



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION

Risk Management Division

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State of Nevada
Risk Management Division
2013 Year End Safety Report

Upon review of all claims and the 2013, safety reports received from state agencies, Risk Management is pleased to provide the following 2013 Year End Safety Report pertaining to occupational safety and health.

Executive Summary

Each department/agency/division and location is required to have a dedicated Safety Coordinator that works directly with the Risk Management's Safety Specialist/Consultant on various workplace safety issues (S.A.M. 0521 and 2007 Governor's Proclamation). As part of the Safety and Loss Prevention activities, the Risk Management Division (RMD) reaches out to the respective safety coordinators to provide them with additional opportunities for training, and information pertinent to their safety duties. The Risk Management Division's Safety Specialist/Consultant continues to focus on developing closer relationships with the state agencies' safety coordinators, which number in excess of 130.

Safety Coordinators duties include, but are not limited to: implementation of emergency evacuation drills; life and building safety inspections; emergency mapping development; coordinating safety training, assisting in safety program development; completing the agency's annual safety report, and serve as the liaison to work with Risk Management on any and all safety related issues. Safety Coordinators who actively serve in this role are to be commended for their hard work and efforts. The additional training and time spent on safety related duties should be acknowledged and commended because these duties are normally to be performed in addition to their regular job duties.

The Southern, Northern, and Rural groups are urged to be pro-active with safety training and related activities. The Risk Management Division understands that the needs of the various agencies can be quite unique, both in capacity and location, thus we address and accommodate special requests whenever possible. These requests encompass training in the areas of on-site rural area training and requests for building safety surveys, coupled with hands on training for new and established safety coordinators and safety committees. The division is in the process of developing "online" training classes, as well as providing training

via video conference with the goal to minimize travel costs while at the same time reaching state agencies located in the state’s rural areas.

The annual year-end agency survey form was again revised for the 2013 report to provide safety coordinators with a user friendly format as well as a more informative delivery system. Coordinators were given the option to submit an “online” report, or in the case of some large agencies, the opportunity to submit a hard copy report. Historically, large state agencies want their director’s office to review and sign their department’s reports prior to submission to Risk Management.

The division handles claims for property and auto physical damage (APD). It also oversees the workers’ compensation claims program which is handled by a third party administrator (TPA). Overall, the state experienced fewer claims in CY2013 as compared to the previous two years, with costs reflecting reductions as follows:

- Auto Physical Damage (APD) claims frequency was lower, however expenses were higher for CY2013:

<i>Calendar Year</i>	<i>Number of Claims</i>	<i>Cost of Claims</i>
2013	206	\$ 317,396
2012	272	\$ 207,417

- Risk Management’s financial responsibility for state property related claims (including mobile equipment) for CY2013 also increased as follows:

<i>Calendar Year</i>	<i>Number of Claims</i>	<i>Cost of Claims</i>
2013	18	\$213,887
2012	29	\$164,624

Workers’ Compensation Total Claims

In CY2013 we had a total of 1117 claims (roughly a 2% decrease from CY2012) with a total of 11,805 of *work days lost* for state employees (these are the number of days that injured state employees could not work due to their injuries). The total incurred costs of these CY2013 claims to date is \$8,496,352 a 12% decrease from CY2012, and almost 14% lower than CY2011. The decrease in costs to date can be readily attributed to the decrease in the number of claims but moreover the reduced severity of same in CY2013.

938 of the 1118 claims were *medical only* claims, with incurred costs of \$1,411,531 and an average cost of \$1,504.83 per claim. Both figures represent approximately a 1% decrease from CY2012, and effectively the same for CY2011.

Age Group

As with CY2010, CY2011, and CY2012, **36-45 years old** was the age group with the highest frequency of claims; that age group also **incurred** the highest claim costs.

Days of the Week

Wednesday and Tuesday experienced the most filed claims at 229, and 220 respectively, followed by Tuesday, Monday, and Friday respectively. Given the State’s variety of work schedules it is difficult to surmise with certainty why Tuesdays and Wednesdays presented as such. The cause may be relative to most furlough and vacation days being taken on Mondays and Fridays.

Loss Cause and Injuries

The cause of injury for the most frequent claims proved to be “struck or injured by” (304 claims) which also accounted for the highest incurred expenses at \$2,379,044 followed by “strain or injury by” (232 claims), and “fall, slip or trip” with 212 claims. The Department of Public Safety and the Department of Corrections incurred the bulk of each of the aforementioned claims as those claims are a result of their employees’ exposure to combative inmates, persons and/or patients in their respective work settings. Shoulder injury claims (105) caused the highest fiscal impact at \$2,301,050 in incurred costs, followed by knees (128) at \$1,324,798 and neck injuries (56) at \$1,267,116.

