

SIC/Industry**2001 Indemnity Claims****SERVICES**

80 Health Services	457
73 Business Services	385
82 Educational Services	382
70 Hotels and Lodging Places	172

Health Services**Awareness of Health Care Issues**

Back injury prevention
Bloodborne pathogens
Bodily reaction
Electrical hazards/prevention
Ergonomics
Falls
Fire hazards/prevention
Formaldehyde
Glutaraldehyde
Hazardous chemicals
Hazardous drugs
Hazard communication
Infection
Lasers
Latex allergy
Machine safety
Motor vehicle accidents
Needlesticks/sharps
Noise
Personal protective equipment (PPE)
Radiation safety
Struck by/against
Tuberculosis
Universal precautions
Workplace violence

ANALYSIS

This industry subgroup is particularly affected by back injuries from overexertion, lifting objects; overexertion, pulling or pushing objects and overexertion, wielding. Major types of accidents involve falls, bodily reaction, struck by or against objects and being caught in, under or between. Specific causes of back problems for healthcare workers are listed by type of worker:

Food service: Pushing or pulling carts, lifting heavy food trays and moving dishes, racks and containers.

Housekeepers: Lifting and moving heavy objects and using scrubbing machines, brooms and mops.

Laundry: Pulling or pushing carts.

Maintenance: Lifting, moving and handling large packages, boxes or equipment.

Patient care providers: Assisting, lifting or moving patients and raising/lowering beds.

Clerical: Using chairs that are not designed for the task and do not provide proper support for the back.

In the Table of Occupations with the Twenty Highest Newly Reported Indemnity Claims in New Mexico for 2001, at least six occupational categories appear in the top twenty. Health Services workers are clearly an at risk group who require attention, assistance and education with accident prevention. The industry had the second highest number of indemnity claims in New Mexico in 2001. The occupations and corresponding claims information for each category are shown below:

Nursing Aides, Orderlies and Attendants ranked third with 271 claims.

Driver-Sales Workers were eighth on the list with 140 claims.

Cooks were tenth with 117 claims. Maids and Housemen were eleventh with 110 claims. Kitchen Workers, Food Preparation were eighteenth with 68 claims and were followed by Miscellaneous Food Preparation Occupations who were nineteenth with 67 claims.

This checklist is designed to assist with accident prevention specifically for the people working in Health Services. Please use the Information to direct attention to your areas of concern.

80/Health Services

Facility Inspection

YES / NO / N/A

External

*Lighting is adequate for all outside areas
There is a lighting maintenance / repair schedule
Security personnel check lighting during nightly
Patrols
All walking surfaces are free of hazards and are
Well maintained
Parking areas are adequate and secure
Handicapped parking and access is adequate
Physical security systems are adequate
Due to policies, procedures and training,
Employees know what to do If they are
Confronted outside the facility
Interior areas are visible from outside the facility*

Interior

General Safety and Security

*There is an unobstructed view from the Reception
Area to the outside
The security system meets the needs of the facility
Employees are wearing picture ID tags
Lighting is adequate
All walking surfaces are clean, dry and hazard free
Workstations are ergonomically designed to prevent
Repetitive motion and back injuries
Self-locking step stools are used to reach high shelves
File cabinet and desk drawers are kept closed
Electrical cords have a third wire ground and are not
Frayed; extension cords are not used
All exits are clearly marked and illuminated*

Back Injury Prevention

YES /NO/ N/A

*Employees are made aware of the dangers of lifting
Through training, employees know how to lift
Manual lifting, pulling and pushing tasks are reduced
To the minimum possible throughout the facility
Mechanical devices for lifting are available, appropriate
For the task and employees have been trained in
Their use
Staffing is adequate to prevent individual employees
From the need to lift by themselves
New employees are closely supervised to ensure
That lifting tasks are properly done
Employees request help to avoid injury
The facility uses a back strengthening exercise
Program
Repetitive motion injuries are prevented by exercise
If used, back support belts are worn properly and
Are used only for lifting*

