

CASE MANAGEMENT PROCEDURE

INTRODUCTION

This procedure describes the Particle Physics Division Case Management System. This system is used to track an illness, injury, or accident from the time it is reported to the time it is closed out. This system involves all levels of the PPD organization and includes trending and recommendations for improvement.

DEFINITIONS

CAIRS - Computerized Accident/Incident Reporting Sheet

Form 5 - A form generated by the Medical Department to track an employee's occupational or non-occupational medical restrictions.

SSO - Senior Safety Officer

Incident Involvement Form - A form filled out by the employee when he or she first reports to the Medical Office. This is the first record of the incident/accident and the events that led up to it from the employee's point of view. It will be a tool used later when the CAIRS form is completed.

Injury Cost Index - Developed by DOE, this index is used as a cost indicator for occupational injuries and illnesses. Cost is given in cents per hour.

Injury Cost Index in ¢/hr = $100 (\text{Cost}/\text{Hrs})$

Where Cost = $1,000,000F + 500,000T + 2,000N + 1,000D_L + 400D_R$ (\$)

| | | |
|-------|---|--|
| Hrs | = | Number of person-hours worked |
| F | = | Number of fatalities |
| T | = | Number of permanent transfers or termination |
| N | = | Number of recordable cases |
| D_L | = | Number of lost work days |
| D_R | = | Number of restricted duty days |

Days Away, Restricted, or Transferred (DART) Rate - The DART rate provides information about the frequency of "more serious" occupational injuries/illnesses. The rate is based on the number of injuries, illnesses, or lost workdays related to a common exposure base of 100 full-time workers.

DART Rate = $200,000 (\text{NL} / \text{Hrs})$

Where:

| | | |
|-----|---|--|
| NL | = | Number of cases with days away from work and/or days of restricted activity. |
| Hrs | = | Number of person-hours worked |

RESPONSIBILITIES

The Fermilab Medical Department will:

- Evaluate a person's injury or illness and provide appropriate care.
- Inform PPD of the injury and any lost or restricted time that may apply (via electronic mail).
- Provide the Incident Involvement Form to the employee for completion.
- Generate the Form 5, which will track the employee's restrictions until he or she returns to work at full duty, is transferred or terminated.
- Retain all completed Form-5's in the employee's file.
- Maintain injury/illness database (for worker's compensation information.)

The Security Department will:

- File the appropriate report (vehicle accident, property damage, etc.). The Division or Section involved receives a copy of the report and uses the information to determine if the incident meets DOE reporting guidelines. Vehicle accidents and property damage incidents must be reported if the dollar loss exceeds \$1,000 and \$5,000 respectively.

The SSO or designee will:

- Review a Form-5 and sign the Form-5 if he/she concurs with the supervisor's assessment of whether the restrictions are job limiting. The SSO will forward the Form-5 to the Medical Department.
- Participate in or lead the investigation and provide technical assistance to supervisors as needed.
- Enter investigation report into CAIRS database. Ensure the report is complete.
- If applicable, develop written lessons learned reports to share with Division Head and other divisions/sections.
- Complete trending analysis of accidents/incidents and provide feedback to the Division Head.
- Monitor cases with continuing lost or restricted time to ensure restrictions are accommodated. Update CAIRS database as necessary to reflect accurate days lost or restricted, or other new information.
- Enter preventative measures that are not immediately completed into the ESHTRK database.
- When determined necessary by the Division Head, attend a closeout meeting where the employee and his supervisor, along with a member of the PPD ES&H group go over the accident and recommended preventative measures.

The Supervisor will:

- Direct injured employees immediately to the Medical Department.
- Participate in and/or lead the investigation.
- Review the Form-5. If restrictions have been identified, determine if such restrictions will affect the employee's ability to perform assigned duties. Complete and sign the Form-5.
- Forward the Form-5 to the division/section SSO for signature.
- Identify and ensure corrective actions are implemented.
- Share lessons learned with other members of their group.
- When determined necessary by the Division Head, attend a closeout meeting where the employee and his supervisor, along with a member of the PPD ES&H group go over the accident and recommended preventative measures.

The Department Head may:

- Attend a closeout meeting where the employee and his supervisor, along with a member of the PPD ES&H group go over the accident and recommended preventative measures.
- Provide budget or time for corrective actions to be implemented.

The Division Head/Office may:

- Attend a closeout meeting as described above.
- Take whatever action they deem necessary as case trends, recommendations, or other information becomes available to them.

DESCRIPTION

Fermilab has an occupational injury performance measure; the injury cost index (ICI), in its contract with DOE. The injury cost index was developed by DOE and is intended to be an indicator of the total costs associated with occupational injuries and illnesses. This cost index is one of the ES&H performance measures included in the contract between URA and DOE. A second ES&H performance measure is the days away, restricted or transferred (DART) rate. This DART rate provides information about the frequency of "more serious" occupational injuries/illnesses, i.e., those that result in time away from work or restriction of work activities. However, it does not consider how many days are involved; a case need only result in at least one day away from work or one day of restricted duty. This lack of dependence on severity is the major weakness of the DART rate. For example, a fatality case counts the same as a case involving a single day of restricted activity. The DART rate is a traditional loss control index that is used by employers, regulators, and safety professionals throughout the world. Due to this broad use, it can readily be used to compare the occupational safety and health performance of a wide variety of employers. The injury cost index and the days away, restricted or transferred rate are calculated separately for FNAL employees (including visiting scientists) and subcontractors. Both rates are part of the performance measure.

Reducing the cost index and the days away, restricted or transferred rate are laboratory goals. Toward that end, Particle Physics Division has developed this flow chart as one tool we can use to assure we have an effective case management system. Using our system that incorporates other laboratory tools, such as the Injury Illness Prevention Subcommittee meetings, the Medical Office, and the CAIRS database, we can determine effective ways of preventing occupational injuries and illnesses in Particle Physics Division. PPD ES&H will use the information provided by the Fermilab Medical Office to track non-recordable injuries and "flag" potential problems, as we deem appropriate. The CAIRS and Medical databases can be used to provide case summaries to Department Heads and to the Division Office so that they will have the information necessary to be effectively involved.

The attached flow chart describes the PPD Case Management System from start to finish.

