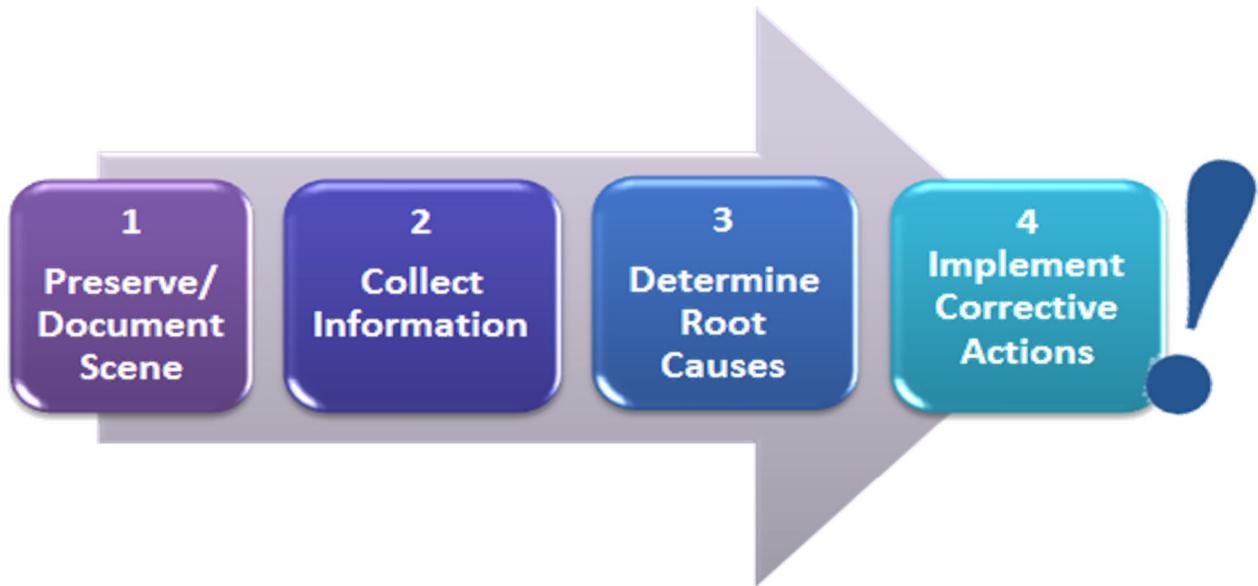


OSHA 7505 Introduction to Incident (Accident) Investigation



A SYSTEMS APPROACH TO HELP PREVENT INJURIES AND ILLNESSES

Pacific Northwest OSHA Education Center Virtual Course

August 11, 2023

Course Description

This course provides an introduction to basic incident (accident) investigation procedures and describes a systematic accident analysis approach.

Minimum Student Contact Hours: 7.5

Prerequisites: None

Course Goal

Given the occurrence of a workplace incident, the learner will be able to conduct an incident investigation using a system approach.

Terminal Learning Objectives

TLO 1: Explain basic incident investigation procedures

ELO 1.1 Explain the language of incident investigations including the difference between accident and incident

ELO 1.2 Explain the value of conducting an incident investigation

ELO 1.3 Explain employer responsibilities related to workplace incident investigations

TLO 2: Apply the four-step process to conducting an incident investigation

ELO 2.1 Preserve/document the scene

ELO 2.2 Collect information

ELO 2.3 Determine root causes

ELO 2.4 Implement corrective actions

Lesson 1: Incident Investigation Information

- Topic 1.1: Difference between accident and incident
- Topic 1.2: Value of conducting an incident investigation
- Topic 1.3: Employer Responsibilities

Lesson 2: The 4-Step Incident Investigation Process

- Topic 2.1: Preserve/document the scene
- Topic 2.2: Collect information
- Topic 2.3: Determine root causes
- Topic 2.4 Implement corrective actions

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VIRTUAL LESSON PLAN: Friday, August 11, 2023

TIME: 8:00 AM – 4:00 PM

Introduction

Participant Introductions

Review of Course Materials

Review Course Purpose and Learning Objectives - Page 3

Module #1: Incident Investigation Procedures

Incident Investigation Procedures – Page 27 – 42

Exercise – Page 29

Small Group Break Out Room Exercise

Working in your small group:

What are the benefits of investigating incidents?

- 1) What the monetary benefits?
- 2) What are the direct benefits to workers when incidents are investigated?
- 3) How does the employer benefit from a thorough incident investigation?

Module #1: Incident Investigation Procedures

Incident Investigation Procedures – Page 27 - 42

Exercise – Page 31

Small Group Break Out Room Exercise

Working in your small group:

What are some “Workplace Factors” that can lead to incidents?

- 1) How much of a factor are human performance/behavior-related issues?
- 2) How can an employer better systematically identify workplace factors?
- 3) What are some workplace factors the employer may not have direct control over?