Vehicle Incidents (Fiscal Year 2013)

There were a total of 223 vehicle incidents (a 32% decrease from FY2012, and effectively the same as FY2011). Almost 50% of these incidents were deemed to be employee at-fault incidents. Backing up and driver inattention were the leading causal factors for these incidents. However, the financial impact for the auto physical damage claims was increased to \$309, 592.47 as compared to FY2012's \$274,373.82.

State Property Claims (Fiscal Year 2013)

Property claims for FY2013 (21) totaled almost \$267,192.41 in costs, with vandalism continuing to be the frequency driver, and damage to NDOT’s mobile equipment causing the highest financial impact. The dollar figure above excludes agency deductible obligations. It also reflects a decrease from FY2012.

Safety Training Conducted by Risk Management (most attended classes)

# of Employees	Class Title – all class room style
1147	Defensive Driving
444	Workplace Violence
165	CPR / AED / First Aid

# of Employees	Class Title – all class room style
270	Workers' Compensation
166	Supervisor Safety
239	Basic Ergonomics for Supervisors
282	Accident Investigations
11	Fitness for Duty

In order to conduct this training the division utilized in-house trainers, its vendors, our cooperative partners, Nevada OSHA SCATS, and the State Fire Marshall's Office.

Other classes currently offered by Risk Management include: Blood-borne Pathogen Awareness, Contagious Diseases Prevention, Emergency Planning, Global Harmonized System (replacement for MSDS), Insurance Requirements for State Contracts, Office Safety, Safety Committee member training, Slips Trips and Falls, OSHA 300 log, Workplace Evaluation and Management Tools (offered by SCATS), and Written Safety Programs.

At the request of the Director of the Department of Administration, the Risk Management Division developed a Workplace Violence/Active Assailant Awareness class for all department employees. Videoconferencing was used to reach out to employees in the Las Vegas area. A total of 14 classes were conducted during the last two months of 2012. In all, 408 of the 490 employees attended the class with the bulk of the remaining employees unable to take the class due to the legislative session and budget duties. Six more classes were held in 2013 to reach the remaining department employees at the request of the Director of the Department of Administration. The classes were subsequently recorded and are now available to all state employees via NVElearn. Initial video and audio recording production of the classes was not of high quality, hence the RMD will reproduce the classes during the 2014 summer.

On-Line Training Classes

In May of 2010, Risk Management started the on-line refresher class for defensive driving. A total of 438 employees took this opportunity and completed their online refresher class in 2010. In contrast a total of 6,028 employees completed the online class in 2011 and 5,978 employees completed the course in 2012. An improvement to the program included a printable certificate the student/employee can generate from their respective workstation. In CY2013 a total of 6,092 employees completed the class.

Through the assistance of our vendor a Safety Committee Basics class was produced and is available online. To date, 49 employees have completed that course. The RMD will likely make this class "mandatory" for anyone who serves on a safety committee.

Risk Management is working with its vendors to create more online courses in the following areas: Basic Office Safety, Blood-borne Pathogen Awareness, and Ergonomics, with Basic Office Safety likely made available by the end of CY2014, with the others to follow.

Office Ergonomics

63 individual and 1 general location office ergonomic evaluations were conducted with the assistance of Risk Management and the division's vendors. Most of the evaluations took place in the second half of the year. The number of evaluations increased from CY2012. It was the first time in three years that more evaluations were conducted.

Goals for 2014

Upon review of the 2013 Year End Reports received by our office, and through multiple individual conversations with state employees, the most common request again is for the Division to provide more training: add additional classes and add others that are topic specific, such as Blood-borne Pathogen Awareness. Rural agencies expressed desire for more on-site training, a challenge given the number of employees who register for these classes (3-5 on average). Risk Management acquired a videoconferencing system in 2012 and we are working with multiple agencies which have similar capabilities to conduct training using this equipment. Roughly 21% of the respondents advised they feel ill-equipped to conduct their duties as safety coordinator for their agency, with another 17% indicating that they have the knowledge but lack the time to complete their assignment.

The division's Safety Specialist/Consultant will continue to make a priority to reach out to the newly appointed safety coordinators using the forms and procedures available. Also, the quarterly safety coordinators' meetings will be scheduled and conducted utilizing the division's training room and the video conferencing equipment.

Risk Management continues to improve open and trusting communication throughout State agencies. The Safety Specialist/Consultant conducted quarterly safety coordinator meetings, and attended numerous outside agency safety committee meetings. This assists agencies who present safety or health issues and need immediate feedback and adds to the level of customer service needs. The specialist also personally responds to local onsite emergencies, and reports of indoor air quality concerns.

Enclosed to this report is the Governor's proclamation currently in effect and a proposed draft for the current governor's signature. As the Risk Management Division is an advisory agency and non-regulatory in nature, the revised document would benefit the State's Safety and Loss Prevention program with the ultimate goal of protecting the State's property and personnel, which is the division's mission.