Transferring Patients

*Employees communicate the plan of action to the
Patient and other workers to ensure that the transfer
Will be understood and smooth
Equipment and furniture are positioned in advance
And obstacles are removed
The wheels on the bed/wheel chair are locked
If needed, two employees work together to do the
Transfer
Employee/patient eye contact and communication
Are maintained
The lift is kept as low as possible
Any problems are recorded on the patient's chart*

Fall Prevention

YES / NO / N/A

All walkways are clearly marked and illuminated

Floors are kept clean and dry

*Tripping hazards are identified, highlighted and
Eliminated*

Portable signs are used to identify hazards

Spilled materials are cleaned immediately

There is safe clearance for walking in spaces

Where motorized or mechanical equipment

Is operating

*Entry/exit floormats are in use throughout the
Facility*

Stairs are equipped with handrails

Guardrails are in use wherever walking surfaces

Are elevated more than 30 inches above any

Adjacent floor or the ground

Employees use appropriate footwear for the

Walking/working surface

All ladders, step ladders and stools are checked

For condition prior to use

Defective equipment is disposed of

Trained employees use the equipment properly

Bodily Reaction *is a type of indemnity claim*

Which refers to body motions that cause physical

Stress or strain. An example is a shoulder strain

Injury resulting from an overextended reach.

The industry had 49 of these claims in 2001.

Situational awareness and knowledge of our

Individual limitations are the key elements in

Preventing these injuries.

Struck by or Against Objects are types of indemnity Claims which are the second leading cause of death At work in New Mexico. The industry had 39 of these Claims in 2001 from moving, stationary, falling/flying Objects and striking against objects. Many of these Accidents can be prevented by good training and The use of personal protective equipment (PPE)

Personal Protective Equipment

YES / NO /N/A

Protective goggles or face shields are provided and worn Where there is any danger of flying particles or Corrosive materials

Eye wash stations are accessible and adequate Approved safety glasses are required where there is a risk of Eye injury by any means (puncture, abrasion, burn, etc.)

Hard hats or bump caps are provided and worn where there Is a danger of falling objects

Foot protection is required and adequate to protect Employees from the source of injury

Respirators are provided for use when needed

Protective gloves, aprons, shields, face masks, lab Coats and other appropriate equipment is provided, Required and used where employees could be cut Or exposed to blood, chemicals, corrosive liquids Or other potentially infectious materials

Work procedures, protective clothing and equipment Are adequate to clean up spilled toxic or hazardous Materials or liquids

Contaminated clothing or equipment is properly Cleaned or disposed of promptly

Hearing protection is provided and used where Necessary

First aid kits are adequate and accessible

Fire extinguishers are adequate and accessible

Communications capability is adequate

Other equipment which may be required to Perform specific tasks should be considered As appropriate and necessary.

The category of accident called **Being Caught in, Under or Between** is most often associated with Mechanical equipment and operating machines. This section presents information which can be Used in Health Services as it applies to specific Circumstances. The industry had 10 of these Claims in 2001.

Mechanical Safeguarding General Requirements for all Machines

Mechanical hazards exist wherever a worker can strike against or be struck by moving parts of a machine or the material being processed; wherever a worker could be caught between in-running nip points or pinch points of the machine and the work materials. Any moving part of a machine must be safeguarded.

Machines must be securely anchored to prevent them from moving during operation.

Power and operating controls must be designed and located for convenience: to make it unnecessary for the operator to reach over dangerous moving parts of a machine and to allow the operator to cut off the power to the equipment quickly in an emergency.

A machine that is tripped with a foot pedal must have the pedal shielded to prevent it from being tripped accidentally.

During repairs or adjustments, the power source must be disconnected and locked out so that no one can start the equipment while the work is being done.

The power switch for electric motors must be designed to keep the machine from automatically restarting after an electrical failure. It must be necessary to reset the switch by hand.

All electrical equipment must be grounded.

The best way to protect workers from any mechanical motion is to make it impossible to contact a moving part.

Facility Machine Inspection

YES / NO / N/A

*Each of the items above were checked for
Every machine
Discrepancies were noted and corrective
Measures are in work
No employee is able to contact a moving
Part of any machine*

For more detailed and important information, see the Occupational Safety and Health Standards for General Industry (29 CFR PART 1910), Section 1910.212.

