

## O. EVALUATING THE AIPP'S EFFECTIVENESS

Most accidents occur because of correctable hazards. The purpose of this section is to outline the methods for evaluating the effectiveness of the workplace safety and health program in order to satisfy the requirements of the Bureau of Workers' Compensation (BWC) and the commonwealth. Evaluating the effectiveness of the workplace safety and health program is essential for continuous improvement and injury prevention.

The Safety Coordinator and safety committee work together to develop a written procedure that identifies the methods, data, information and frequency of evaluation utilized to determine program effectiveness. The determination of effectiveness is performed annually and includes data, at minimum, for the current and past two complete fiscal years. Injury statistics and analysis results are provided quarterly or at least annually to senior management, safety committee members, and all supervisors.

The Safety Coordinator, safety committee members, or assigned safety staff are responsible for:

1. developing performance indicators and measuring performance,
2. conducting loss analyses to identify injury types, trends, and locations,
3. preparing statistical reports,
4. conducting periodic program element reviews,
5. communicating statistical information and analysis results within the agency, and
6. establishing goals at least annually.

### Determining Program Effectiveness

Before measuring the effectiveness of a safety program, the data or indicators used to evaluate the program must be determined. Effectiveness can be measured by focusing on reducing existing problems (leading indicators) and comparing program success with a baseline (trailing indicators).

One method to accomplish this effort begins with tracking the results provided in the effectiveness measures spreadsheet. The report is provided every six months by the Office of Administration and uses a series of trailing indicators to illustrate claims history. An analysis of the data is conducted at least annually and a comparison of the loss history is used as the basis for measuring performance.

Trailing indicators measure the results experienced in the program, for example:

- total workers' compensation costs,
- total number of accepted claims,
- frequency rate per 1,000 employees,
- cost rate per employee, and
- average cost per claim.

Leading indicators illustrate the proactive work done to prevent future injuries, and help to indicate the program's likely future performance, for example:

- number of hazards identified and corrected,
- number of inspections and equipment checks performed,
- number of safety trainings and meetings conducted,
- progress towards achieving other safety goals,
- number of safety policies developed, implemented, and reviewed, and
- data from employee safety opinion surveys and how results change over time.

Examples of other methods recognized by the Bureau of Workers' Compensation for determining program effectiveness include:

1. comparison of incident rate using the OSHA/Bureau of Labor Statistics (BLS) formula and then comparing incident rate to the OSHA/Bureau of Labor Statistics (BLS) published incident rate for the applicable business or industry, indicating what the incident rate represents,
2. comparison of injury and illness rate derived via the *Employer's Report of Occupational Injury or Disease* (Form LIBC-344, Rev. 8-93), using the appropriate formula and then comparing rate to the rates published in the current edition of *Pennsylvania Work Injuries and Illnesses*, Table 2, "Injury and Illness Rates in Selected Industries,"
3. state the loss ratio and compare this ratio to that for the previous two years, and
4. other methods deemed appropriate by the Bureau.

### **Loss Data Analysis**

Loss analyses are conducted to identify injury trends. Risk control efforts can then be focused on the areas or activities that are resulting in injuries .

An annual loss analysis is conducted to identify injury types and locations using reports provided by the commonwealth's third party administrator for workers' compensation.

### **Program Review and Evaluation**

Annual reviews of the individual program elements and protocols are required to ensure compliance and identify opportunities for improvement. Deficiencies are corrected to ensure compliance and effectiveness in preventing workplace injuries and illnesses.

All of the mandatory program elements and protocols require an annual review to evaluate compliance and opportunities for improvement. The program elements have been reviewed and evaluated as indicated on the tables included in the Element O file. Copies of the program reviews or evaluation reports are maintained by the Safety Coordinator.