



FACILITIES SAFETY MEETING

Reporting Injuries

There continues to be widespread reluctance in reporting injuries. In some cases injuries are never reported. Employees state the following varied reasons for not reporting injuries:

- Feeling of Interrogation
- They don't want to let their team (work group) down
- The process takes too long
- Some employees are uncomfortable talking to their supervisor or work lead
- Many believe the injury is minor and will "get better"

Why do we want/need early reporting?

- Facilities can evaluate the situation
- Allows Facilities to manage the injury
- Facilities can make corrections
- Allows honest and open dialog
- Feedback is a principle-ISM requirement
- Search for and eliminate organizational weaknesses that create error-likely situations
- Promote teamwork to eliminate error-likely situations and strengthen defenses

Let's look at this problem in another way

We all make mistakes. It is a given that I will make mistakes today and you will make mistakes today.

- Mistakes thrive in every industry
- Mistakes are a major contributor to events and occurrences
- Mistakes are costly, adverse to safety and hinders productivity
- The greatest cause of human error is weakness in the organization-not the lack of skill or knowledge

Mistakes are recognized as contributing factors to injuries and occurrences

Work controls are developed to protect workers from mistakes. Work controls cannot be developed unless the issues are known. Reporting an issue/injury elevates the concern to those able to assist you in affecting change.

Let's address those reasons for not reporting injuries:

- There is no interrogation
 - Injury reviews are fact finding and not accusatory
 - No blame is assigned
 - There is a difference between a mistake and willing and knowingly creating an issue. Workers must still take personal responsibility for their actions or inactions
- Reporting is an important team function
 - Your communication is vital to supporting your team and the Laboratory
 - Be part of the continuous improvement process
 - There are solutions
- Time spent in medical review has value to you and your family.
 - The time spent in the injury review has value to you and the laboratory
 - We have reduced the number of persons you need to speak with during an injury review



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Let's address those reasons for not reporting injuries: (continued)

- Supervisor notification is required but you can also speak to your safety team or Health Services
- Managing your injury
 - As we age the healing process erodes
 - Early intervention can change the outcome
 - Your memory is more accurate when the facts are reported early
 - No matter the size or severity of the injury, its status can change

Putting up Safety Barriers/Controls

- Facilitate open communication
- Promote teamwork to eliminate error-likely situations and strengthen defenses
- Search for and eliminate organizational weaknesses that create error-likely situations
- Reinforce jobsite behaviors
- Value the prevention of errors

Your Leadership Behavior

- Have a questioning attitude
- Use clear communication techniques
- Stop when unsure
- Report issues
- Report Injuries