Fire Safety

YES / NO / N/A

*Fire doors close and latch properly
All exits are unobstructed and lighted
Access to fire extinguishers is unobstructed
Employees know how to use extinguishers
Fire extinguisher inspections are up-to-date
Fire evacuation routes are posted
Fire drills are conducted
Exit lights are lit
View of fire alarm pull stations is clear
Emergency procedures and telephone
Numbers are posted
Sprinkler heads have at least 18 inches of
Clearance (unobstructed)
Stairwells are completely free of storage
Flammable materials are stored separately
And properly using approved containers
Or cabinet*

Hazardous Materials

YES / NO / N/A

Chemicals are stored properly
Chemical containers are clearly labeled
The list of all chemicals is available
Chemical spill control supplies are readily Available
Material Safety Data Sheets (MSDS) are Accessible to employees who need them

Shop Areas

Tools are in good condition
All electrical equipment is grounded
All machine guards are in place
Fire extinguishers are accessible
Flammables are properly contained
First aid kits and PPE are accessible
Spray painting booth has explosion-Proof fixtures and is well ventilated
Smoking is prohibited

Compressed Gases

Storage areas are well ventilated, fireproof and dry
Cylinders are clearly labeled
Cylinders are secured and separated by type
The valve protection cap is not removed until The cylinder is secure and ready for use
Empty cylinders are never stored with or near Full ones
Flammable and nonflammable gases are stored Separately and properly
Smoking is prohibited
Employees are trained and knowledgeable

Shipping/Receiving Areas

YES / NO / N/A

*Where mechanical handling equipment is used,
Clearances are adequate for aisles, at loading
Docks, through doorways and where turns
Must be made*

*Aisles and passageways are clear, unobstructed
And marked as required*

*Loading docks are visible, well maintained and
Well illuminated*

Storage does not present a hazard

*All bags and containers stored in tiers are stacked,
Blocked, interlocked and limited in height so
That they are stable and secure*

*Clearance limits signs are posted and visible
Where necessary, guards, covers and railings
Are provided*

*Where necessary, emergency lighting has been
Installed and is tested periodically*

Pallets are properly stored

*Pallet jacks are in good condition and operators
Are trained in their use*

*If used, forklifts meet all standards and operators
Are trained and certified*

Appropriate PPE is in use

First-aid kits are accessible

*Fire extinguishers are accessible and employees
Are trained in their use*

*If used, back support belts are worn properly and
Are used only for lifting*

Housekeeping is excellent

Electrical Equipment

YES / NO / N/A

*All switches, cover plates and outlets are
In good condition
Electrical panels are locked and accessible
All equipment is grounded
Extension cords are not used
Nothing is stored in electrical equipment
Rooms
Lockout/Tagout procedures are used by
Employees and service/repair personnel*

Power and Hand Tools

*Only the proper tools are used for the job
Guards and safety devices are operable and in place
Pinch and shear points are guarded
Employees are trained and knowledgeable
All power tools are grounded
No tool is stored in an overhead location
Box cutters are used and disposed of properly
All tools are inspected frequently and are well
Maintained
Employees use appropriate PPE for the job*

Understanding Safety Procedures

*Workers need to understand and respond to
Safety language – signs, rules, verbal and non-verbal
Signals and emergency actions
Training should include identification of all essential
Tools and equipment that the employee needs for
The job – symbols help convey meaning
Understanding, not language, is most important
The internet can be used as a training resource for
Many languages and safety information*

Kitchens

YES / NO / N/A

All areas are well illuminated

Lighting is shielded

Floors are clean and dry

Non-slip matting is effective

Employee footwear is adequate

Fire protection systems are operable

And grease free

Fire extinguishers are accessible and

Employees know how to use them

First-aid kit is accessible

Food and material disposal methods

Are adequate

All machines are guarded and grounded

Slicers and other equipment are used by

Qualified and trained workers

Appropriate PPE is in use (wire-mesh

Gloves, protective glasses, etc.)

