

Post-incident actions

Caring, timely, and efficient follow-up to any incident is crucial in assisting the injured employee, as well as in preventing another occurrence. This guide can help you when a workplace incident results in employee injury, a near miss, or property damage. A “near miss” is defined as an incident with potential for more serious consequences.

Click here to explore
best practice action steps.

START

On-the-job incident

Evaluate the circumstances and make your selection.

Employee needs
emergency
medical care

GO

Employee needs
nonemergency
medical care

GO

Employee needs
onsite first aid
or incident is a
near miss

GO

Employee
needs
emergency
medical
care

1. Initiate emergency plan.
2. Evaluate area and secure or eliminate hazards before entry.
3. Provide injured employee assistance.
4. Secure incident area.
5. Assure emergency vehicle and personnel are met at entrance and escorted to incident site.
6. Whenever possible assure employer representative accompanies or follows injured employee to medical facility.
7. Assemble incident analysis team.
8. Confirm that all notifications have been made
9. Communicate preliminary findings to management and employees.

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Within minutes

Call 911 and alert facility emergency personnel using the chain of command. Employees must know how to call 911 according to the facility telephone line. For example, can 911 be dialed directly, or is it preceded by another number. Your plan should be established for different emergencies, for example, catastrophic events such as earthquake, fire, etc. The Oregon OSHA document, "Expecting the Unexpected," <http://www.cbs.state.or.us/oha/pdf/pubs/3356.pdf> provides information on what to consider in planning for workplace emergencies.

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Within minutes

To ensure that responders do not encounter the same hazard that injured the employee, an assessment of the work area should be conducted and hazards controlled before any further personnel entry.

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Within minutes

... based on training or capabilities of first onsite responder.

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Within minutes

Prevent tampering or disturbance of the incident scene. This area may encompass as little as one piece of equipment and the immediate area, or could include an entire room, depending on what was affected during the incident. It should be secured until the incident analysis team releases the area. If a fatality or catastrophe (three or more employees admitted to a hospital) occurs, then the area must be secured until Oregon OSHA releases the area.

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Within minutes

First responders should be trained to assign someone to meet emergency personnel and guide them to the injured employee.

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Within hours

This is important to maintain communication between the injured worker, management, and medical provider, as well as to ensure policies and procedures are followed, drug testing, for example.

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8. Confirm that all notifications have been made.
9. Communicate preliminary findings to management and employees.

Within hours

An incident team should already be established and trained. The process should incorporate a "root cause analysis." For training material go to:

<http://www.orosha.org/education/onlinecourses/1110/1110FinalPDF.pdf>

For incident analysis forms and additional resources go to: http://www.saif.com/employer/safety/safety_Accident_Incident_Analysis.aspx

Ensure that the incident team documents the scene, including the equipment or process involved, through photos, video tape, written observations, sketches, diagrams, measurements, etc.

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1-8 hours

Notifications to upper management should be made if they are not in the chain of command list. Determine who will notify immediate family members and confirm that it will be done with tact and good judgment.

Call Oregon OSHA, 503-378-3272 or 800-922-2689, to report overnight hospitalizations, catastrophes, or fatalities.

Catastrophes and fatalities. Report the death of any employee or a catastrophe (three or more employees admitted to a hospital) within eight hours of the incident or within eight hours after it has been reported to you. Report a fatality only if it occurs within 30 days of the incident.

Overnight hospitalizations. Report the overnight hospitalization of an employee within 24 hours of the incident. Only report overnight hospitalization for medical treatment; do not report hospitalization for observation or for treatment in an emergency room. The OregonOSHA Fact Sheet on Reporting can be found at:

http://www.cbs.state.or.us/osha/pdf/pubs/fact_sheets/fs24.pdf

Contact SAIF's immediate response team if a severe or fatal injury has occurred. The team is available 24 hours a day to help with the claim. Call 800.346.4544 and ask the operator for SAIF's immediate response team at ext. 53.
Call in case of fatality, major trauma, multiple injuries, or injuries where drugs or alcohol are suspected as a contributing factor.

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**Within hours and
as information
is updated**

This communication may be crucial to prevent similar injuries with similar processes. It's important to provide employees with accurate information to prevent misunderstanding and reduce panic.

Employee
needs
nonemergency
medical
care

1. Initiate injury reporting process.

2. Provide injured worker with form 801 and packet of information to submit to physician.

3. Review benefits with injured worker

4. Review his or her responsibilities with the injured worker.

5. Ensure that the employee is transported to a clinic or receives medical attention.

6. Conduct or participate in an incident analysis process.

7. Follow up on actions recommended by incident analysis team.



Did the employee
return to work?

Yes

No



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2. Provide injured worker with form 801 and packet of information to submit to physician.

3. Review benefits with injured worker

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5. Ensure that the employee is transported to a clinic or receives medical attention.

6. Conduct or participate in an incident analysis process.

7. Follow up on actions recommended by incident analysis team.



Within minutes

Begin the process by reporting the injury to management. The incident analysis team should be assembled and given instructions to begin the analysis.



Did the employee return to work?

Yes

No



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Did the employee return to work?

Yes

No

Within minutes

The employee should complete the **Worker** portion of the 801.

The packet may contain the following: written return-to-work (RTW) policy, recommended medical provider list, job description, and return-to-work release form.

http://www.saif.com/saif_form_s.aspx



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Did the employee return to work?

