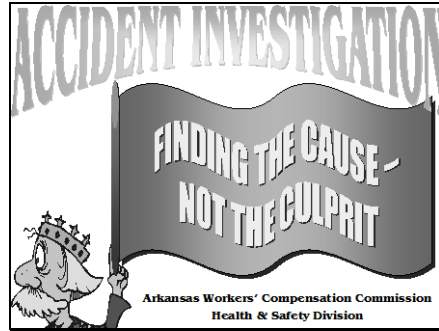


Slide 1



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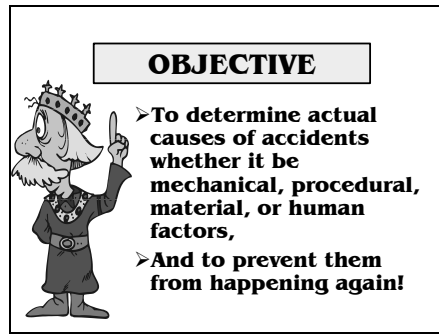
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Slide 2



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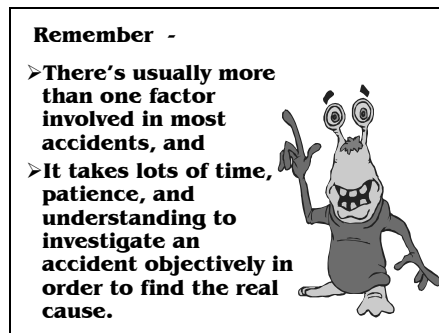
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Slide 3



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Slide 4

**"Fixing the Blame vs. Fixing the Problem"**

➤ Many accident investigations tend to blame the employee for having the accident, i.e "not paying attention", "carelessness".



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Slide 5

**LEARNING TO "FIX THE PROBLEM"**



➤ Determine what needs to be done to prevent the accident from recurring.

➤ Conduct a thorough interview with all persons involved.

➤ Visit the scene to examine equipment (including PPE), conditions and any other factors that might have contributed to the accident.

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Slide 6

**Answer the questions:**



➤ Who?

➤ What?

➤ When?

➤ Where?

➤ Why?

➤ If equipment failed, "Why?"

➤ If protective equipment wasn't worn, "Why?"

➤ If instructions weren't followed, "Why?"

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Slide 7

### What To Investigate

- **Near misses** - usually no property damage or harm to personnel
- **Property damage** - damage to equipment or product
- **Minor incidents/Major incidents** - harm to personnel and may include property damage



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Slide 8



Which of these accidents should I investigate?

- **All of them** deserve a thorough investigation since the amount of property damage or the extent of personal injury is often a matter of inches.

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Slide 9

### Who Should Investigate?

- Anyone who can find the root cause(s) of the accident
- The supervisor where the accident occurred
- The supervisor of anyone who was injured
- Safety Director and any others depending on the situation



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Slide 10

**Accidents**

**An accident is:**

- Any occurrence that interrupts or interferes with the job.
- Usually occurs suddenly and unexpectedly.



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Slide 11

**Accident Investigations Should:**



- Determine what caused the accident and measures to prevent recurrence.
- Be investigated as soon as possible - at least within the first 24 hours.

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Slide 12

**Negative Outcomes of Accidents:**

- Injury/Death
- Disease
- Damage to Equipment or Property
- Loss of Productivity
- Litigation Cost/Possible Citations
- Loss of Morale



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Slide 13



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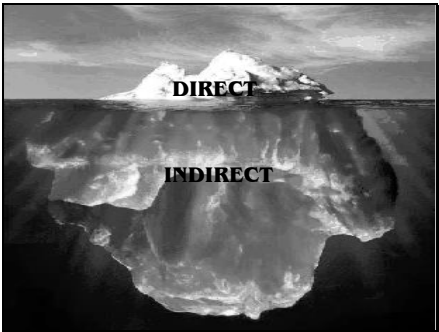
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Slide 14



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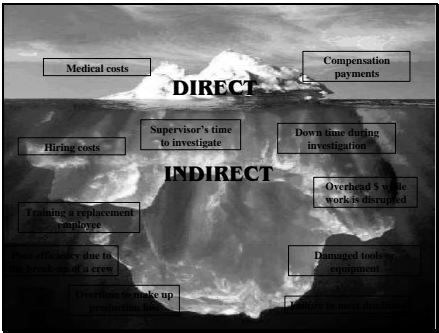
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Slide 15



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Slide 16

**Positive Outcomes:**



- ✓ Accident Investigation
- ✓ Prevention of Recurrence
- ✓ Change in Programs
- ✓ Change in Procedures
- ✓ Change in Equipment Design

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Slide 17

**ACCIDENT  
INVESTIGATION**

**Minimum information  
necessary**

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Slide 18

**Employee Information:**

- ❖ Facility name and location
- ❖ Employee's name
- ❖ Department

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Slide 19

**Employee Information:**

- ✓ **Employee's age & sex**
- ✓ **Job title**
- ✓ **Full-time or Part-time?**
- ✓ **Date & Time of accident  
(AM or PM?)**

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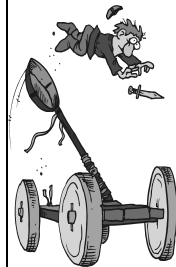
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Slide 20

