Safety Incident Lessons Learned

Capturing and Using Your Lessons Learned

Capturing Incident Lessons Learned

- Required
- Typically some sort of table, list or spreadsheet
- Typically only accessible by a few people
  - Confidentiality
  - Storage location
- Typically data collected morphs over time
  - No consistent word or phrase usage
- Difficult to use or distribute BACK out to those who need it
  - Company newsletters, emails, posted printouts, tailboards, etc.
  - Static – Snapshot in time – Can't by updated on the run.

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- Master Incident List – reformatted to add the following:
  - Lesson Learned Mitigative Statement
  - Primary Category(s)
  - Secondary Category(s)
  - Severity Level
- Lessons Learned List containing:
  - Pertinent Contextual Informational fields copied from the Master Incident List – (Nothing confidential i.e. names, clients, etc.)
  - New fields above
  - This list has public access
  - Automatically updated from Master Incident List

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- ***Simple*** mobile based web pages are automatically and dynamically created or updated when changes happen in the Master Incident List
  - Lessons Learned Home Page
    - Contains links to All Primary Categories
    - Updated only when a new Primary Category is added
  - Primary Category
    - Contains links to ALL Secondary Categories associated with the Primary Category
  - Secondary Category
    - Contains ALL Mitigative Statements associated with the Secondary Category
    - Sorted and Colored by the Severity Level
    - Link to ALL Incidents related to each Mitigative Statement

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- QR Code is created that points to the Lessons Learned Homepage
  - Code is added to the top of newsletter, THA & all safety related templates & documents sent anywhere in the company.
- Mitigative Statements are used for
  - Tailboards to prepare for the work of the day.
  - Safety moments in the field or in the office
  - Field Guide content
- Lessons Learned access is tracked by user, date/time, Primary and Secondary Category for reference and proof of use.

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- Benefits
  - Real-time turnaround of Lessons Learned to the field
  - A single Incident can be referenced from multiple Primary and Secondary Categories
  - Single point of data entry
  - Straight forward easy to understand Mitigative Statement ***WITH*** Incident data to backup and provide contextual insight
  - Simple yet complete tracking of who accessed what and when for reporting and usage encouragement

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- Challenges
  - Determining the Primary and Secondary Categories
  - Remembering that a Mitigative Statement previously used can be reused instead of writing a new one
  - Computer system limitations
  - Developer/Programmer limitations

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- Wilsons Solutions to previous slides challenges – Part 1
  - Microsoft SharePoint
    - List app for Master and Lesson Learned data
    - Pages or Wiki Page Library for pages
    - Workflows
  - In house developer with knowledge of SharePoint
    - 1 day to introduce, discuss and brainstorm ideas
    - Approx. 1 week of development time
    - Safety Department then took about a month to “Categorize” all the Incidents with Primary and Secondary Categories
    - Additional time to clean up Mitigative Statement verbiage

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

- Wilsons Solutions to previous slides challenges – Part 2
  - Determine Primary Categories (based on original Safety Manual)
    - Motor Vehicle and Equipment Safety
    - Personal Protective Equipment
    - Civil Construction
    - Construction Yard Operations and Material Handling
    - Foundations Construction
    - Helicopter Operations
    - Inside Electrical
    - Structure Assembly and Disassembly
    - Setting and Removing Poles
    - Stringing and Removing Conductors
    - Overhead Distribution and Transmission
    - Underground Lines and Equipment
    - Substation Operations
    - Cleanup and Restoration
    - Shop and Warehouse Operations

Capturing & Using Incident Lessons Learned Wilson Safety Dept. Real-Time Feed Back Tool

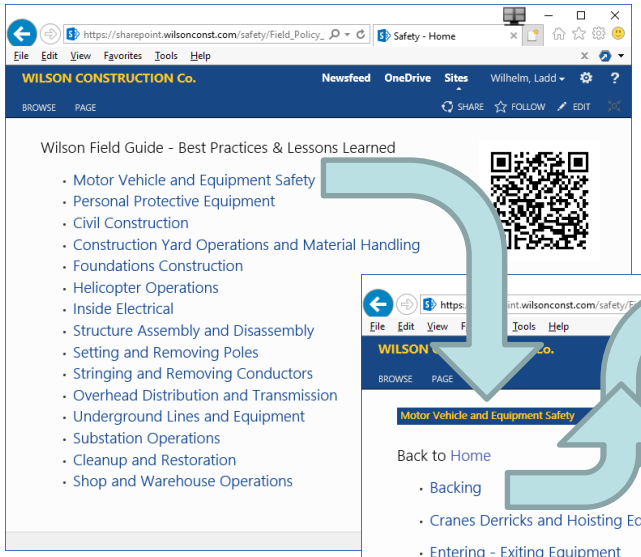
- Wilsons Solutions to previous slides challenges – Part 3
  - Determine Secondary Categories (based on original Safety Manual)

