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RISK SERVICES TODAY

UNIVERSITY OF CALIFORNIA

Letter from the Editor

February 2008

This issue of *Risk Services Today* will continue to focus on protecting the University's most valuable assets – our employees. Prevention is the key to reducing the cost of risk and it starts with “You”, an employee, playing an active role. As I stated in the first issue of this newsletter back in the Fall of 2005, “Everyone is a Risk Manager”. We are all responsible for maintaining an awareness of and helping control risks in the University environment.

Risk Summit 2008 is scheduled to take place March 3-5, 2008 in Northern California. Don't miss this annual event that will provide a treasure of knowledge valuable to our hunt to reduce the cost of risk. Go to the Risk Summit website for more information:
<http://ucop.edu/riskmgmt/summit2008.html>

Features in this issue include:

- Workplace Safety is a growing concern for everyone. We often think of workplace safety arising from unsafe work practices, hazardous workplace conditions, or exposure to harmful substances - there's more.
- Spotlight on a UC San Diego team member to tell about their highly successful Integrated Safety Model. The integration of Environment, Health and Safety, Workers' Compensation and Risk Management – their philosophy, practices and programs that reflect teamwork at its best and have proven success. A “best model” for reduction in workers' compensation injuries and disabilities.
- One of our very own Environment, Health & Safety team member receives an award for outstanding achievement for a unique and innovative idea that was put into action to solve and improve a safety issue common among colleges and universities. Read about an idea that is feasible for others to implement the same or similar approach.
- Who's Watching Your Back? The University at work doing its part to develop and implement programs to protect our employees.
- Field Safety – Why is it important? Have you heard of “TRIPSS”? This systemwide plan is scheduled to be on the road and get people moving soon. Read more about what “TRIPSS” can do for you.

Be sure to read the *TRAVEL ALERT*. This is important information you need to know. The Office of Risk Services has secured enhanced Travel Accident insurance. Protecting our students, faculty and staff is a priority and this insurance is one way to provide protection while traveling on official University business. In order to maintain this coverage, it is critical for everyone to register their travel information. The ultimate goal is to integrate this registration process into the UC system-wide Travel Program (an on-line travel reservation system) which is currently in development and expected implementation in late 2008. Until such time, we need you to register your business travel at www.uctrips-insurance.org

The University is dedicated to providing a safe, healthful, and secure workplace. But to do so requires the active participation of the entire University community. Remember, “You can make a difference”. It would be beneficial to let others know about what loss prevention programs and initiatives are in place and have been successful, as we are all sharing in the effort to have a safe, healthful and secure workplace.

Until the next issue,

Cindy Low, Editor,
Risk Services Today
cindy.low@ucop.edu

Travel Alert:

You need to know...



The University's Travel Accident insurance has been changed. Effective October 1, 2007, ACE USA is the insurance carrier. While traveling on official University business you will be covered worldwide, 24 hours a day, for a variety of accidents and incidents while away from the workplace or campus.

This new coverage is broader and more generous and is provided at no cost to you, but to maintain this insurance for the entire University community, we need you to register at www.uctrips-insurance.org all out-of-state and foreign country University business trips. Coverage is also provided for travel within the state, but registration is not needed for those trips.

Upon registration, you will receive confirmation of coverage for your trip and information to use in an emergency while traveling on University business. If you fail to register prior to your trip, we request that you (or someone in your office/class) register as soon as able. The carrier will still respond to your need for assistance, but registration is a requirement of maintaining the most cost-effective and best coverage possible for the entire University community.

Documenting travel enables quick response to unforeseen circumstances, such as changes in designated war risk countries, new health warnings, medical emergencies, riots, natural disasters, etc. This also provides the insurance carrier with the needed information to ensure resources are made available in areas traveled to.

The most valuable enhancement to the Travel Accident insurance is the Security (non-medical) Extraction – this is new coverage; and Emergency Medical Evacuation and Repatriation at 100% of usual and customary charges. More information and benefit summary are available at the registration site.

The University is dedicated to providing protection and security for its students, faculty and staff wherever their work may take them, and in order to do so requires having the knowledge of where and when they travel all over the world on University business.