Yes

No



Within minutes

Review the company's RTW policy and the [Employer-at-Injury benefits](#). For injured worker benefits, click [here](#). You also can help your employee through the process by directing him or her to the resources in the Worker Guide on [saif.com](#). The guide has helpful information for workers about reporting an injury, managing a claim, and much more.

Ideally this information is covered with all employees at hire and reviewed periodically. A quick review may be necessary at time of injury.



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Did the employee return to work?

Yes

No



Within minutes

Throughout the recovery process, communication is the key. Employees should be directed to maintain contact and report progress. Encourage your employee to follow through with recommended care to avoid long-term complications whenever possible. Ideally this information is covered with all employees at hire and reviewed periodically. A quick review may be necessary at time of injury.



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Did the employee return to work?

Yes

No

Within hours

An agreement with an occupational health clinic should be considered. SAIF contracts with managed care organizations (MCOs) to provide medical care to injured workers. MCOs contract with physicians, hospitals, and other health care providers to deliver quality medical care to workers with job-related injuries or illnesses. For more information about MCOs go saif.com



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6. **Conduct or participate in an incident analysis process.**
7. Follow up on actions recommended by incident analysis team.

↓
Did the employee return to work?

Yes

No

Within days

Conduct or participate in an incident analysis. An incident team should already be established and trained. The process should incorporate a "root cause analysis." For training materials | Go.oroSHA.org/educate/onlinecourses/1110/1110FinalPDF.pdf

For incident analysis forms and additional resources | Go.saif.com/employer/safety/safety_Accident_Incident_Analysis.aspx

Ensure that the incident team documents the scene, including the equipment or process involved, through photos, video tape, written observations, sketches, diagrams, measurements, etc.



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5. Ensure that the employee is transported to a clinic or receives medical attention.

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7. Follow up on actions recommended by incident analysis team.



Did employee return to work?

Yes

No

Daily

The purpose of the incident analysis is to prevent reoccurrence of a similar incident, so timely follow-up on the recommendations is crucial. As the supervisor, your ultimate goal is to prevent a similar injury. Changes should be communicated to all employees.

Employee
needs
nonemergency
medical
care



Was employee released to regular duty?

Yes

No



Follow up on employee progress.

Employee is ready to return.



Daily

Keep in regular contact with injured employees to ensure you get them back to work as soon as possible. It is important to have updated contact information (phone, address) on file.



Employee released to regular duty?

Yes

Review with the employee what changes were made based on incident analysis team recommendations.

Upon return

Communication is important. Sharing the changes implemented to prevent reoccurrence is not only important to show the injured employee that action was taken, but there may have been a major process change that requires training/education.



Employee released to regular duty?

Review with the worker what changes were made based on incident analysis recommendations.

No

Determine job tasks that can accommodate worker restrictions and provide this information to the company's claims contact.

Review with employee what tasks can be done within restriction.

Periodically follow up, observing the employee to ensure he or she is working within restrictions.

At least daily and maybe several times a day

Employees often feel the need to do more than they should while on restricted duty, which can prolong or aggravate an injury.

Upon return

It is important to communicate with the employee what their work activities will be while on restriction.

Follow-up on employee progress.


Upon return

This can be a fluid document that you are constantly updating as business needs change. To get you started with ideas, you may reference these resources: [Worksite modification ideas](#) and [List of return-to-work purchase ideas](#).

Daily

Continue to track your employee's progress so you are aware when and if they can return to their regular duties.

Employee needs onsite first aid or incident is a near miss



Does employee need first aid treatment?

Yes

No



Does employee need first aid treatment?

Yes

1. Initiate first responder notification and first aid treatment.

2. Initiate incident reporting.

3. Conduct or participate in the incident analysis process.

4. Follow up on actions recommended by the incident analysis team.

5. Review with all employees what changes were made based on incident analysis team.



Does employee need first aid treatment?

No

Was property damaged? Or was it a near miss?*

Yes

No

***A near-miss is an opportunity to improve safety, health, environmental, and security of an operation based on a condition or an incident with potential for more serious consequences.**



Does employee need first aid treatment?

Yes

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Within minutes

First responders trained in first-aid may administer treatment or a first-aid kit may be available for self treatment.



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3. Conduct or participate in the incident analysis process.

4. Follow up on actions recommended by the incident analysis team.

5. Review with all employees what changes were made based on incident analysis team.

Within minutes

Begin the process by reporting the incident to management.

Employee needs onsite first aid or incident is a near miss

Does employee need first aid treatment?

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Within days

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The purpose of the incident analysis is to prevent reoccurrence of a similar incident, so timely follow-up on the recommendations is crucial.

Employee needs onsite first aid or incident is a near miss

Does employee need first aid treatment?

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As soon as changes are made

Communication is important. Sharing the changes implemented to prevent reoccurrence is not only important for the injured employee to understand that action was taken, but there may have been a major process change that requires training or education.

Employee needs onsite first aid or incident is a near miss

Does employee need first aid treatment?

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Does employee need first aid treatment?

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Was property damaged? Or was it a near miss?*

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Within minutes

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The purpose of the incident analysis is to prevent reoccurrence of a similar incident, so timely follow-up on the recommendations is crucial.

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Stop