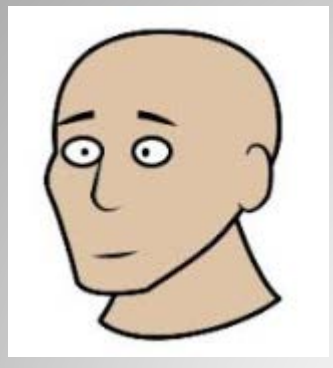
Hierarchy of Controls

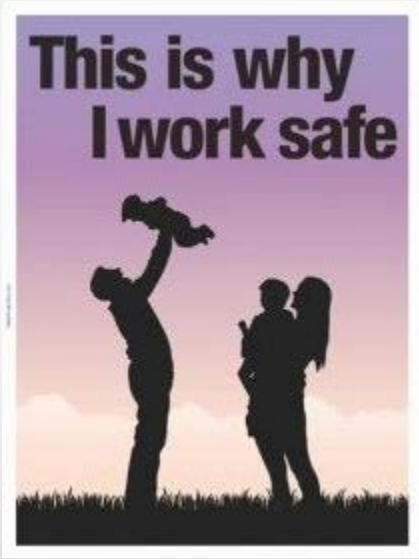


Next Steps

- Where does your report go?
- Who can you review it with?
- What can your OSH rep do?
- What can your safety committee do?
- What are your employer's obligations under OSHA?
- What are your rights under OSHA?

Safety Comes From the Head & the Heart





How can you lead your people better using both the ‘head’ and the ‘heart?’

Training is only part of the Learning Process.

10%

Formal Training

20%

Manager Coaching & Mentoring

70%

On-the-Job Application

Reinforcement leads to Effectiveness

Workshop Goal Setting Planner

	Action	**Reflection/Commitment**
1.	What more do I need to know to practice lessons learned?	
2.	What will I do to differently when I go back from this workshop?	
3.	When will I get this done?	

Reminder / Summary

- Why Safety Matters
- Your role as a leader
- Understanding why incidents happen
- 5 Whys Approach & Fishbone diagrams
- Gathering Information
- Goal Setting Planner

What are you going to do differently?

Questions?