

## Incident Investigation / Case Management

Employee incidents and injuries can be devastating to employees and families. The implications to the company can also be negatively impacting. Crescent Safety services will partner with your company to provide thorough Incident Investigations and Case Management to minimize the impact of an injury and to get the employee back to work as soon as possible. Crescent employs highly trained personnel with Taproot (Root Cause Analysis) investigation methods which allow us to determine causal factors in every incident. From there, we assist employers in implementing the appropriate corrective actions which will reduce or eliminate the potential for future incidents of the same nature. Our HSE Professionals are on 24/7 call to respond to incidents and support our clients. From the moment we are notified of the incident, our Case Management service (defined below) will be set in motion. Below is a step by step process that Crescent follows in all incident investigations:

### Incident Investigation process:

#### Step 1 – Immediate Action

- In the event of an incident, immediate action to be taken may include making the area safe, preserving the scene and notifying relevant parties. The investigation begins even at this early stage, by collecting perishable evidence, securing tools, taking pictures, collecting samples, and gathering witness statements.

#### Step 2 – Plan the Investigation

- Planning ensures that the investigation is systematic and complete. What resources will be required? Who will be involved? How long will the investigation take? For severe or complex incidents, an investigation team will be more effective than a single investigator.

#### Step 3 – Data Collection

- Information about the incident is available from numerous sources, not only people involved or witnesses to the event, but also from equipment, documents and the scene of the incident.

#### Step 4 – Data Analysis

- Typically, an incident is not just a single event, but a chain of events. The sequence of events needs to be understood before identifying why the incident happened.
- When asking why, we need to identify the root and underlying causes, as well as the direct causes. Failures and mistakes don't just happen by themselves; organizations allow error-enforcing environments that encourage direct causes to develop and persist. Such environments, and the basic management failings behind them, are the root causes – the ultimate source of the incident. While human error plays a part in the majority of incidents, people are not generally stupid, lazy, forgetful or willfully negligent. Human errors occur because of influencing factors associated with the work, the environment, an individual's mental or physical abilities, the organization and its management systems. Any investigation which sets out to find someone to blame is misguided.

**Step 5 – Corrective Actions**

- Many investigations make the mistake of raising actions which deal only with the direct causes – a quick fix, putting last-lines-of- defense back in place. By ignoring the root and underlying causes, not only do they miss an opportunity to reduce the risk of recurrence of the incident, but they also leave open the possibility that other, dissimilar incidents may also occur, arising from the same, common root cause.

**Step 6 – Reporting**

- The investigation is concluded when all outstanding issues have been closed out and the findings have been communicated so that lessons can be shared. Communication mechanisms include formal incident investigation reports, alerts, presentations and meeting topics. Crescent will provide the client with an initial incident report within 24 hours and a formal Root Cause Analysis report with corrective actions within 72 hours of the incident.

## Case Management

Crescent offers 24/7/365 Injury Case Management that is administered by our medically licensed professionals. Crescent management will work closely with the client to ensure the injured employee is treated appropriately and timely. Crescent will follow the case to ensure the employee is returned to work as quickly as possible. In the event of an injury, the injured employee or supervisor will be put in contact with a member of our medical team. After gathering the incident and injury information, Crescent can assist in advising the client as to whether the injury can be treated with first aid measures at the work site, or if it warrants a visit to an Occupational Health Clinic. All of our Case Managers are very familiar with OSHA recordability guidelines and how this applies to our clients. Crescent will provide timely updates to the client and follow the case until closure.

### The following are typical steps in the Return to Duty process:

- On call 24/7/365 to provide guidance to managers and supervisors and to verify they are following the expected protocols of the client.
- Ensure that recommendations are medically appropriate, necessary and cost-effective
- Monitor and manage the injured worker's treatment plan including initial and follow ups to ensure that what is recommended is effectively delivered
- Assist the client in determination of recordability and how the injury can be prevented in the future through verification of incident reports and ensuring corrective actions are followed through by the responsible persons.
- Continuous evaluation and monitoring of the rehabilitation needs of the injured worker
- Provide updates and a final report to clients regarding the case.
- Escort company employees in all cases of incident with injury to the appropriate medical facility and follow through the case with all treatment and return to duty practices.