- Backing
- Cranes, Derricks and Hoisting Equipment
- Energized Substations
- Entering / Exiting Equipment
- Excavation and Trenching
- Fall Protection
- Footwear
- Gloves
- Hand and Power Tools
- Hauling Poles, Materials and Equipment
- Head, Face and Eye Protection
- Human Performance Improvement
- Industrial Trucks – Forklifts
- Material Handling
- Opening and Closing Circuits
- Opening and Guarding Holes
- Overhead Clearance
- Preventing the Bight
- Preventing Slips Trips and Falls
- Pullers and Tensioners
- Pulling Underground Cables
- Rigging Tools and Hardware
- Rubber Goods
- Safety Watcher
- Spacer Carts
- Substation Fence
- Vehicle and Equipment Inspections
- Vehicle and Equipment Operation
- Vise Grips
- Welding
- Working on the Primary Circuit
- Working on the Secondary Circuit
- Working on Transformers

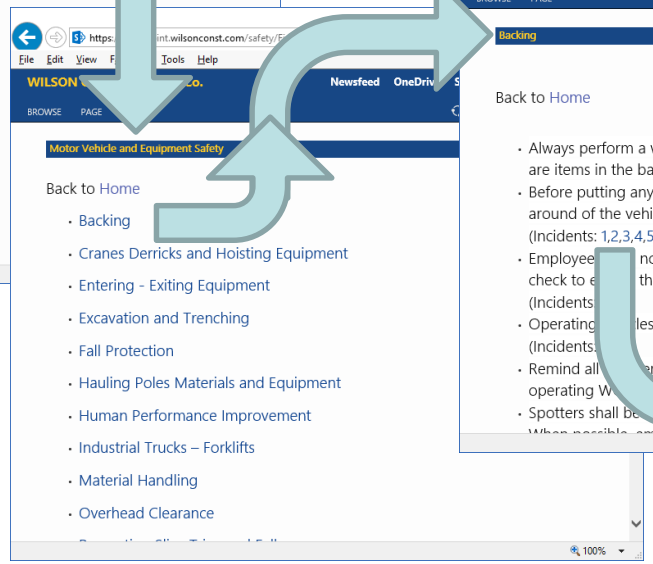
What does Wilsons Lessons Learned Real-Time Feed Back tool look like? Master Incident List

Correlation ID	Root Cause	Task	Future Mitigation/Corrective Actions Taken	Primary Level Label	Secondary Level Label	Severity Level
962	The crew failed to verify that the Y-Ball was attached to the correct portion of the chain.	Pulling Fiber	Make sure travelers are securely attached before engaging in pulling operations.	Stringing and Removing Conductors	Rigging Tools and Hardware	Moderate
963	The error was reaching out to attach the ground clamp without having enough slack between the ground clamp and the coils of cable holding its weight,.	Installing ground cable on pole	Make sure to support the weight of cables by typing them with a rope sling or handline. Don't try to support the weight of a cable by simply wrapping it around a ladder step.	Overhead Distribution and Transmission;#Setting and Removing Poles;#Structure Assembly and Disassembly	Material Handling	Moderate
947	The employee chose to back up on a public roadway.	Driving	Employees shall not back up on public roadways. Employees shall perform a check to ensure there are no obstructions prior to backing their vehicles.	Motor Vehicle and Equipment Safety	Backing;#Vehicle and Equipment Operation	Moderate
961	While trying to avoid a collision with another vehicle, the employee rear-ended another vehicle.	driving	Employee shall drive defensively and be aware of other drivers around them.	Motor Vehicle and Equipment Safety	Vehicle and Equipment Operation	Moderate
960	The crew failed to check both ends of the cable before it was energized.	Energizing underground cables	Always ring-out cable to identify that each end is complete and labeled correctly.	Underground Lines and Equipment	Opening and Closing Circuits	Moderate
958	A crew member cut a conductor without confirming that the other end had a jumper installed.	load transfer	Use Three-Way Communication to make sure that jumpers are installed and all persons are in the clear before completing a critical step such as opening a jumper.	Overhead Distribution and Transmission;#Stringing and Removing Conductors	Human Performance Improvement;#Opening and Closing Circuits;#Safety Watcher;#Working on the Primary Circuit	Moderate
959	The crew did not use a spreader bar to pick the reel. The sharp edge of the reel cut through the rubber blanket and the nylon rigging sling	Moving wire reels	Use a spreader bar and proper rigging to lift and move wire reels.	Civil Construction;#Overhead Distribution and Transmission	Material Handling;#Rigging Tools and Hardware	Moderate
957	The crew did not verify locates prior to digging.	Digging	Do not dig unless you have active, visible locates. Follow hand-digging procedures when excavating around known utilities.	Civil Construction;#Setting and Removing Poles;#Structure Assembly and Disassembly;#Underground Lines and Equipment	Excavation and Trenching	Moderate
956	The operator did not inspect his path of travel and did not wait for a Safety Watcher to assist his movements.	moving equipment	Prior to moving large equipment between structures, scout the path of travel for potential hazards. Use a spotter to assist with identifying and avoiding obstacles.	Civil Construction;#Motor Vehicle and Equipment Safety;#Overhead Distribution and Transmission;#Structure Assembly and Disassembly	Overhead Clearance;#Safety Watcher;#Vehicle and Equipment Operation;#Cranes Derricks and Hoisting Equipment	Moderate

