



AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
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Workers' Compensation & Using Technology to Leverage Safety Performance

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Background

The Massachusetts Port Authority's Risk Management Unit received 187 Notice of injury reports during fiscal year 2014

- 68 Resulted in > 5 days of lost-time from work
- 14 employees remained out of work for more than 180 days
- 6 Employees retired and settled their claim
- 1 Employee remains out of work
- Total workers' compensation expenses incurred for fiscal year 2014 = \$3.8M

Risk Assessment

- Risk Management accurately reported loss details and *“sounded the alarm”*
- Frequency, Severity and total incurred was higher than previous fiscal years
- Six weather related claims accounted for 30% of all annual workers' compensation costs
- One claim accounted for 15% of the six weather event losses



Lessons

Risk Management accompanied Safety Staff to onsite injury investigations

- The most expensive weather related loss was reported as a “report only” three times in two months

“I told the workers’ compensation people about this last month”

- *Learned employees are confused about the workers’ compensation process*

“I don’t understand half of what they said to me”

Using Technology to Assist Injured Employees

- Created a field on first report of injury to include the injured employee's personal e-mail address
- Important claim details are e-mailed to injured worker

EMPLOYEE'S INITIAL REPORT OF INJURY (This form must be forwarded to the Workers' Compensation Unit within 24 hours)

Name:		Date of Accident:	
Home Address:		Telephone:	
Date of Birth:		E-mail	
Job Title:		Supervisor:	
Date of Hire:		Unit No:	Normal Days /Shift Hours: M T W T F S S
Location of Accident:			Time of Accident: AM PM
Were you performing your normal job duties at time of injury? <input type="checkbox"/> Yes <input type="checkbox"/> No		If No, explain:	
Description of Accident (use reverse side if necessary):			
Type of Injury:	Body Part Injured (right or left if relevant):	Source of Injury:	
Did you report the Injury? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, to whom:	Date: Time: AM PM	
Witness(es) to the Accident (include phone numbers):			
Have you injured this body part before? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, please explain:	
Will you seek medical attention? <input type="checkbox"/> Yes <input type="checkbox"/> No		Where:	
Have you returned to work?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Injured Employee's Signature:			Date:
Supervisor's Signature:			Date:

Employees on approved industrial accident automatically have their workers' compensation reimbursement rate supplemented with available sick, vacation, personal and/or long term flex time balances. You will receive 60% of your pre-injury salary if your leave balances exhaust while you remain out of work on a compensable workers compensation claim.

Please contact payroll if you wish to waive using your leave balances while on an approved industrial accident leave.

Please contact The Human Resources Department at (617)568-3900 to discuss any impact your workers compensation leave has on your employment benefits.

Expanding Use of Existing Technology

Why was pre-loss data overlooked by Risk Management?

- Easy to gloss over “*Report Only*” submissions

- Heinrich 300-29-1 model

Herbert William Heinrich wrote a book in 1931 titled “Industrial Accident Prevention, A Scientific Approach”

Heinrich suggests that for every 300 report only’s, there will be 29 minor injuries and one major injury

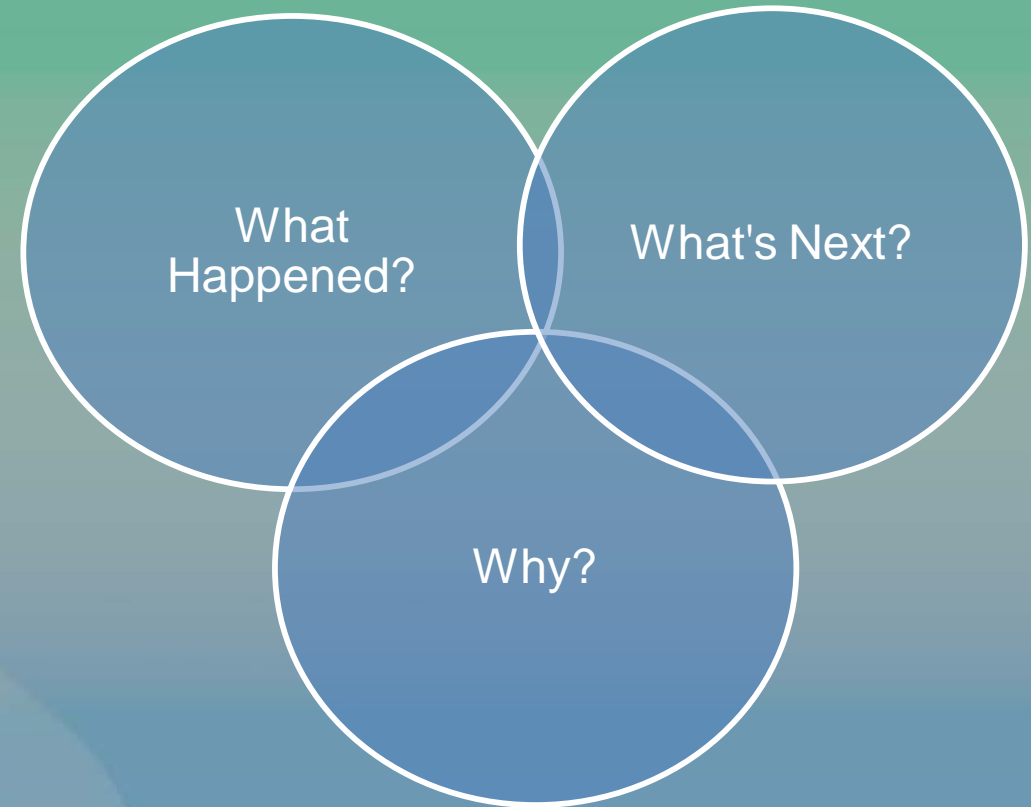


The Heinrich 300-29-1 Model

Exploring New Technology

➤ Predictive Modeling - Process of data mining and probability to forecast outcomes

- Identified top loss drivers by frequency
- Built plan to deal with identified exposures and eliminate future occurrences



New approach to reviewing data/technology in identifying workers' compensation trends

- Risk Management initiated a quarterly predictive analytics report in July 2017

<i>Nature of Loss</i>	<i>Site</i>	<i>Location</i>	<i>Location 1</i>	<i>Location 2</i>	<i>Date</i>
<i>Trip and Fall</i>	<i>Bldg 28</i>	<i>LOC</i>	<i>Level 1</i>	<i>West Door</i>	<i>8-Aug-17</i>
<i>Trip and Fall</i>	<i>Bldg 28</i>	<i>LOC</i>	<i>Level 1</i>		<i>17-Sep-17</i>
<i>Trip and Fall</i>	<i>Bldg 28</i>	<i>LOC</i>	<i>Level 1</i>		<i>26-Sep-17</i>
<i>Trip and Fall</i>	<i>Bldg 28</i>	<i>LOC</i>		<i>West Door</i>	<i>12-Oct-17</i>



Fiscal year 2016 – Close of Calendar year 2018

- Injuries resulting in 5 lost-time days of work are ▼12%
- Total incurred costs are ▼9%
- Results achieved using existing technology

This Department has worked

33

Days without a reported incident

This Department has worked

55

Days without a lost time accident

RISK & INSURANCE

2017 Teddy Award Winner

Getting It Right

Better coordination of workers' compensation risk management spelled success for the Massachusetts Port Authority.

By: [Katie Kuehner-Hebert](#) | November 1, 2017