Register at: www.uctrips-insurance.org

An Award For Outstanding Achievement

In July 2007, the Campus Safety, Health & Environmental Management Association (CSHEMA) held its annual conference in Boston, Massachusetts. CSHEMA provides an opportunity for interaction with other campus health, safety and environmental professionals to share ideas on issues facing universities and colleges and programs implemented that may be feasible to bring back to your own campus to implement or develop a similar approach.

At this conference, an Award of Recognition was presented to Brian Oatman, Environment Health & Safety Manager for the University's Division of Agriculture and Natural Resources (ANR). This award recognizes outstanding achievement in unique and innovative programs through problem-solving of difficult challenges that are unique to a campus and offering creative solutions that can be easily adopted by other institutions. Qualification for this award is based on a description of a specific safety problem and the method developed to improve or eliminate the problem, the cost of implementation, and the end result. The objective is to encourage institutions to share their programs that solve or improve specific safety problems that are common among colleges and universities.

The particular program that was recognized was "Safety Notes." This program has helped solve the difficult challenge of providing safety information and training materials for an organization which is spread throughout the state. "Safety Notes" are one-page summaries of relevant EH&S information about specific topics that have been requested by ANR personnel. A series of over 120 "Safety Notes" has been prepared and more continue to be developed as additional requests for training on specific topics are received by the ANR EH&S Office. Since ANR personnel are located throughout the state in over 50 County Cooperative Extension Offices, nine Research & Extension Centers, three campuses and other program offices, the website is the primary vehicle to deliver the EH&S program. All "Safety Notes" are posted on the ANR EH&S website at <http://safety.ucanr.org> (visit the website for more information on this innovative program) ready availability anywhere there is internet access. At present, they are listed on the web site under the following seven general categories: Agricultural Operations (25), Pesticide Operations (7), Physical Plant Operations (11), Shop Operations (20), Office Operations (3), Outdoor Operations (17), and All Operations (37).

"Safety Notes" are purposefully designed for their intended audience of students, professionals, office workers, technicians, supervisors, and researchers. Accordingly, "Safety Notes" incorporate a picture or drawing and information about topic-related injuries or illness to provoke the reader's interest followed by descriptions of regulatory requirements and a succinct discussion of precautions to prevent topic-related injuries or illness. They also are concisely



ANR EH&S Team, L to R: Mark Barros, Brian Oatman, Rich Smith

written to emphasize the primary EH&S issues related to the topic and restricted to one page to maintain the reader's attention. When applicable, additional informational resources are referenced. Finally, "Safety Notes" are intended to be used while connected to the website or for downloading and handing out at brief safety meetings, such as tailgate meetings.

This program has produced positive results with over 40% of the traffic to the ANR EH&S website related to "Safety Notes" and online requests for additional training materials has nearly tripled from about 2,500 to 7,400 per month. The program has received an overwhelming favorable impression to the use of "Safety Notes" as a training aid.

The ANR Environmental Health & Safety team, consisting of Brian and EH&S Specialists Richard Smith and Mark Barros, is working to integrate environmental health and safety into all employees' and volunteers' daily activities and help them to recognize how their efforts are vital to the success of the entire program, from training and record keeping to ultimately establishing safer work practices and workplaces. Some specific programs which have improved safety for ANR include:

- Translating "Safety Notes" and other training materials into Spanish (note: this project was funded by the Be Smart About Safety program).
- Developing manuals, guidelines and training materials specifically for the California 4-H Youth Development Program.
- Identifying Safety Coordinators at each Cooperative Extension office and Research & Extension Center and providing training and outreach to the Safety Coordinators.
- Providing staff and supervisors with an easy to use, customizable safety training plan and tracking form.

Congratulations Brian and the ANR EH&S team!

For more information about any of these safety programs, see the ANR EH&S website at <http://safety.ucanr.org> or contact Brian Oatman at 530 752-6024 or baoatman@ucdavis.edu

Field Safety...Why is it important?