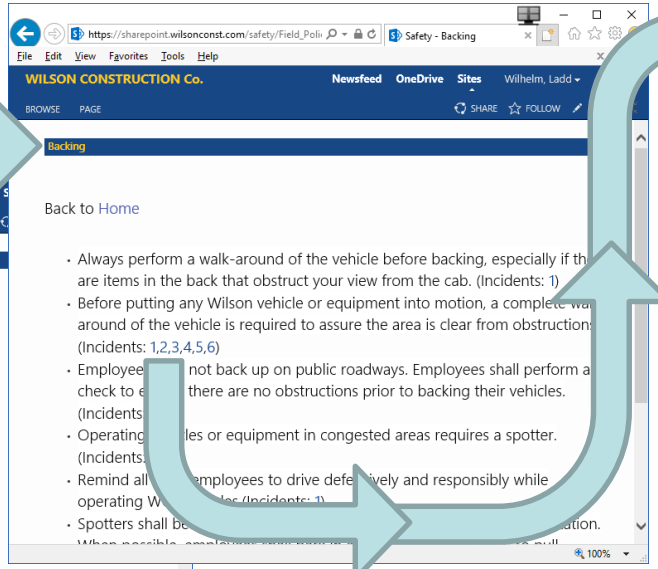
What does Wilsons Lessons Learned Real-Time Feed Back tool look like? Computer Web View



