

EMS Safety Officers

Taking Care of Our Own!

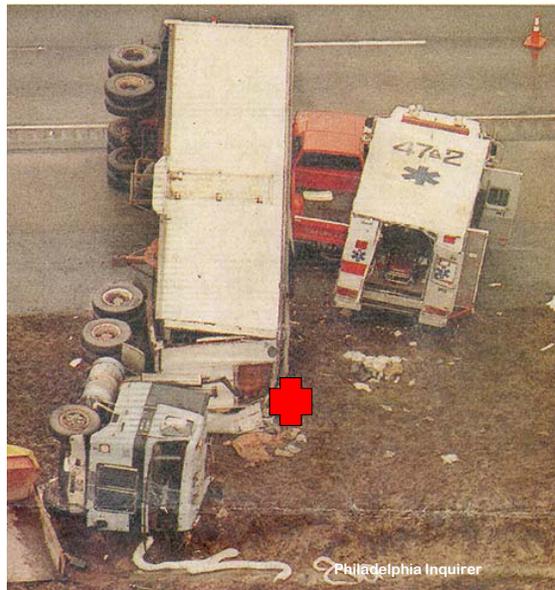


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March 9, 1998



Philadelphia Inquirer

“ It Was Just A Routine Call.....”

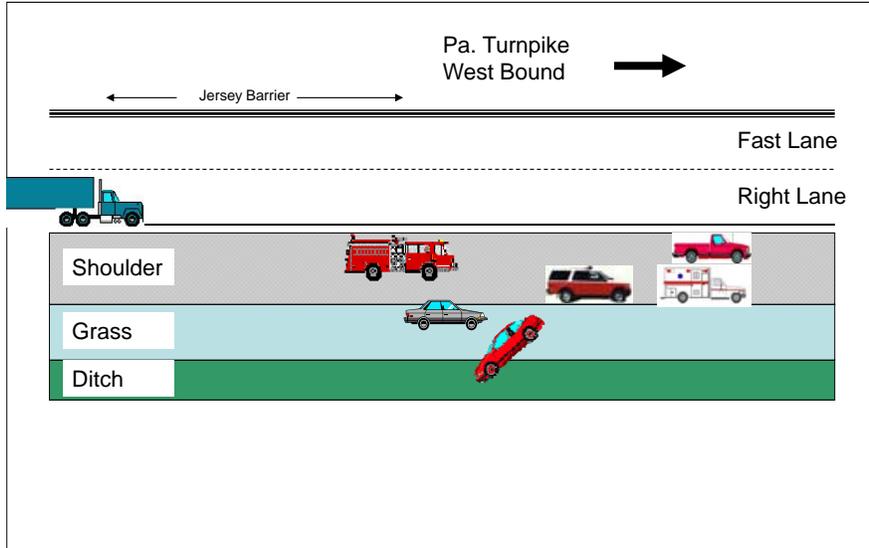
Original Incident



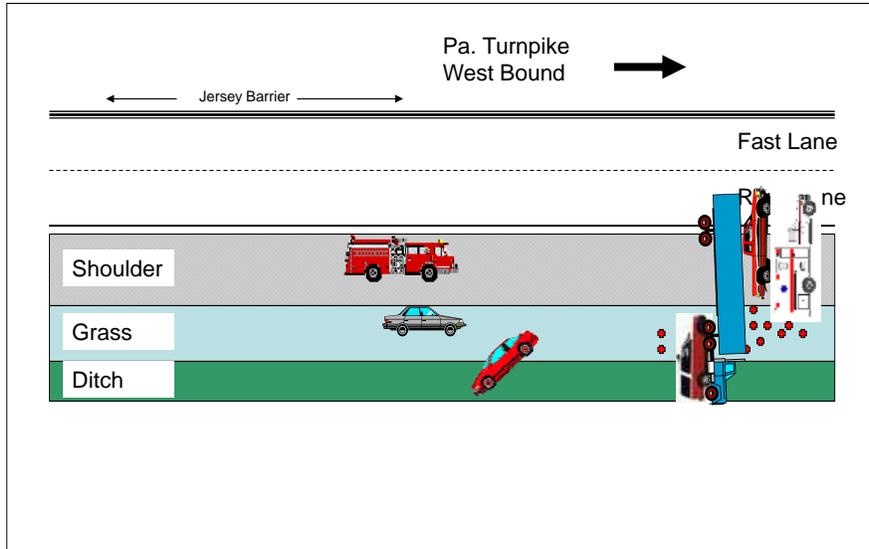
Pontiac Grand Am, westbound on the Turnpike, lost control and slid into the drainage ditch.