And what "TRIPSS" can do for you in the future



Did you know that fatalities related to working at the University of California for at least the past fifteen years have occurred while on field trips? The cause of these have ranged from drowning caused by severe weather which capsized a boat; to a volcanologist studying an active volcano when it erupted; to a researcher contracting the hanta virus after studying birds while living in a rodent infested rustic cabin. The most common factors contributing to the vast majority of negative outcomes on field trips are:

- Lack of thorough planning
- Failure to recognize a situation with an elevated hazard
- Insufficient resources dedicated to adequate hazard control
- Inadequate emergency response when things did go wrong.

This illustrates the importance of "field safety" and the need for taking a proactive approach and planning ahead to ensure the protection of our students, faculty and staff.

A "Field Safety Workgroup" (FSWG) was formed by the Environmental, Health & Safety (EH&S) directors to address this issue. The workgroup's long term goal is to develop a systematic method to increase the awareness of the risks and implement a safety plan for individual field trips. The workgroup met with various constituents who have intimate interaction with field trips, this was a starting point to gather best practices and ideas at the University. The workgroup also includes the perspectives of those that will be the end users into the development process. The solution is to provide an interactive web-based system that will facilitate the creation of customized comprehensive field safety plans and encourage moderated communication through an electronic bulletin board. The website will be user-friendly and available to all University faculty and staff, 24 hours a day, 7 days a week.

The FSWG has been busy working with a vendor to supply an online travel portal that will encourage field safety by guiding the user through requirements and providing resources - Travel, Risk, Insurance, Planning, and Safety System – the system has been appropriately named "TRIPSS". There will be links to other websites to provide information on specific travel areas and assist with completion of a comprehensive field safety plan. These resources will be beneficial in planning a safe trip and will serve as a tool to educate on exposures related to their field trips.

When a field safety plan has been completed online, it will be saved and can be printed to take with on your trip and distribute to other field participants. The system will be intuitive and will prompt for information that will include:

- General Information (name, foreign country traveling to, duration, purpose of trip);
- Field Project Participants (contact information for all participants in the group);
- Method(s) of transportation throughout the duration of the trip;
- Medical and Health (such as immunizations, health warnings, local medical facilities);
- Shipping requirements for transportation of materials, supplies, equipment, hazardous materials;
- Security (such as local police, consulate office, security warnings);
- Insurance requirements mandated by a foreign country;
- License and Permit requirements in a foreign country;
- Rental requirements and special equipment needs;
- Communications;
- Special Hazards

TRIPSS will serve to notify academic departments, Risk Management, and EH&S of travel occurring on their campus. This will enable the University to assess the risks and implement appropriate measures to properly protect our students, faculty and staff. It will provide capability for reaching out to our researchers and enable communication while they are out of the area. The system will be able to provide this plus a lot more!

The ultimate goal of the Field Safety Workgroup is to reduce or eliminate the adverse health, safety and environmental impacts of field trips for both research and teaching by the University.

For more information on the Field Safety Workgroup and their initiatives in progress, visit the website at www.ehs.uci.edu/apps/fieldsafe/index.jsp

**"TRIPSS" expects to be on the road soon.
"TRIPSS" GETS PEOPLE MOVING!**

Who's Watching Your Back?

By Michael Coleman, Workers' Compensation Manager for UC San Francisco Medical Center

Healthcare workers have always put the safety of their patients before all else, even putting themselves at risk in the process. Today, while patient safety remains the first goal, the safety of the healthcare worker is recognized as equally important. The average age of the nurse providing clinical care continues to rise, as the average weight of the patients they care for continues to increase, resulting in the increased risk of injuries related to patient handling. Several years ago, UCSF Medical Center nursing management recognized the need to take preventative measures to reduce these types of injuries, and through their efforts a lift team was implemented. The original purpose of the team was to take some of the weight off the backs of the nursing staff.

The first lift team consisted of four members, working in teams of two, from 7:30 AM to 8:00 PM six days a week, and from 7:30 AM to 4:00 PM on Sunday. They received training in proper patient handling techniques, as well as a personal fitness assessment from the UCSF Rehabilitation Services department which included a personal stretching and exercise regimen for each member – to be done before and after each shift. The team responds to pages from acute and critical care units in Moffitt-Long Hospital to assist clinical staff in mobilizing patients.