**Task:**



- **Was it a routine or non-routine task?**
- **Performed alone or with others?**
- **If others were involved, get witness statements**

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Slide 21

**Accident Description  
&  
Related Information:**

- ☞ **Exact location of accident**
- ☞ **Description of job performed**
- ☞ **Narrative description of accident**
- ☞ **Evaluation of accident type, i.e. near miss, minor/major accident, property damage**

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Slide 22

**Injury Information:**

- **Body part**
- **Type of injury**
- **Severity**



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Slide 23

**Equipment:**

**Description should include:**

- **Type,**
- **Brand,**
- **Size, and**
- **Condition**



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Slide 24

**Analysis of Accident Causes**

- ❖ **Unsafe conditions**
  - Tools, equipment, or other contributing factors
  - What caused or influenced the condition?
- ❖ **Unsafe acts**
  - What did the employee do, or not do, to contribute to accident?
  - What caused or influenced the action?

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Slide 25

**Prevention**



- **Personnel actions**
- Training
- Disciplinary actions
- Job re-assignment

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Slide 26

**Prevention**



- **Administrative Actions**
- Inspections/  
Hazard  
Recognition
- Job Safety Analysis
- Preventive Maintenance  
Program

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Slide 27

**Prevention**



- **Engineering Actions**
- Make some physical  
changes

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Slide 28

**Steps for an Accident Investigation:**

1. Interview employees
2. Involve employees
3. Interview witnesses
4. Gather facts - who, what, where, when, why
5. Evaluate evidence
6. Take pictures, draw diagrams



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Slide 29

7. Do not disturb the scene.
8. Warn, protect and/or repair exposure areas to prevent another accident.
9. Re-interview employees or witnesses, if necessary.
10. Prepare detailed report.
11. Recommend corrective actions.
12. Follow-up on recommendations.
13. Double check corrective actions.

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Slide 30

- The goal should be to determine exactly what happened,
- Identify all the factors that contributed to the event, and
- Develop remedies that will prevent the event from happening again.



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Slide 31

**Getting to the Bottom of Things**

- Fit all the information together.
- Answer the questions "Who, What, Where, When, and Why". Ask the question "Why?" over and over until the root cause(s) for the incident becomes clear:
  - Why?
  - Why?
  - Why?



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Slide 32

**When do you stop asking "Why"?**



- When you get an answer that will help you correct the problem and prevent the recurrence of the accident.

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Slide 33

**THE FIX**

- Make recommendations that will fix the problem.
- Make sure the corrections are made.
- Earn big payoffs by switching from "fault-finding" to "fact-finding"



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Slide 34

**Example**

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Slide 35

**Bob's Story**

- When Bob opened a sample valve to fill a 4-ounce bottle with sulfuric acid, some acid splashed on his wrist. Bob immediately washed the acid off, but it still caused a burn. Bob went to his supervisor, Rick, and told him about the accident.
- Rick said, "Oh great, that's all I need today. What were you doing? Didn't you have on your splash suit?"
- Bob told Rick he was taking the sample in the normal way and that he had his splash suit on, but his wrist wasn't covered.



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Slide 36



- A few days later, Bob was called to the office and interviewed by several members of management. They asked a variety of questions, focusing on what Bob may have done wrong.
- As Rick filled out the accident report, he answered the question "What was done to prevent this accident from happening again?" with the following statement:  
"Instructed the employee to be more careful when sampling."

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Slide 37

- **Sound familiar?**
- **Many accident investigations are handled just like this every day.**
- **It's called "Fixing the Blame, Not Fixing the Problem".**
- **It makes the employee feel as if he did something wrong and that his job is in jeopardy.**



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Slide 38

- **Do you think Rick's fix for the problem - telling Bob to be more careful - will prevent this, or a similar accident, from happening in the future?**
- **Do you think Bob will report his next accident or injury?**



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Slide 39

### **Getting to the Bottom of the Problem**

- **Keep asking the question "Why?" until you get to the bottom of the problem.**
- **Why did Bob burn his wrist? The sleeves on Bob's splash suit were too short.**



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Slide 40



- **Why** were Bob's sleeves too short? Bob needed a larger jacket, but the company doesn't stock them.
- **Why** doesn't the company stock jackets that fit Bob? The purchasing agent didn't know larger sizes were needed.

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Slide 41

- **Remember** – accidents frequently have multiple root causes. Don't stop with one line of questioning.
- **Why** did the acid splash? The pressure on the line was too high.
- **Why** was the pressure too high? The valve was larger than normal.



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Slide 42

- **Why?** It was replaced recently and the incorrect valve was installed.
- **Why?** No one noticed it.
- **Why?** There isn't a procedure to inspect repairs.



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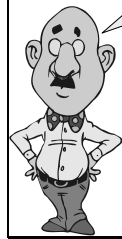
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Slide 43



Now - when do you stop asking "Why"?

- When you get answers that help you correct the problem.
- In the example: Keeping the larger splash suits in stock AND inspecting the installation for the correct valve would have prevented the injury.

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Slide 44

**PREVENT FUTURE INJURIES!**

**This is the reason we investigate accidents!**

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Slide 45

**THANK YOU!**

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