

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Department of Corrections

Improvement project title:

Reduce All Staff Workplace Injuries

Date improvement project initiated:

This project started in July 2014

Summary:

DOC developed a 7 step problem solving team of subject matter experts to reduce the number of all staff workplace injuries per 100 FTEs and determine the root causes of workplace injuries.

Details:

Description of the problem: The rate of all staff workplace injuries for fiscal year 2014 was 15 per 100 FTE's which is greater than our interim target of 13 all staff injuries per 100 FTE's.

Description of the improvement/recommendations: A team of subject matter experts was convened after review of our process measures determined that workplace injuries were higher than our interim target. The 7-step problem solving methodology was used to determine the root causes of workplace injuries. Data analysis indicated two types of workplace injuries that were predominate; slips, trips and falls, and injuries during defensive tactics training.

The root cause of the slips, trips and falls were due to insufficient staff training on preventing and mitigating these types of injuries. The root causes of injuries sustained during defensive tactics training is: lack of physical fitness, unclear instructions of proper technique, and pace of instruction.

The team developed the following recommendations:

- Provide training on how to avoid slips, trips, and falls
- Improve staff awareness of these injuries
- Develop an all staff safety intranet site
- Establish and communicate best practices to avoid slips, trips, and falls
- Revise safety policies
- Change defensive tactics training to non-consecutive days
- Implement annual audit and recertification for defensive tactics instructors

Note: The implementation team, along with senior management, will review the feasibility of recommended solutions based on cost and resource needs.



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Specific results achieved: The implementation team and sponsors are reviewing the recommendations and will determine in January which recommendations to implement.

How we involved customers or stakeholders in this effort:

Staff and supervisors from prisons, community corrections, safety, risk management, and data analysts met weekly to work through the problem solving steps.

Contact person:

Kathy Gastreich

Director of Risk Management

kegastreich@DOC1.wa.gov