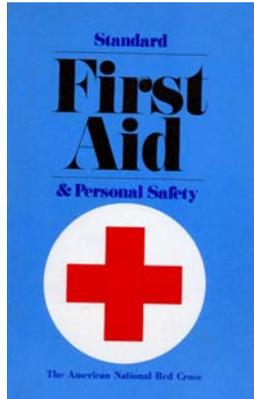
Scene Diagram



Scene Diagram



Have “Emergency Medical Services” changed in the last 30 years?



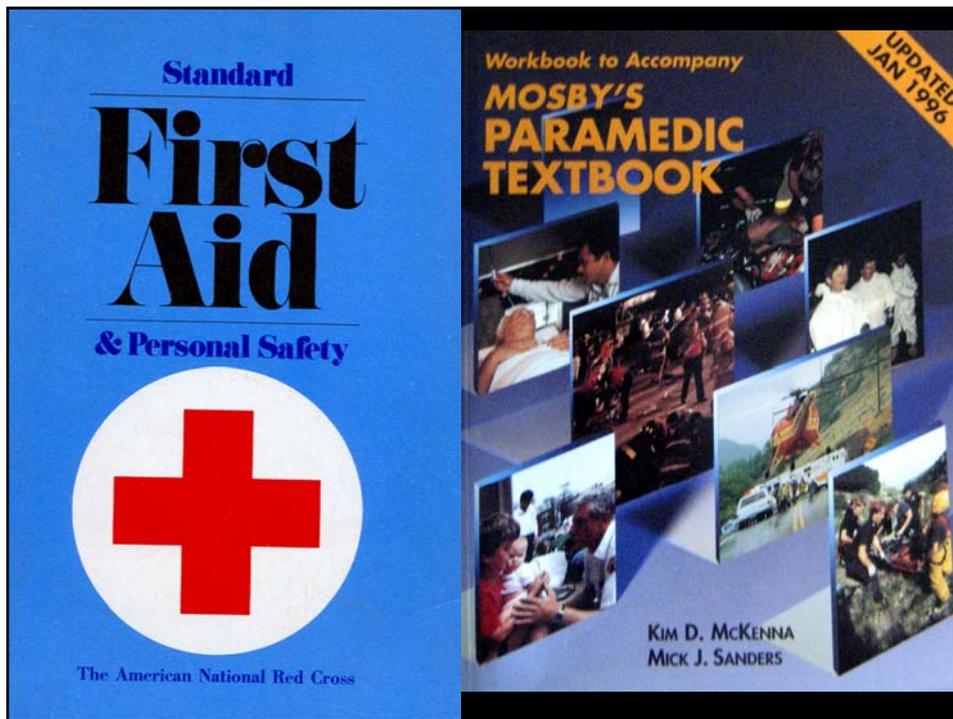
1970's



2010

What Has Changed?

- Ambulances & Patient Transport
- Medical Equipment/Procedures
- EMT/PM Safety and PPE
- EMS/PM training and specialty skills



Safety Program Strategies

- Top management endorsement and “active leadership”
- Minimum program standards & policies
 - OSHA/VOSH, NFPA 1500, ???
- Establish “activities” to achieve minimum standards
- Management “responsibilities” and training at all levels

Safety Program Strategies

- Incident Investigation & Analysis
- Safety “motivation” and training for all employees
- “Functional” safety committees
- A system of tracking results

Safety Leadership Attributes

- **Leadership Personnel**
 - Safety is not a priority
 - Safety is an expectation!
 - Walk the Talk
 - Lead by Example
 - Don't just walk by...



Safety Leadership Attributes

- **Open Communications**
 - Shared understanding of safety expectations
 - Management must repeat and reinforce
 - Seek Feedback
 - Verify that the message has been received and understood
 - Positive Reinforcement

EMS Safety Officer

- Sells “safety” to management and the workforce
- Serve as a consultant to management
- Involves employees in safety process





EMS Safety Officers

- **Protect our people!**
 - ☑ Anticipate, identify & evaluate
 - ☑ Hazardous conditions or practices
 - ☑ Develop hazard control methodologies
 - ☑ Implement hazard controls and programs
 - ☑ Measure, audit and evaluate the effectiveness of controls and programs