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Module #1: Incident Investigation Procedures

Incident Investigation Procedures – Page 27 -42

Exercise – Page 41-42

Small Group Break Out Room Exercise

Working in your small group:

Discuss the questions listed below and compile a list of your responses:

- 1) Why do we use the term “incident” instead of “accident”?
- 2) How does incident investigation add value to a work organization?
- 3) What are the employer’s responsibilities in an incident investigation program?
- 4) Who should conduct or lead the incident investigation? Why?
- 5) Who should be on the incident investigation team?
- 6) What are some elements of an effective incident investigation program?
- 7) When and how should incidents be investigated?
- 8) How can employers use incident investigation to promote a positive workplace?
- 9) How do you encourage investigation of programs, not behaviors?

Module #2: The Four Step Incident Investigation Process

Step 1: Preserve and Document the Scene

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 45 - 51

Small Group Break Out Room Exercise

Working in your small group:

Review the sample incident investigation forms and discuss the following questions:

- 1) What elements on these forms could you adopt for an incident investigation form in your workplace?
- 2) What additional elements would you suggest should be included?
- 3) Do the forms indicate who is responsible to fill them out?
- 4) Who is responsible in your organization for these forms? HR? HSE? Personnel? Management?

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Module #2: The Four Step Incident Investigation Process Step 1: Preserve and Document the Scene

The Four Step Incident Investigation Process – Page 43 - 92
Exercise – Page 52 - 53

Small Group Break Out Room Exercise

Working in your small group:

Review the sample incident investigator's tool kit in Appendix A, Page 93, Incident Investigation: A Guide for Employers, and discuss the following questions:

- 1) What additional items would include in an incident investigators tool kit?
- 2) Does your organization currently have an incident investigation tool kit assembled?
- 3) Who should be responsible for the incident investigator tool kit in your organization?

Module #2: The Four Step Incident Investigation Process Step 1: Preserve and Document the Scene

The Four Step Incident Investigation Process – Page 43 - 92
Exercise – Page 54

Small Group Break Out Room Exercise

Working in your small group:

OSHA recommends beginning an incident investigation immediately. Discuss the following questions:

- 1) Why is it important to begin the incident investigation immediately?
- 2) What would be some obstacles you would likely encounter to start the incident investigation immediately?
- 3) What can your organization do to ensure the incident investigation begins as soon as possible?

Module #2: The Four Step Incident Investigation Process Step 1: Preserve and Document the Scene

The Four Step Incident Investigation Process – Page 43 - 92
Exercise – Page 59 - 60

Small Group Break Out Room Exercise

Working in your small group:

Review the case study on Page 60 and draw a sketch of the scene and compare your sketch to your groups

- 1) What detail did you include that others did not? Why?
- 2) What can you use in your incident investigator tool kit which will aide you in your sketch?

Module #2: The Four Step Incident Investigation Process

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Step 2: Collect Information

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 63

Small Group Break Out Room Exercise

Working in your small group:

Review the list on Page 63 and answer the following questions:

- 1) Can you think of any other sources of information that are useful in incident investigation?
- 2) What departments in your organization would you suggest obtaining information from regarding an incident investigation?
- 3) What are some likely obstacles you would encounter trying to obtain this information?

Module #2: The Four Step Incident Investigation Process Step 2: Collect Information

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 66

Small Group Break Out Room Exercise

Working in your small group:

Review the Carol Dean case, Pages 60-62, and make a list of those you want to interview and a list of questions to ask them:

- 1) Who should be interviewed and why?
- 2) When, Where, and How should the interviews be conducted?

Module #2: The Four Step Incident Investigation Process Step 3: Determine Root Causes

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 72-75

Small Group Break Out Room Exercise

Working in your small group:

Review the Mary Conlin case study and create a sequence of events to identify root causes:

- 1) What methods can you use to determine the root cause of an incident?
- 2) Which method of root cause analysis does your organization presently use? Is it effective?
- 3) How can you better identify direct causes, indirect causes, and root causes of an incident?
- 4) What is the impact on your organization when root causes are not accurately identified?

Module #2: The Four Step Incident Investigation Process

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Step 4: Implement Corrective Actions

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 84-85

Small Group Break Out Room Exercise

Working in your small group:

Review the Mary Conlin case study, Pages 72-75, and complete the following tasks:

- 1) Fill out an incident investigation report.
- 2) What factors led to this incident?
- 3) What corrective actions would you recommend to management?

Module #2: The Four Step Incident Investigation Process Step 4: Implement Corrective Actions

The Four Step Incident Investigation Process – Page 43 - 92

Exercise – Page 88

Small Group Break Out Room Exercise

Working in your small group:

Based on your review of the Mary Conlin case study, answer the following questions:

- 1) What changes would you recommend making to your organizations polices?
- 2) What changes would you recommend making to your organization's procedures?
- 3) What changes would you recommend making to your organization's training programs?

Course Take Away(s) for You

Course Survey / Evaluation

Course Certificate Distribution

Course Closing

