Admin Minnesota
DEPARTMENT OF ADMINISTRATION

RISK MANAGEMENT

http://www.mainserver.state.mn.us/risk

ALERT

Director's Column

Safety professionals tell me that they could be more effective if they had supportive leadership. So, what does supportive leadership look like?

"A Systems Approach to Managing Safety and Loss Control" in this issue offers some good ideas. To achieve a significant gain in injury reduction, it states, organizations need to shift their emphasis from safety *compliance* to fully integrating safety into their *business model*. In other words, supportive leadership insists that injury reduction efforts are managed like any other important business activity.

How are injury reduction measures included in your positions descriptions, work plans, performance metrics? Are injury reduction and workers compensation costs discussed in your agency's budget planning?

Supportive leadership takes injury reduction seriously and incorporates injury reduction into the agency's basic planning and performance routines. Why? Because managing safety is good business.

If you have questions, or would like to discuss how your agency could apply a systems approach, please contact Risk Management's safety and loss control program at 651-201-3005.

FY2008 Annual Reports for Property and Casualty and the Workers' Compensation Program can be found on our website:
www.mainserver.state.mn.us/risk

Tight Budget? Hold on to the Insurance!

Tight budgets typically call for drastic measures, leading to difficult decisions about which goods and services to continue or eliminate. Insurance coverage may be one of the costs agencies are considering during cost-benefit analyses of expenditures.
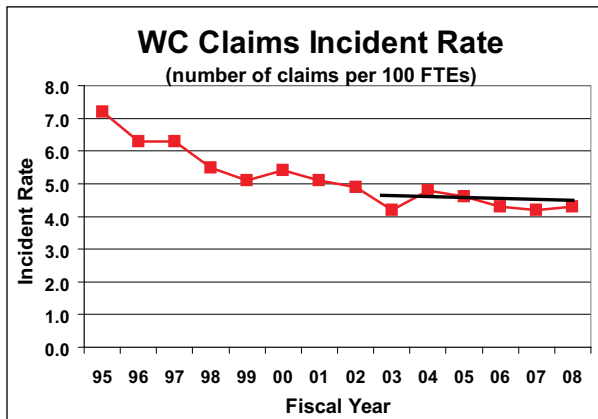
There are several reasons to retain insurance, especially during difficult times. Of greatest importance is the fact that insurance is a budget stabilizer. Eliminating a known premium expense opens the door to potential losses of unknown proportions. Additionally, as budgets tighten even more, it is less likely that money will be available from agency reserves or other emergency funding sources to pay for damages. Bottom-line, a known expense – a premium – is cheap insurance for a potentially catastrophic and costly event.

Contents

A Systems Approach to Managing Safety and Loss Control

WC Claims Incident Rate
(number of claims per 100 FTEs)

WC claim trend flat for past five years!

Between 1995 and 2003, the workers' compensation claim incidence rate for state government fell 42 percent, a reduction of three claims per 100 full-time equivalents. However, since 2003, Minnesota has experienced minimal decline in the claims rate.

In fact, workers' compensation benefit costs have jumped 31 percent to over $21 million during the same period, leading to the conclusion that current safety management techniques counted on for injury reductions are no longer producing results. A fundamental change in safety management is necessary if the state hopes to realize future injury reduction and control workers' comp losses.

Safety Management Maturity Model

Integrated into business model

Focused on continuous improvement

Focused on compliance

Tolerated as a necessary evil

Irrelevant Non-compliant

Where is your organization on the safety management maturity model?

Traditional safety and loss control programs and the majority of the state's safety programming have generally focused on regulatory compliance. Think for a moment about your agency's approach to safety management. Is it rooted in compliance? The Safety Management Maturity model portrays the continuum from an organization that is non-compliant to one in which safety is fully integrated into the business model. Now think about your workers' compensation losses. Most state agency losses are associated with overexertion, sprains/strains and slip/trip/falls. These are not issues generally covered by an Occupational Safety and Health Administration (OSHA) standard.

Compliance with OSHA and other regulatory standards alone cannot effectively manage workplace safety or control losses. Organizations must adopt an effective, efficient management system for safety and loss control.

Consider for a moment that a system for managing safety is no different than a system for managing other business functions, such as service delivery, production, quality, human resources and others. The same system components – planning, implementation, evaluation and management review – are critical to managing safety. A systems approach is essential for continuous improvement.