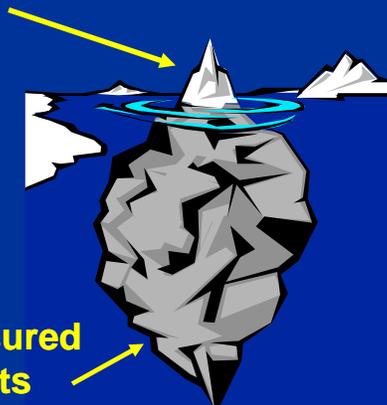
Benefits: EMS Safety Officers

- **Compliance**
 - State, Federal Laws
- **Ethical Reasons**
 - Concern for the workers
- **Economic Reasons**
 - Protect agency assets
 - Reduce Workers' Comp costs



The Tip of the Iceberg !

Insured Costs



Uninsured Costs

- Overtime Costs
- Loss of Public Image
- Loss of Staff
- Cost to Train New Staff
- Extra Management Time
- Loss of Expertise

(Average 4 Times Greater)

Safety Program Standards & Policies

- **Compliance**
 - OSHA/VOSH – PPE, BBP, HazMat
 - Department or Agency Policies
 - Industry Standards, State Laws
- **Best Practices**
 - Technology improvements
 - Industry experience
 - Things that work!

Safety Administration (SO)

1. Risk Management Plan

- Admin., Facilities, Training, Vehicle Ops,
PPE, Emergency Ops, Non-Emergency Ops

2. Safety & Health Policy

- Goals & objectives
 - No Fatalities – Everyone Goes Home
 - Preventing injuries & eliminating accidents
 - Controlling exposures to disease & illness

Risk Management Process

- **Risk Identification**
 - What can go wrong? What could happen?
 - Low frequency/high severity – **Danger!**
- **Risk Evaluation**
 - “Predictable is Preventable”
- **Establish Priorities**
 - High, moderate, low
- **Risk Controls**
 - Avoidance, control measures, transfer

Safety Administration (SO)

3. Occupational Safety & Health Program

- Comply with laws & legal requirements
- Establish & enforce rules and SOPs
- Incident Investigation Procedure
- Occ. Safety & Health Committee

SO Activities

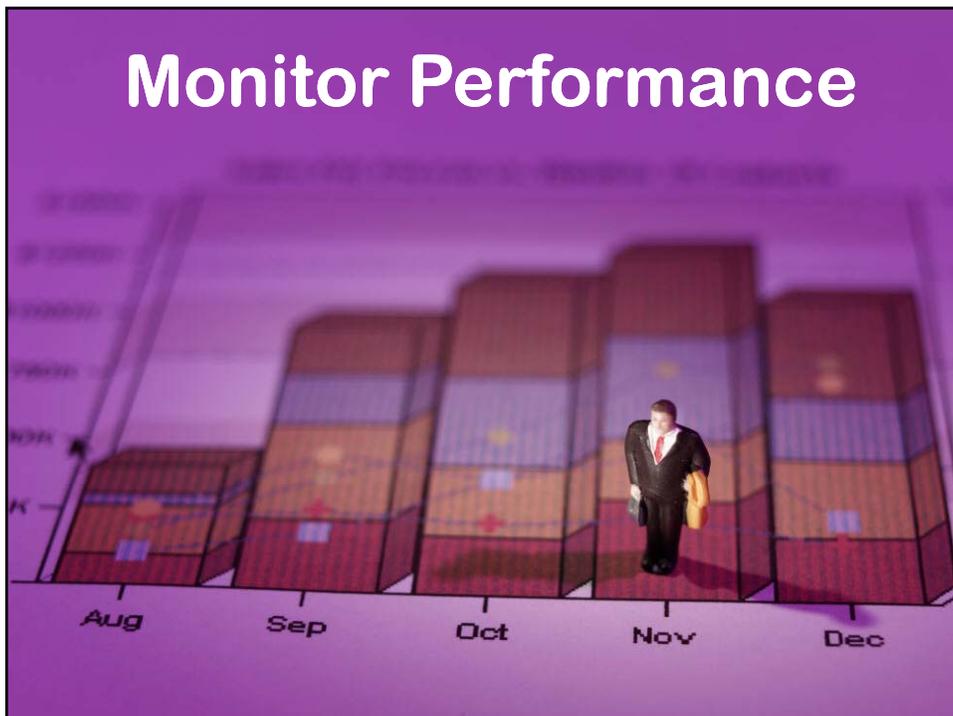
- Check for hazards & exposures
- Evaluate existing & potential controls
- Review injury/incident experience
 - The agency/department
 - Other emergency services operations



What are the risks?