Knives are properly stored and

Sharpened

The list of all chemicals is available

Motor Vehicle Accident Prevention

Motor vehicle accidents are the leading cause of death at work in New Mexico. Motor vehicle accidents tend to result in more serious injuries than other types of accidents – almost 30 percent of all compensable fatalities are of this type.

Causes

*Failure to wear seat belts
Lack of attention while driving
Excessive speed
Violations of state law and company policy
Driving under the influence
Failure to drive with regard to road conditions*

Ideas for Employers

*Develop a company policy that covers driving while at work.
Consider including the following:
The use of seat belts in company vehicles is mandatory
Only specifically authorized employees with valid and company
Verified licenses may operate company vehicles or
Personally owned vehicles on company business
Prohibit alcohol and drug use in company vehicles
Offer Defensive Driving courses to employees
Develop a vehicle safety inspection and maintenance program
Establish a safety awards program to recognize good drivers*

Ideas for Employees

*Wear seat belts and ensure your passengers do the same
Never drink and drive
Obey all traffic laws
Inspect your vehicle before driving and report defects to a
Supervisor
Do not drive the vehicle if safety problems are not corrected
Be alert to changing road conditions and drive defensively*

Employee Security at Work

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths.

No one is immune from the danger presented by violence. It can strike anyone at anytime. Workers are exposed to increased risk due to the nature of the jobs involved, the occupational settings and visibility. Awareness is the key to prevention.

Ideas for Employers

Establish a workplace violence prevention program or include it in the existing safety program

Make it clear that violence will not be tolerated and that any incidents will be investigated and promptly remedied

Provide safety education for employees so that they know what to do if they witness or are subjected to violence, and how to protect themselves

Wherever possible, secure the workplace. Make it a hard target.

Consider electronic and video surveillance, extra lighting, alarm systems and minimize access through use of photo ID cards and electronic keys

Post the workers' compensation Employee Security at Work Poster

Ideas for Employees

Be aware of your environment at all times. Never enter any location where you feel unsafe. Ask to be escorted in potentially dangerous situations or at night

Learn as much as you can to recognize, avoid or diffuse violent conditions

Alert supervisors to hazards or concerns regarding your safety

Avoid traveling alone into unfamiliar locations or situations whenever possible

Always trust yourself – if it doesn't feel safe, it probably isn't

Young Workers/New Employees

In 2001, workers in their first year of employment filed a large share of the indemnity claims with 46.9 percent of the total in New Mexico. Each year this statistic hovers around 50 percent. What follows is information specifically designed to address the needs of these workers.

Five Steps For A Safer Workplace

Start your workers out right

- *Welcome them*
- *Orient them*
- *Introduce them*
- *Train them*
- *Check them out on tools and equipment*
- *Observe and assist them*

Account for all accidents

- *Keep records of NOAs, E-1s, E-6s and OSHA logs*
- *Cost out the loss to the organization*
- *Assist supervisors with accountability*
- *Evaluate safety performance*

Managers plan safety

- *Plan safety into each job*
- *Use job planning/hazard analysis tools*
- *Make sure the workers know what to do*

Hold safety meetings

- *Choose specific topics (fall prevention)*
- *Use examples (Jane hurt her back when...)*
- *Keep it brief*

Reinforce safety performance/recognize good work

Administration

YES / NO / N/A

*The Workers' Compensation Act Poster
Is available, has been filled in with the name
Of the insurance company/claims representative
As required and the Notice of Accident Forms
Accompany the poster
The organization's Annual Safety Inspection
Has been done and is documented
OSHA posters and logs are available
Department of Labor information is available*

Organization Information

Inspector Information and Date

Internet Resources

*American Association of Occupational Health Nurses, NM Chapter
<http://www.aaohn.org/>*

*Centers for Disease Control and Prevention
<http://www.cdc.gov/>*

*Duke University Occupational and Environmental Medicine
<http://occ-env-med.mc.duke.edu/oem/>*

*American Society of Safety Engineers, NM Chapter
<http://www.asse.org/>*

*Health Resources and Services Administration
<http://www.hrsa.dhhs.gov>*

*American College of Occupational and Environmental Medicine
<http://www.acoem.org/>*

