

Illinois Risk Management Services

Workers' Compensation

CAPSTONE SERIES
Workers' Compensation

Slip, Trip & Fall Prevention

Capstone Achievement

Two central Illinois hospitals achieved significant reductions in employee and visitor slips, trips and falls by:

- 1) Identifying the most frequent causes of loss;
- 2) Developing a program targeted at fixing physical causes; and
- 3) Enhancing employee hazard awareness and engaging employee assistance in preventing future losses.

The following summary combines the best practices of both organizations:

Step 1

Identification — Top Causes of Loss

Examples include: employee-caused trip; wet floors; an object (door, elevator, etc.); weather-related (ice, snow, etc.); surface conditions.

Step 2

Program Development — Loss Prevention

- Cured Known Physical Environmental Hazards, such as:
 - Placed additional umbrella bags near entrances
 - Installed additional spill pad stations near areas of frequent wet floors
 - Repaired damaged floors/stairwells
 - Focused on proper lighting (e.g., replaced light bulbs)

Step 3

Employee Awareness/Education Campaign — Communicate! Communicate! Communicate!

- Year-around awareness campaign:
 - Intranet; newsletters; screensavers; elevator flyers; digital signs
- Monthly campaign themes such as:
 - January/Snow; April/Rain
 - Messaging example: “Slipping on ice can be avoided by walking like a penguin!”

Campaign Calendar (example)

JANUARY Snow 	FEBRUARY Contact Info 	MARCH Spills 	APRIL Rain 
MAY Walking Surfaces 	JUNE Vision 	JULY Keep Pathways Clear 	AUGUST Report Potential Hazards 
SEPTEMBER Maintain Good Lighting 	OCTOBER Utilize the Safety Items Provided for You 	NOVEMBER Practice Personal Safety 	DECEMBER Footwear 

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- Safety education included in new employee orientation
- Appointed unit/department Safety Champions:
 - All Champions adhere to Security and General Safety checklists to identify potential issues such as employees not securing doors or wearing badges; slip/trip/fall hazards; physical repairs needed; water leaks; wet floor precautions not taken, etc.
- Housekeeping Department focus:
 - Managers complete quarterly audits based on National Institute for Employee Safety and Health guidelines
 - Housekeeping staff coached on vigilantly using wet floor signs; roping off floor waxing areas; and other ways to create a safe work environment
- All accidents are reported and root cause analyses performed:
 - Information tracked includes: where; how; types of shoes worn; area photo; existence of environmental causes such as debris on floor; presence of employee causes (such as texting, carrying an object, etc.)
- Safety inspections conducted randomly by Safety Department
- Proactive approach to new construction:
 - Staff members invited to participate in construction planning to ensure safety measures are built into construction design.

Key to Success:

Implementation of processes needed to promote a continued Culture of Safety.

Newsletter Tip (example)

Be Alert! Accidents Hurt...

- Clean spills right away.
- Use caution around Wet Floor signs.
- Call Housekeeping for large spills.

Spills happen! It's just one of those frustrating parts of a busy worklife.

It's important that we all take responsibility for cleaning up spills in order to maintain a clean, safe environment.

Being aware of wet floors is one way to avoid potential slipping hazards.

Preventing slips, trips, & falls is one element of Quality & Safety.



IHA Insurance Solutions/Workers' Compensation

IHA Insurance Solutions is a leading provider of workers' compensation services in Illinois. With a specialized focus on exposures for health care providers, we offer a high-quality, first-dollar coverage program, along with third-party claims administration and loss control services.

Our unique knowledge of the regulatory environment and practice patterns within Illinois health care organizations provides the expertise needed to reduce risk and claim expenses. Relying on a proactive and cooperative claims philosophy, our experienced team focuses on getting your injured employees back to work sooner and closing your claims as quickly as possible.

For more information about this best practice or Illinois Risk Management Services' programs, please contact: **Mike Baiardo, Vice President** | 630.276.5602 | mbaiardo@ihastaff.org