Clinical staff applauded the addition of the lift team, and called upon their services to transfer patients from the bed to a chair (pivot transfers), to assist patients in getting to the bathroom, to reposition patients in bed and to help patients that had fallen on the floor. Before long, the team was assisting in an average of 40 lifts per day. As a result, injuries related to patient handling, which had been growing at a rate of 20% per year, declined by 20%. This was a good start, but we had a long way to go.

THE MINIMAL LIFT PROGRAM

Even with the addition of the lift team, patient handling continued to be the number one cause of injuries to medical center employees. In November 2004, with significant support from senior management, UCSF started on the next step in the journey – The Minimal Lift Program, patient handling equipment was purchased for each floor in the medical center. 150 staff members with representation from every clinical unit participated in an 8 hour training program to learn new patient handling techniques and become super users on the equipment. Each of them would also become Transfer Mobility Coaches who would train staff in their units on the new patient handling techniques and be a resource for safe patient handling.

The lift team was the first group trained as part of the minimal lift program and they are considered the super heroes of patient handling. They are called upon to assist in the most complex patient transfer situations. While assisting with a patient lift, they also take the opportunity to conduct training with the unit staff on safe and proper lift techniques and the proper usage of the available lift equipment. This second phase of the program resulted in a 33% drop in

patient handling injuries during the year of implementation, and subsequently, a 25% drop the following year, and a 10% drop during the second year following implementation. Since the initial implementation of the lift team, patient handling injuries have dropped a total of almost 70%.

WHAT'S NEXT?

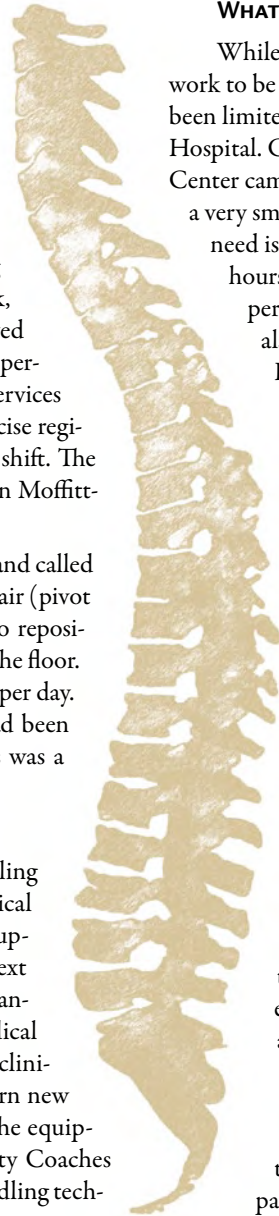
While a 70% drop in injuries may be impressive, there is more work to be done. The success of the lift team has for the most part been limited to the acute and critical care units in Moffitt-Long Hospital. Considering the size and complexity of the UCSF Medical Center campus, the lift team is being utilized overwhelmingly in a very small geographic area, by 4 or 5 hospital units where the need is greatest. Efforts are currently underway to expand the hours and staffing of the lift team to 16 hours per day, 7 days per week at Moffitt-Long to increase their presence and to also establish a lift team presence at the UCSF Mt. Zion Hospital location.

THE REPOSITIONING ASSISTANCE PROGRAM

An analysis of the data on the patient handling injuries that continue to occur indicates that a significant majority of them are the result of repositioning patients, rather than transferring them from bed to chair, or performing lateral transfers from bed to gurney and back. As a result, the medical center will be experimenting with a program over the next few months that will provide reposition assistance to the units where these injuries are occurring. Individuals will be trained in proper repositioning techniques by the Rehabilitation Services department and will receive a personal fitness assessment (similar to what is provided to the lift team) to prepare them for the role as Repositioning Assistants.

Repositioning Assistants will do rounds on the high risk units, assisting clinical staff in turning patients every two hours, 24 hours per day, 7 days per week. Unit managers will designate which patients need to be repositioned at the beginning of each round. The goal is that this added resource will eliminate or greatly reduce the remaining percentage of patient handling injuries. Having the Repositioning Assistants doing rounds on the units with the greatest need may ultimately free up the lift team to expand their usage across the entire medical center, rather than spending the bulk of their time on these specific units. Over the first few months following implementation of the Repositioning program, several metrics will be tracked including patient handling injuries on the units involved, lift team usage and the level of usage of the repositioning assistants.