We will continue to focus on providing more communication and guidance on the resources available to agencies through both Risk Management and OSHA/SCATS, which offers its services both to the private sector and the public sector. We will strive to provide more of the "mandatory classes" such as Defensive Driving and State Supervisor Safety (the most requested class need), and offer more classes via online capability, such as "Effective Safety Committees" and "Workplace Violence/Active Assailant Awareness" for individual agencies to take charge of and maximize their specific safety programs.

This training should empower safety coordinators and committees to conduct much needed safety inspections and surveys, conduct effective accident investigations, and address other safety and health concerns. It should also contribute to improve communication between the committee and those employees who are not on the committee but who work for the agency.

Workplace Violence (WPV) issues must be addressed as soon as they are reported, and Risk Management wants to ensure managers, supervisors and employees are well-trained to respond to this real threat. The division assisted agencies in handling 8 reported WPV issues during CY2013. This issue of WPV is covered in two different courses: Workplace Violence Recognition and Prevention, and Supervisors' Safety Training. Both classes are required for supervisors and managers. As previously mentioned Risk Management created an abbreviated Workplace Violence Awareness and Active Assailant Awareness course for the Department of Administration employees which was made available via online to all state employees in November 2013, and will be reproduced so as to offer a better presentation.

Risk Management staff will work to provide those we serve with the best customer service with the goal to exceed expectations. Staff will continue to engage in activities to educate themselves so as to stay current on their respective assignments, and strive to reduce expenditures while maximizing results. We will also continue to improve the new annual survey reporting format by using a professional online survey program, and making changes that address suggestions and concerns expressed in the 2013 surveys.

2013 Annual Year End Survey Reports

Unfortunately, as with years past many agencies/locations did not submit completed surveys. It is believed that a higher number of agencies did not complete the 2013 reports as compared to the previous year due to the legislative session. For CY2013, the division received 117 completed reports compared to 114 for CY 2012, and 120 for CY2011. We believe that Risk Management's customer service focus, and simplified reporting process will, over time, result in significantly improved cooperation throughout the state.

The following is a summary of the reports (117 reports) received for calendar year 2013.

Annual Safety Survey Responses CY2013

Question	Response
Conducted Emergency Evacuation Drill	94 completed a drill
Proper Evacuation Route map posted	111-Yes, 3- No , 3- Unsure
Written Safety Plan	111-Yes, 3 No , 3- Unsure
Workplace Safety Inspection Completed	102-Yes, 15-No
Inspection Deficiencies Detected/Corrected	63-Yes/Yes, 12-Yes/In Works, 9-No
Safety Committee in place	98-Yes, 8- No (12 not required) , 0-Unsure
Up to date Defensive Driving	94-Yes, 13-No, 10-Unsure
Ergonomic Policy Accessible	109-Yes, 4- No , 4- Unsure
Ergonomic evaluation conducted by RMD	13-Yes (*question did not address # per agency)
Workplace Violence Incidents/ Addressed	6-Yes/Yes

Correctly	
Indoor Air Quality Issues	14-Yes / All but one indicated complete satisfaction (Note: Public Works maintains more reliable data)
Risk Management Division Training Rating (Scale of 1-5, progressive scale)	21%-Average, 39%-Above Average, 40%-Excellent, 0%-Fair, 0%-Poor
Type of Training desired	91%-More frequent and or on-site training, 63% - Online Training, 49% -Ergonomics, 45% - Supervisor Safety, (continued next page) 31% Workplace Violence; 30% - Office Safety, 13% Videoconference delivery, 3%- Fire Extinguisher, 4% Defensive Tactics 2%-Dealing with Hostile People, 2%-Stress Management, 5%-other
Safety Coordinator feels competent in position	79-Yes, 23-No, 7-Prefer Not to Answer, 8-Survey not completed by Coordinator
Survey reviewed by Agency Head	77-Yes, 17-No, 26-Reviewed by Other

The following agencies submitted reports:

Dept. of Administration (Fleet Services, Human Resources Management, Library and Archives, Internal Audits, Risk Management).

Agriculture

Business and Industry (Director's office, Insurance Division, Taxicab Authority)

Controller

Conservation and Natural Resources (DCNR, Environmental Protection, Forestry, Water Resources

Corrections (all locations)

Department of Employment, Training and Rehabilitation (all locations)

Department of Energy

Division of Health and Human Services (all divisions and locations to include DWSS)

Legislative Counsel Bureau

Military (Headquarters)

Department of Public Safety (Director's office/HR, Fire Marshall, NHP-Las Vegas, Parole Board,

Pharmacy Board

Public Utilities Commission
Secretary of State

Supreme Court (all locations)

Taxation (all locations)

Tourism and Cultural Affairs (Arts Council, Commission on Tourism, Museums,

Department of Transportation (all locations)

Treasurer