The Risk Management Division is introducing the concept of a safety management system through ANSI/AIHA Z10-2005, a national safety consensus standard.
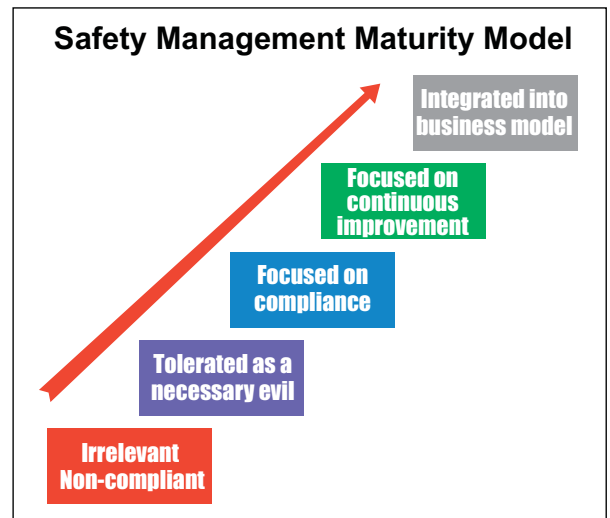
ANSI Z10 defines a safety management system as having five essential components. These components are:
- Management leadership and employee participation – the foundation for the management system.
- Planning – identifying and prioritizing safety issues and establishing objectives (manage by objectives).
- Implementation and operation – the backbone of the safety management system that allows the organization to achieve its objectives.
- Evaluation and control – continuous improvement determines what is working and what is not.
- Management review – management receives information and provides ongoing direction and support.
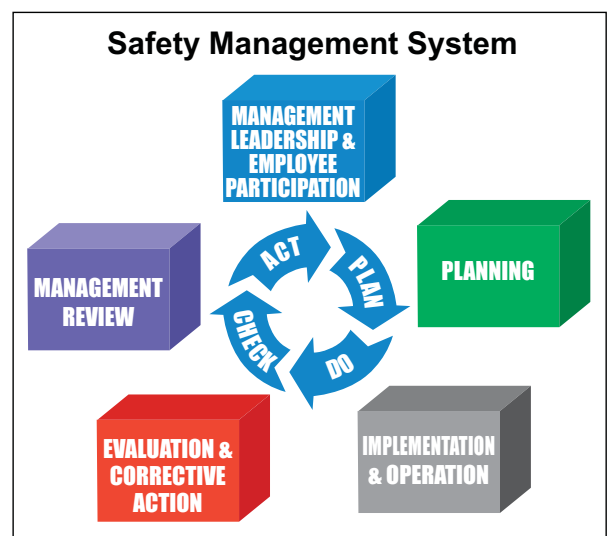
Are you hoping for better results from your safety and loss control efforts? Stop hoping and start realizing better results by adopting a systems approach to safety. Safety and Loss Control can help your agency evaluate current safety programming efforts and incorporate a systems approach to safety management. Contact us at 651-201-3005 for more information.

Safety Management System

MANAGEMENT LEADERSHIP & EMPLOYEE PARTICIPATION

PLANNING

MANAGEMENT REVIEW

ACT · PLAN · CHECK · DO

EVALUATION & CORRECTIVE ACTION

IMPLEMENTATION & OPERATION

A systems approach is essential for continuous improvement!

Texting While Driving? DETI!

The National Safety Council cites National Highway Traffic Safety Administration data showing that 80 percent of accidents are caused by driver inattention.

Text messaging is just one more distraction added to an already lengthy list of distractions that have long held the attention of drivers. Although texting is most often associated with teens, studies have found that one-fifth of experienced adult drivers in the United States send text messages while driving.

Texting while driving (DWT) in Minnesota has been illegal since 2008. Minnesota Statute 169.475, Use of Wireless Communications Device, prohibits any person from operating a motor vehicle while using a wireless communications device to compose, read, or send an electronic message when the vehicle is in motion or a part of traffic. Exceptions include the use of a wireless communications device solely in a voice-activated or other hands-free mode; for making a cellular phone call; for obtaining emergency assistance to report a traffic accident, medical emergency or serious traffic hazard, or prevent a crime about to be committed; in the reasonable belief that a person's life or safety is in immediate danger; or in an authorized emergency vehicle while in the performance of official duties.

In text messaging lingo, when it comes to driving and TXT IM (text instant messaging), DETI (don't even think it).

Workers' Compensation Injury Reporting Process Overhaul Will Save Money

A national study of workers' compensation claims shows that early reporting of work related injuries saves money. With this fact in mind, Risk Management's Safety & Loss Control and the Workers' Compensation Program solicited the help of agency workers' compensation coordinators and supervisors to overhaul the injury reporting process.