While this article only represents loss prevention measures taken at UCSF Medical Center, the concept has been implemented at other UC medical centers with successful results.



Spotlight On Team Member: *Susan Johnston*

Interview conducted by Team Captain, Kevin Confetti, UC's Manager of Workers' Compensation

Susan is the Manager of the Workers' Compensation Program at UC San Diego (UCSD). She has been involved in the field of Workers' Compensation for the past 15 years, and not only has credentials in workers' compensation and disability management, but is also a Certified Occupational Safety Specialist.

UC San Diego's Workers' Compensation Team is part of the Risk Management Division of Environment, Health & Safety. This team is composed of two veteran Workers' Compensation Case Managers, Patricia Lawson and Pamela Covino; one Vocational Rehabilitation Counselor, David Morgan; and one Injury Prevention/Safety Specialist, Jan Kraak. The workers' compensation team works closely with other campus departments including, Human Resources, Payroll, Recreational Sports and Occupational Medicine. Susan is also a member of the Employee Support Services Team which includes: Labor Relations, Employee Relations, Employee Rehabilitation and many other Human Resource units. She plays on more than one team, and all teams share the same goal of reducing the cost of risk at the University. Go Susan!



UC San Diego accepting the award at the 2007 Risk Summit. L to R: Chief Risk Officer, Grace Crickette; Campus Workers' Compensation Manager, Susan Johnston; Vice President, Anne Broome.

TRANSITIONAL RETURN TO WORK PROGRAM:

In 2005, we hired a Certified Vocational Rehabilitation Counselor to manage our transitional return to work program. This program has been highly effective in reducing absenteeism and increasing productivity, as well as strengthening the case management of our claims. The natural synergy created when the three analysts work together to reduce disability and control costs is exciting to experience. It also makes it a pleasure to receive your monthly Performance Indicator Reports!

One year after integrating the transitional return to work program with the Workers' Compensation program, our OSHA log statistics (2004 to 2005) showed our loss days decreased by 1,000 days and our restricted days increased by 953 days, demonstrating the effectiveness of the program.

I notice that for fiscal year 06/07 UCSD had a 20% reduction in reported claims. This is the highest

reduction for campuses and you also maintained a low severity rate. What do you attribute this kind of success to?

DIVISION OF ENVIRONMENT, HEALTH & SAFETY (EH&S):

I believe UCSD was able to quickly and fully embrace Grace Crickette's philosophy that a strong focus on reducing risk and promoting safety will reduce the frequency and severity of work related incidents because UCSD had already integrated Workers' Compensation and Risk Management with EH&S. Be Smart About Safety funding enabled us to strengthen the involvement and leadership of Workers' Compensation in proactive EH&S loss prevention and loss control programs.

- Safety = prevention of incidents and injuries
- Workers' Compensation = prevention or mitigation of work-related disabilities

When these two "missions" are integrated, the frequency and severity of incidents are reduced. This is evidenced by the dramatic reduction in disabilities associated with work-related repetitive strain injuries UCSD experienced after Industrial Hygiene/Ergonomics and Workers' Compensation collaborated two years ago. The policy to "offer" ergonomic evaluations to repetitive strain injury claimants was changed to "mandatory" and the results have been dramatic on all fronts: costs, loss days and speedy recoveries.

The successful full integration of Risk Management, Safety/Industrial Hygiene, and Workers' Compensation continues to grow and expand. Two new work teams have been created: Disability Prevention Team and the Safety and Prevention Team. The driving forces of both these teams are coordination, communication, and collaboration.

Your campus received the 2007 UC Risk Summit award for "Best Improvement in Overall Program Status/Performance". What aspects of your program would you say contribute to this improvement?

There are several:

- excellent case management,
- return to work program, and
- integration of Risk Management, Safety and Workers' Compensation.

What are the changes to your case management and transitional return to work program?

