DHR ADMINISTRATIVE PROCEDURES MANUAL

DIVISION: Administrative Operations	***SECTION:*** 3 ***SUBJECT:*** 10 ***PAGE:*** 1
SECTION: Technical Services	***EFFECTIVE DATE:*** 10/23/2008
SUBJECT: Office of Risk Management	***RELEASE:*** 15

.01 PURPOSE

The purpose of the Office of Risk Management is to ensure the safety of DHR employees, and to create a safe working environment that will reduce the number of personal and vehicular on the job accidents and injuries that occur statewide, while reducing worker's compensation costs.

The Risk Management team will take the following actions to reduce accidents statewide:

a. Identify major causes of accidents and injuries and develop appropriate policies and procedures to reduce and minimize their impact including Driver Improvement Training (DIP.)

b. Provide professional rehabilitation services (training, lectures, and occupational health care) in an effort to reduce accidents and injury.

c. Maintain up-to-date accident reports and statistics on Risk Management statewide using a database program.

d. Inform, educate and sensitize DHR staff statewide of the personal impact and costs of injuries sustained by DHR employees.

02 REFERENCE:

State Employee Risk Management Administration EXECUTIVE ORDER 01.01.2008.03, State of Maryland State Vehicle Fleet Policies and Procedures issued by the Department of Budget & Management, dated January, 2005; State of Maryland Policies and Procedures for Drivers of State Vehicles issued by the Department of Budget & Management, dated January, 2005, State Finance & Procurement Article 3-503 (a) Maryland Annotated Code.

.03. RESPONSIBILITY

The Office of Risk Management will use the following strategies in order to reduce accidents:

a. Accident Site Investigation - an investigation will be conducted on each accident. An on-site investigation will be conducted if the hazard or condition that caused the accident still exists. A member of the Risk Management team will make a recommendation for corrective action. It is the responsibility of the local Risk Management Coordinator to make corrections as deemed necessary. Investigations and recommendations will prevent the accidents re-occurring. Follow-up with the local Risk Management Coordinator will be made to ensure that the corrective action has been taken.

b. Driver Improvement Training (DIP) - means a driver improvement program that has been approved by the Secretary's Office, and is conducted by a qualified and certified instructor. At a minimum, the course shall address the following subjects:

1. Vehicle familiarization;
2. Safe vehicle operation;
3. Use of restraint systems;
4. Driving policy/rules;
5. Defensive driving techniques;
6. Preventable accidents; and
7. Accident reporting procedures.

Each employee of DHR who operates a State-owned or privately-owned vehicle on official State business shall attend and complete the DHR Driver Improvement Program within 180 days of the date of this policy. Thereafter, each such employee shall take a refresher DHR Driver Improvement Program every three years.

Newly hired employees who operate a State-owned or privately-owned motor vehicle on official State business shall attend and complete the DHR Driver Improvement Program within 90 days of employment.

c. Remedial Driver Training – is designed for employees who have had preventable accidents with State owned or privately owned vehicles, as recommended by the Accident Review Board. It is designed to help drivers become more defensive and eliminate preventable accidents. Course curriculum includes: video presentations, guest speakers, literature designed to correlate with presentations, brochures from the American Automobile Association (AAA), Motor Vehicle Administration (MVA), State Highway Administration (SHA), and the State Employee Risk Management Administration (SERMA) though provoking questions and discussions with a certificate upon successful completion.

d. Accident Review Board - consists of a panel of employees comprised of representatives from the local departments of social services and DHR Central determines the preventability of an accident or collision in a State-owned or privately-owned vehicle on official State business. A preventable accident is one in which the driver failed to do everything he/she reasonably could have done to prevent the accident. When an accident has been determined preventable by the board, corrective actions are taken based on a point system. (See Accident Review Board) Recent revisions in the Accident Review Board policies have created more serious penalties designed to deter preventable accidents and stress the importance and an awareness of defensive driving.

e. Occupational Health Care - provides health care to employees when injured at work. Employees receive immediate treatment at an authorized medical center for non-emergency injuries. The injuries that are sustained are covered under worker's compensation. This program will reduce worker's compensation costs and help DHR establish a return-to-work plan for injured employees.

f. Lunchtime Lecture Series - is designed to increase employees' awareness of the causes of personal injuries that most commonly occur in the workplace. The series includes guest speakers, question and answer sessions, videos and informational material.

g. Regional Risk Management Workshops - organized to educate and inform employees statewide regarding ways to practice and participate in the Risk Management activities. The focus will be on topics that are of importance to the local or region. Local Risk Management coordinators will work with a member of the Central Risk Management team to coordinate workshops at individual local departments.

h. Collaboration - includes working with other agencies that will help enable the Risk Management team to reach the goal of facilitating treatment for injured employees and reducing costs. Such agencies include the State Employee Risk Management Administration (SERMA), Injured Worker's Insurance Fund (IWIF),State Highway Administration (SHA), Maryland Occupational Safety and Health (MOSH), Maryland State Police Employee Health Care Council, National Safety Council, American Automobile Association (AAA), and the Maryland Safety Management Association .

.04 <u>ACCIDENT REPORTING PROCEDURES</u>

The Risk Management team has developed procedures for the immediate reporting of an accident or on the job injury when it occurs. These procedures are to be followed whenever an accident of any type occurs at DHR or any local department. These procedures will improve services to the injured worker, provide useful accident statistics and allow better record management.

a. Complete the First Reports of Injury:

- Supervisor's Report of Injury (Attachment A)
- Employee's Report of Injury (Attachment B)
- Accident Witness Statement (Attachment C)

b. These reports must be completed by the supervisor and submitted to the Injured Workers Insurance Fund (IWIF) **immediately** but no later than within 3 days of the accident. Copies must be submitted to the DHR Risk Management Coordinator. Originals must be maintained at the reporting agency.

c. The supervisor must report to the Injured Workers Insurance Fund (IWIF) by telephone or on line and to the DHR Office of Risk Management **immediately** but no later than within 3 days of the accident.

d. The DHR Office of Risk Management will review each reported accident and conduct site investigations when necessary.

e. The DHR Office of Risk Management will recommend or take actions necessary to prevent accidents based upon the reports and investigations.

f. The DHR Office of Risk Management will maintain a record of accidents reported from IWIF, DHR and the local departments of social services and prepare an annual summary.

.04 <u>ATTACHMENTS</u>

A. Supervisor's Report of Injury
B. Employee's Report of Injury
C. Accident Witness Statement