UPDATE

The project team employed Lean's rapid improvement process known as Kaizen to enhance the quality and timeliness of information that agencies collect and provide to the Workers' Compensation Program.

The revised, systematic, process for supervisors includes an outline checklist for procedures along with redesigned forms that can be completed and forwarded electronically. The redesigned process improves the ability of supervisors and managers to report possible work-related injuries or illnesses within 24 hours of receiving notice and for submitting pertinent information to the Workers' Compensation Program within three calendar days.

More information about the workers' compensation process, including a link to the forms and checklist, is available online at http://www.risk-workerscomp.admin.state.mn.us/eidwcagency.htm.

You Can Help Enhance our Database

The Archibus System, a computer-based infrastructure and facilities management solution, is being utilized successfully by the Department of Administration to manage construction projects, building operations, fixed assets and more. Practically all state agencies are storing various data elements in Archibus, capitalizing on this valuable reporting tool.

The Risk Management Division (RMD) seeks to enhance the usefulness by including a schedule of insured properties in Archibus in FY2010. To accomplish this important endeavor, the statewide building identification number for each insured state-owned building must first be added to the Risk Management Fund (RMF) database, which requires the assistance of RMF policyholders.

The property spreadsheet that is sent to RMD customers each year for renewal updating will include a blank field for the insertion of the statewide building ID number. (RMD can help by providing the name of a contact for assistance with this information).

RMD will send the spreadsheets in May for the July 1, 2009 renewal – and yes, it's not too early to begin preparing for the FY2010 renewal!

Kidde XL Fire Extinguisher Recall

Fire products manufacturer Kidde, in conjunction with the Consumer Product Safety Commission (CPSC), is announcing a voluntary recall to replace certain XL Fire Extinguisher units that are commonly used in residential kitchens. The fire extinguishers may lose pressure because of an off-specification lubricant, causing them to fail to operate when activated. The affected units, about 167,000 in total, were manufactured in Mexico between October 2007 and April 2008. Kidde has no record of injuries due to the affected extinguishers.

All extinguishers have the potential to lose pressure. Since the gauges on the affected units continue to function, they will alert you to any pressure loss. Kidde is working voluntarily with the CPSC on replacing affected extinguishers, which have red gauges. The specific models are:

FX340SC; FX340H; FX340GW; XL5MR; FX210R; FX340SC-2; FX210W; XL2.5TCZ-4; E-340-3

The location and date of manufacture and model number are located on the label affixed to the fire extinguisher.

Owners should contact the Kidde Replacement Center at (888) 345-4407 to ensure that all correspondence is properly and consistently communicated and documented to meet the requirements of Kidde and the Consumer Product Safety Commission (CPSC).

For additional information about the recall and affected units, visit the Kidde website at
http://www.kidde-fireextinguisher.com/kidde/_cs/supporthome.aspx?sSessionID=.

The *ALERT* is a publication of the Minnesota Department of Administration,
Risk Management Division.
http://www.mainserver.state.mn.us/risk

Risk Management Division
310 Centennial Office Building
658 Cedar Street
St. Paul, MN 55155-1602

Return service requested

First Class Mail
U.S. POSTAGE
PAID
Permit No.171
St. Paul, MN

This document can be made available in alternative formats, such as large print, Braille, audio tape or disk by calling 651-201-2588. Consumers with a hearing or speech disability may contact us through the Minnesota Relay Service at 711 or 800-627-3529, or via email (risk.management@state.mn.us).

Risk Management Division
Workers' Compensation Contact Information
4/8/2009

Fax: (651) 297-5471 for all but SEMA4 contacts
MN Relay 711

Claim Specialists - questions on Claims should be directed to the Claims Specialist assigned to the Claim.

Ex#	Name	Title	Phone Number	Email Address
18	Forrest, John	Claims Supervisor	651/201-3015	John.Forrest@state.mn.us
12	Germain, Jim	Claims Specialist	651/201-3006	Jim.Germain@state.mn.us
7	Hall, Lynda	Claims Specialist	651/201-3007	Lynda.Hall@state.mn.us
10	Jore, Nancy	Claims Specialist	651/201-3012	Nancy.Jore@state.mn.us
17	Kline, Barie	Claims Program Supervisor	651/201-3020	Barie.Kline@state.mn.us
14	Kocer, Mike	Claims Specialist	651/201-3013	Michael.Kocer@state.mn.us
6	Kratochill, Vandaly	Claims Specialist	651/201-3014	Vandaly.Kratochvill@state.mn.us
13	Larson, Sonja	Claims Supervisor	651/201-3025	Sonja.Larson@state.mn.us
5	Loughney, Tracey	Claims Specialist	651/201-3017	Tracey.Loughney@state.mn.us
1	Meyer, Dan	Claims Specialist	651/201-3021	Dan.Meyer@state.mn.us
4	Middleton, Laurie	Claims Specialist	651/201-3022	Laurie.Middleton@state.mn.us
15	O'Hara, Georgia	Claims Specialist	651/201-3023	Georgia.Ohara@state.mn.us
8	Peterson, Terri	Claims Specialist	651/201-3026	Terri.Peterson@state.mn.us
16	Schaeffer, Denise	Claims Specialist	651/201-3032	Denise.Schaeffer@state.mn.us