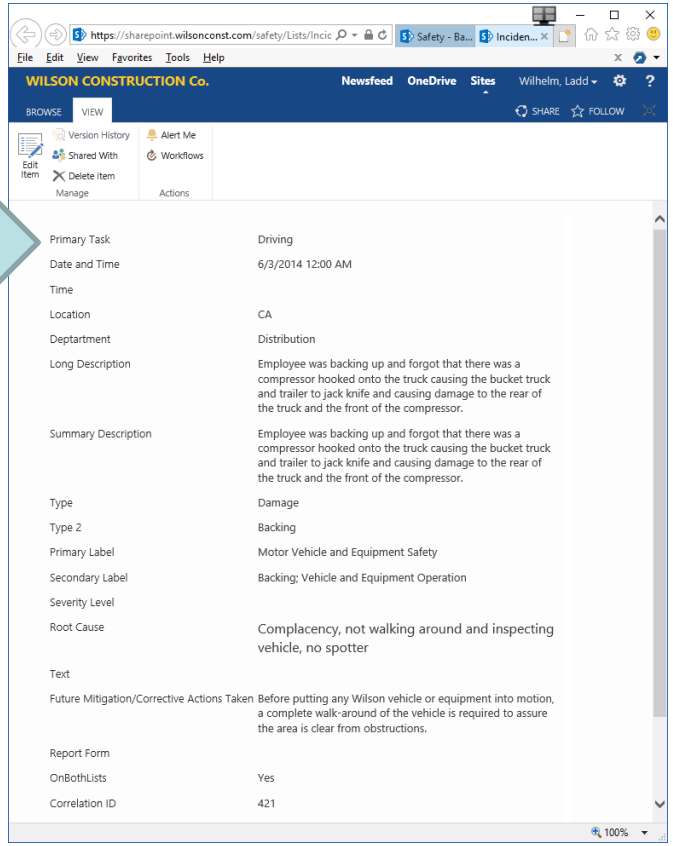
Home Page



Primary Category Page

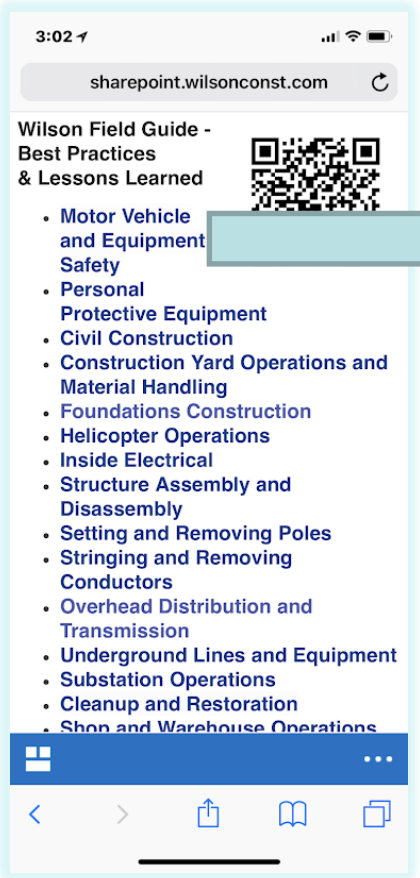


Secondary Category Page



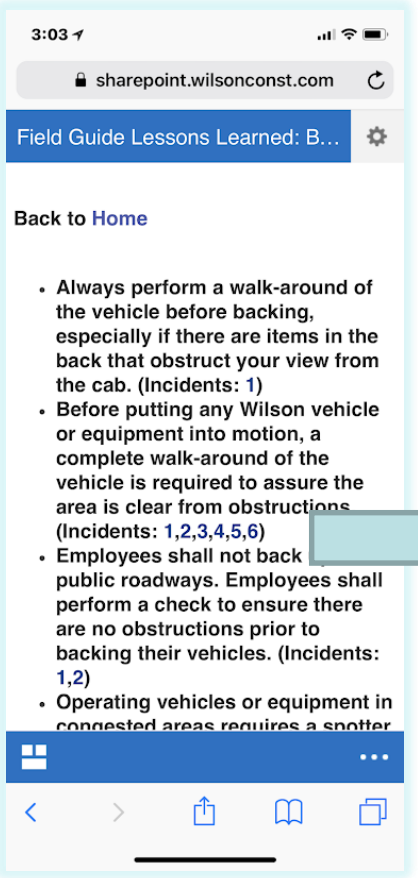
Incident Detail Record

What does Wilsons Lessons Learned Real-Time Feed Back tool look like? (Mobile View)

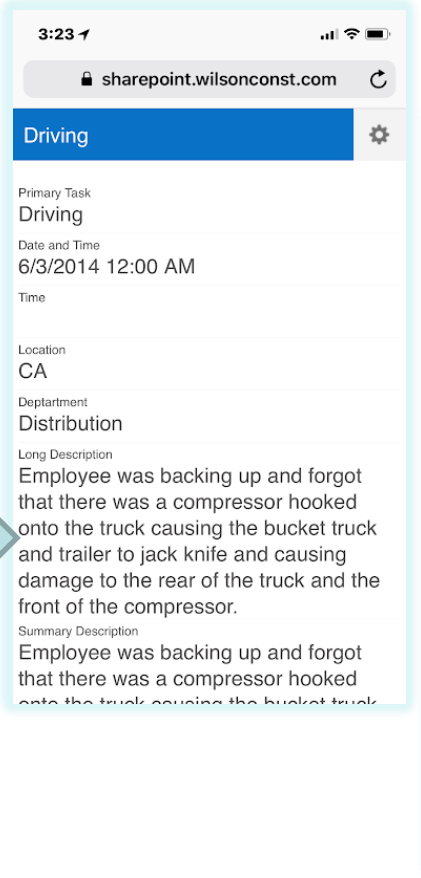


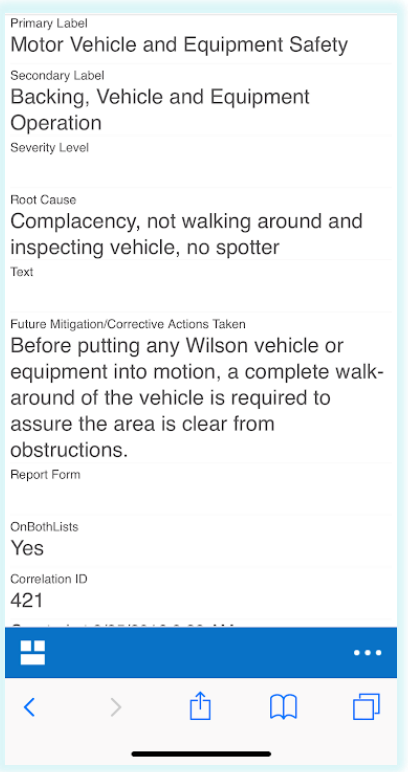
Home Page

Primary Category Page



Secondary Category Page





Incident Detail Record