

LESSONS LEARNED FROM LOSSES MONTHLY NEWSLETTER - JULY 2017

Supervisor's Incident Report: Root Cause Analysis



Instructions for Supervisors:

The purpose of the Supervisor's Incident Report is to identify root causes and prevent future occurrences.

- Fact finding is the goal, not fault finding.
- We most often think about the content of the Supervisor's Incident Report as it relates to a Workers' Compensation claim, but it is also used to investigate Property, Automobile and General Liability Claims

When an Accident Occurs:

- Render any necessary medical assistance
- Take steps to secure the area
- Notify law enforcement if a motor vehicle or a crime is involved
- Take photos and preserve equipment involved in the accident
- Use the incident report form as a guide to identify ways to prevent future occurrences
- Prepare the report in sufficient detail so that the basic facts can be documented and corrective action(s) identified

Claim Example; a police officer was injured when he slipped and fell on ice on a commercial property causing serious injuries to both knees. The supervisor's incident report indicated the wrong address for the location of the loss and never advised us that there was video of the incident. Incorrect information was received from the Tax Collector's Office as a result of having the wrong address. This resulted in suit being filed against the wrong party. The Statute of Limitations tolled and we were unable to recover any portion of the \$28,000 paid in medical and indemnity benefits.