CASE MANAGEMENT:

The groundwork was laid for this turnaround in mid-2004 when our Vice Chancellor of Business Affairs, Steven Relyea, authorized two significant changes to the Workers' Compensation program:

- 1) Consolidation of all claims case management activities, including transitional return to work services, into the Workers' Compensation program, and
- 2) Hiring a second claims case manager to ensure timely and effective case management in order to control costs and prevent/mitigate work-related disabilities (approximately 600 incidents are reported annually).

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Workplace Safety... A Growing Concern For Everyone

You can make a difference

When we think of workplace safety and health hazards, we tend to view this as issues arising from unsafe work practices, hazardous workplace conditions, or exposures to harmful chemicals, biologic or physical agents. We often don't think of workplace safety hazards arising from violent acts committed by other human beings. Over the years, employees are increasingly becoming victims of assaults or other violent acts in the workplace which entail a substantial risk of physical and/or emotional harm which can lead to medical treatment, missed work, lost wages and decreased productivity. Workplace violence is a growing concern for employers and employees nationwide and is becoming a serious occupational health problem.

Not only are we required to provide a safe and healthful workplace for employees, but a secure one too. Every member of the University community shares responsibility for creating and maintaining a civil and respectful workplace, free of all forms of threatening or violent behaviors. Security starts with you: as a University employee it is critical to adhere to the security measures that have been put into place to protect you. It is also important for you to report any potential security hazards or suspicious activity or person you come upon. Any University employee who is the subject of, or a witness to, an act or threat of violence is strongly urged to report the incident to the next-in-line supervisor who is not a party to the incident. Certain threats or acts of violence may constitute criminal conduct and should be immediately reported to the local and/or campus police and building security. These acts may violate the law and could result in criminal prosecution by the public authorities.

The University is committed to maintaining a safe workplace that is free from threats and acts of intimidation and violence. Some guidelines to reducing this risk are:

- Prohibit threats and acts of violence and establish a zero tolerance policy.

- Establish procedures for reporting and investigation of incidents, as well as reporting of any potential workplace security hazards and correction of any unsafe conditions.
- Communicate to employees what the policies and procedures are.
- Create a "team" to assess reported incidents, determine post-event measures, and take appropriate remedial action to protect employees. This "team" should include expertise in security, legal, labor relations, and psychological issues.
- Develop and implement policies and procedures for disciplinary/corrective action, up to and including dismissal, consistent with University Personnel Policies and collective bargaining agreements.



A key to prevention of workplace violence is to create greater employee awareness through training and education about the risk factors associated with the various types of workplace violence, how to recognize workplace security hazards, what steps to take during and after an incident, and where and how to report security issues. Risk factors will vary based on exposure such as, the type of work or service you perform and who you interact with - co-workers, patients, customers, vendors,

students, members of the general public. Workplace violence can take many forms and has numerous causes. It can range from threats and verbal abuse to physical assaults and homicide. It can strike anywhere, anytime, and no one is immune.

An effective workplace security program will require:

- Strong management commitment to violence prevention.
- Day-to-day involvement of managers, supervisors, employees and labor unions.
- Expertise of Occupational Health and Safety and Security professionals.
- An Injury and Illness Prevention Program with a workplace security component.
- Participation by all employees in any implemented security measures.

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RECIPROCAL RELATIONSHIP:

The relationship between Workers' Compensation and EH&S is reciprocal. EH&S efforts are directed towards the reduction of the frequency and severity of workplace injuries. Workers' Compensation statistics and trending observations contribute to the continual improvement process of EH&S trainings and inspections.

UC's Business & Financial Bulletin BUS-73, Workers' Compensation Self-Insurance Program, practically outlines the integration of EH&S and Workers' Compensation in the Responsibilities of the Workers' Compensation Manager:

"Defines, implements, and assists in the operation of effective loss prevention and loss control programs that meet local needs and State law."

BUS-73 also gives examples of such programs:

"Loss prevention programs are those which are directed toward preventing the occurrence of accidents... elimination of workplace hazards, proper use of equipment, and employee training. Loss control programs include claims management, accident investigation, return to work... and medical management."

I believe UCSD has the best integration model for preventing work-related incidents and disabilities as our statistics illustrate.