

2024 Monthly Safety Training #1 Injury Reporting



Introduction

When an employee sustains an injury, it is crucial for them to promptly report it to their supervisor or a member of the management team. Subsequently, the employer must notify Questco or their insurance carrier as soon as practical. Immediate injury care action is imperative, with the primary focus being on securing appropriate medical treatment followed by initiating contact with Questco or the insurance carrier. Timely reporting by the injured worker to their management facilitates a swift and thorough investigation of the incident in addition to ensuring proper treatment occurs.

Delayed reporting by the employer reduces the Questco Workers Compensation Claims team's ability to effectively manage the injury and determine compensability. This, in turn, can impede the timely processing of medical and wage benefits. Therefore, a proactive and immediate reporting process is essential to being able to streamline the overall handling of workplace injuries.

Preparation for Supervisor and Manager Training

- Identify two medical clinics for non-emergency injuries and two emergency rooms within proximity to each of your worksite locations. List the addresses and phone numbers on the attached document entitled *Manager's Instructions for Reporting Injuries* and post it in a location readily accessible by all supervisors and managers.
 - If you are unsure of the medical clinics or hospitals to list, please contact Leslie Merriman at 936-521-5754, claims@questco.net or leslie@questco.net to gather the appropriate information.
- Ensure there are enough copies of the *Manager's Instructions*, *Employee Instructions* and *First Report of Injury* forms for all supervisors and managers. Email these documents as well to all supervisors and managers and/or maintain them electronically or physically in a convenient location to ensure they have easy access to the *Injury Reporting Instructions* and the *First Report of Injury* form.

Supervisor and Manager Training Presentation

- Review the *Managers' Instructions for Reporting Injuries* with all managers and supervisors to confirm they are familiar with the injury reporting process.
- Emphasize the importance of accurately reporting the accident description and properly completing the *First Report of Injury*.
- Reinforce that investigating the injury for cause and prevention is just as important as getting the injury reported. The sooner the injury is reported, the more likely the injured employee is going to remember what happened during the investigation.



- Preventive actions for future injuries should include physical controls, training and, when needed, personal protective equipment.

Presentation Preparation for Employee Training

- Ensure there are enough copies of the handout *"Injury Reporting"* for all employees to read.
- Print the *"Attention, Please Report all Injuries"* flyer and post on an employee info board or in another conspicuous location that all employees have access to; post the Spanish version as well if needed.
- Print a copy of the Safety Training Attendance Log.

Safety Presentation

- Distribute handouts and emphasize the importance of reporting all injuries when they occur.
- Review the *"Attention, Please Report all Injuries"* flyer with all employees.
- Discuss with all employees that every injury, no matter how small, must be reported to their supervisor or another member of management before they leave work that day. Telling a co-worker is not considered reporting the injury and this will be considered a late report if a supervisor/manager is told the following day.
- Be sure to emphasize benefits may be denied or wage payments may be delayed if the injury is not reported timely or if an employee seeks medical treatment prior to reporting. (911 and ambulance requests for severe incidents are an exception).
- Have each employee sign the Safety Training Attendance Log and place in your safety files along with the safety training materials that were used in the meeting.

Questco Safety Support

The Questco safety team is always available to assist you in your safety and training efforts. Please feel free to contact us:

- Helaine Rumaner, helaine.rumaner@questco.net at 936-521-5793
- Ryan Baldwin, ryan.baldwin@questco.net at 936-521-5784
- Bill Castrey, bill.castrey@questco.net at 719-472-3956



Injury Reporting

- Immediately report all injuries.
- The injury may be denied or approved payments may be delayed if an injury is not reported timely.
- Keep a constant lookout for potential hazards and address them when you are able. Document and report any hazards if you can't fix them immediately.
- Take responsibility for your own safety.

Why report injuries?