Monitor Performance



More “SO” Activities

- **Monitor Performance**
 - “What gets measured – gets done!”
 - Monitor injuries & Incidents (Close calls)
 - Reinforce positive trends
 - Negative trends need corrective action
 - Injuries should be investigated for cause
 - Lessons from losses

Measuring Results

- How many safety meetings?
- How many hours of safety training?
- How many safety checks?
- Deficiencies corrected?
- How many effective injury or close call investigations completed?



Safety Program Attributes

- Basic qualifications and training
 - Safe way of “how to do it”
 - Practices with safety embedded
 - Certain activity is far too risky
 - If you can't do it safely.....Don't do it!

Safety Training & Motivation

- Provide the right training
- Provide it at the right time
- Review periodically and reinforce

Incident Investigations

- **All injuries should be investigated**
 - Develop facts
 - Contributing factors
 - Outline actions to prevent a reoccurrence
- **Loss analysis**
 - What has happened before?
 - Good prediction of the future
 - Helps with establishing priorities

Safety Committee

- Right people
- Meeting regularly
- Agenda and minutes documented
- Taking action and doing follow-up

Other “SO” Activities

- Ensure facility safety & compliance
- Review & recommend equipment specs
- Encourage health maintenance
- Serve as internal & external liaison
- Infection Control Officer
- Critical Incident Stress Management
- Address workplace violence exposures



Top 10 Flaws of Safety Programs

- Lack of Management Commitment
- Failure to Clearly Define & Assign Accountability
- Failure to Establish Program Objectives (Plan)
- Misunderstanding the Role of the Safety Staff
- Lack of Supervisory Involvement

Top 10 Flaws of Safety Programs

- Failure to Involve All Employees
- Nonexistent or Inadequate Training
- Inconsistent Enforcement of Safety Rules
- No Program for Controlling Losses
“After-the -Fact”
- Failure to Consider the Interdependency
of all the Program Elements

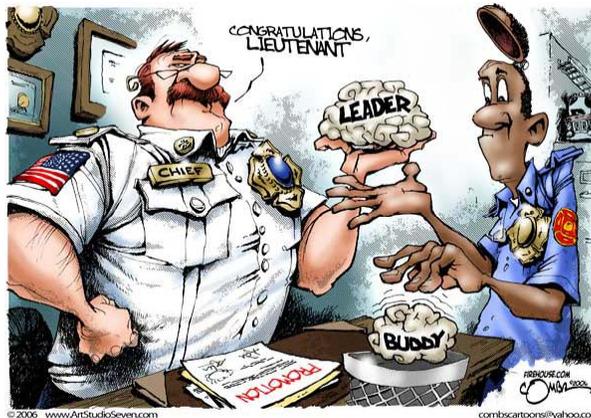
Safety Officer Essentials

- Lead by example
- Stay current
- Motivate others
- Demonstrate competence
- Create trust
- Provide training
- Help solve problems



Leadership is NOT Management

Being promoted into a company officer position does not make you a leader



Leadership

- “The art of getting someone else to do something you want done because he wants to do it” – Dwight D. Eisenhower
- “Someone who people choose to follow”
- Mission – “Live it, Teach it, Preach it”

**Everyone Goes Home...
Safe.....Every time**

S.O. Resources

- **FA-144 - EMS Safety, Techniques and Applications**
www.usfa.dhs.gov/downloads/pdf/publications/fa-144.pdf
- **NFPA 1500 Standard on Fire Department Occupational Safety and Health Program**
<http://www.nfpa.org/aboutthecodes/AboutTheCodes.asp?DocNum=1500>
- **NFPA 1521: Standard for FD Safety Officer**
www.nfpa.org/aboutthecodes/AboutTheCodes.asp?DocNum=1521
- **IFSTA Fire Department Safety Officer**
<http://bit.ly/9FchUk> or <http://imis-ext.osufpp.org>

S.O. Resources

- **NFFF - Everyone Goes Home**
<http://www.everyonegoeshome.com/>
- **EMSWORLD - In the Line of Duty Death Notices**
<http://www.emsworld.com/article/fullsection.jsp?siteSection=2>
- **EMS1.com – Line-Of-Duty Deaths**
<http://www.ems1.com/lodd-line-of-duty-deaths/>
- **EMSCloseCalls.com**
<http://www.firefighterclosecalls.com/emshome.php>



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