Workers' Compensation Web Site, GenComp System Support and Training, First Report of Injury (FRI) Entry, Injury Coding, GenComp Reports, Work Comp Location Codes
John Sargent   Phone#: (651) 201-3031
Email: John.Sargent@state.mn.us

GenComp System Support, Billing Questions and Payment Processing
Gay Scharpen   Phone#: (651) 201-2587
Email: Gay.Scharpen@state.mn.us

First Report of Injury (FRI) Entry, Injury Coding
Johnathan Carver   Phone#: (651) 201-3001
Email: Johnathan.Carver@state.mn.us

Safety Data and Trending Information
Todd Christenson   Phone#: (651) 201-3005
Email: Todd.Christenson@state.mn.us

Return to Work, HR Support, WC Supplement Process
Cindy Storelee   Phone#: (651) 201-3033
Workers' Compensation Placement Coordinator
Email: Cindy.Storelee@state.mn.us

Disability Management Unit Information, Referrals
Elizabeth Houlding   Phone#: (651) 201-3010
Email: Liz.Houlding@state.mn.us

Work Comp Claims Unit & Legal Services
Gary Westman   Phone#: (651) 201-3030
Email: Gary.Westman@state.mn.us

SEMA4 – Health and Safety (Contact for Fax Number)
Diana Rae Evensen   Phone#: (651) 259-3619   Email: Diana.Evensen@state.mn.us

Paul Scherrer   Phone#: (651) 259-3621   Email: Paul.Scherrer@state.mn.us

Risk Management Division ~ Property & Casualty (P & C) Contact Information

04/08/2009

Name	Title	Telephone	Email
Ryan Church	Director	651-201-2585	Ryan.Church@state.mn.us
David Agren	P & C Manager	651-201-2594	David.Agren@state.mn.us
Denise McGovern	Admin Assistant & Claims Assistant	651-201-2588	Denise.Mcgovern@state.mn.us
Marlys Williamson	Underwriting/Mktg Mgr	651-201-2591	Marlys.Williamson@state.mn.us
Carol Morgan	Underwriting Risk Spec	651-201-2593	Carol.Morgan@state.mn.us
Tom Chukel	Claims Manager	651-201-2592	Tom.Chukel@state.mn.us
Lea Shedlock	Senior Claims Rep	651-201-2589	Lea.Shedlock@state.mn.us
Bryan Freeman	Senior Claims Rep	651-201-2586	Bryan.Freeman@state.mn.us
Erica Richards	Claims Rep	651-201-2590	Erica.Richards@state.mn.us

Fax Machine		651-297-7715
TTY (MN Relay Service)		800-627-3529
Web Addrress:	http://www.mainserver.state.mn.us/risk	

Other Contact Information

Serious accident or property loss occurring after business hours, report the claim to Allied Adjusters at 612-766-3700 or 800-709-9509.

Certificates of Insurance, Policy changes, General Insurance Questions (Non-Claim)
Carol Morgan   Telephone # 651-201-2593
Email: Carol.Morgan@state.mn.us

Vendor/Contractor Insurance Requirements, Builder's Risk Handling
Marlys Williamson   Telephone # 651-201-2591
Email: Marlys.Williamson@state.mn.us

Loss Control and Auto Fleet Safety
David Agren   Telephone # 651-201-2594
Email: David.Agren@state.mn.us

Auto Physical Damage Claims and Property Claims
Erica Richards   Telephone # 651-201-2590
Email: Erica.Richards@state.mn.us

Non-Insured Tort Claims
Bryan Freeman Telephone # 651-201-2586
Email: Bryan.Freeman@state.mn.us

Property and General Liability Claims
Tom Chukel   Telephone # 651-201-2592
Email: Tom.Chukel@state.mn.us

Auto Liability and General Liability Claims
Lea Shedlock   Telephone # 651-201-25889
Email: Lea.Shedlock@state.mn.us