- If you or a co-worker are injured at work, it is important to report the injury to a supervisor as soon as possible – even if the injury is minor.
- Sometimes incidents occur which almost lead to injuries, but don't. For example, you may brush against a piece of equipment with a sharp edge or an unguarded blade, but don't get hurt. These are called "near-misses." It's important that you report these too.
- Below are some reasons why you should promptly report all injuries and near-misses:
 - To allow management to complete a proper investigation to identify causes and ensure preventative controls are put in place.
 - To ensure you get first-aid or medical attention immediately to prevent a minor injury from becoming infected or otherwise get worse.
 - To ensure your co-workers don't get hurt as well. This allows the company to take preventive action, such as placing a safety guard on a sharp blade or posting a "warning" sign, to avoid serious injuries in the future.
- We care about your safety and the safety of all our employees. That's why it's important that we know about any unsafe conditions or near-misses so we can quickly address them.

Why aren't injuries always reported?

- Injuries may not be reported because the employee doesn't want to take time off work to see a doctor.
- Other times, the injury is minor, and the employee believes it's "not a big deal" or that the injury will heal on its own.
- On occasion, injuries aren't reported because the employee is embarrassed; the person thinks he or she will be "blamed" for the injury; the person doesn't want to "tell" on a co-worker for fear that person will be blamed; or the person is concerned about the cost of medical treatment.
- While we understand all these reasons, we still urge you to report all injuries, even if they are minor, so they don't become worse and result in a more serious injury than if they had been treated right away.

Key Take-aways

- **Always** report an injury and ask for help if you get hurt – even if the injury is minor.
- **Never** delay reporting an injury because you think you can "handle it yourself."

Cómo Reportar Lesiones y otros Peligros



- Reporte con prontitud todas las lesiones, los “casi accidentes” y peligros.
- No le “culparán” si usted comunica una lesión o riesgo en el trabajo.
- Esté siempre alerta a los posibles peligros.

¿Por qué hay que reportar las lesiones?

- Si usted o un compañero de trabajo se lesiona en el trabajo, es importante reportar la lesión a su supervisor lo más pronto posible—aún cuando la lesión sea leve.
- A veces, ocurren incidentes que casi conducen a lesiones, sin causarlas. Por ejemplo, su cuerpo se pone en contacto contra una parte del equipo con borde filudo o con una hoja sin protección, pero usted no se lesiona.
- Esto se llama “casi accidente.” Es importante que usted también reporte eso.
- Estas son algunas razones por las cuales usted debe reportar pronto todas las lesiones y “casi accidentes”.
 - para que le den primeros auxilios o atención médica para prevenir que una lesión leve se infecte o empeore.
 - para que sus compañeros de trabajo no se lesionen también.
 - para que podamos tomar medidas preventivas, por ejemplo, poner protección a una hoja filuda o poner un señal de “advertencia” para evitar lesiones graves en el futuro.
- Nosotros nos preocupamos de su seguridad y de la seguridad de todos nuestros empleados. Por eso, es importante que nosotros sepamos cuáles son nuestras condiciones inseguras.

¿Por qué no siempre se reportan las lesiones?

- Algunas veces, las lesiones no se reportan porque la persona no quiere perder horas de trabajo para ver al doctor.
- Otras veces, la lesión es leve y la persona cree que “no tiene importancia” o que dejará de doler o se cicatrizará sola.
- Otras veces, las lesiones no se reportan porque el empleado tiene vergüenza; cree que él o ella tuvo la “culpa” de la lesión; la persona no quiere “reportar” a un compañero de trabajo por temor a que esa persona será culpada; o porque el trabajador está preocupado del costo del tratamiento médico.
- Aunque nosotros entendemos todas estas razones, le recomendamos que reporte todas las lesiones, aunque sean leves, para que no se empeoren y para que no resulten con el tiempo en pérdida de trabajo y costos más altos por no haberla tratado de inmediato.

Recuerda siempre:

- Reporte con prontitud todas las lesiones, los “casi accidentes” y peligros.
- No le “culparán” si usted comunica una lesión o riesgo en el trabajo.
- Esté siempre alerta a los posibles peligros.