

WASHINGTON HOSPITALS WORKERS' COMPENSATION PROGRAM

# TRUST NOTES

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## Our Vision, Mission, and Values

Our Boards of Trustees of the Public Hospital Workers' Compensation Trust and the Washington Hospitals Workers' Compensations Trust have adopted a Vision, Mission, and Values for our program. We create services and programs that follow these for our membership.

**Vision** – To lead our membership to create and maintain the safest work environment.

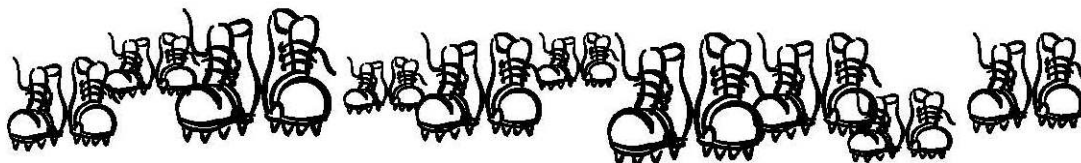
**Mission** – We exist to promote the best practices by all members for optimal injury and illness prevention and workers' compensation outcomes.

**Values** – We value and expect the following attributes:

- Demonstrating leadership and innovation while being responsive to member needs and increasing member value.
- Committing to continuous improvements in the quality of our results and processes.
- Preventing work-related illnesses and injuries.
- Creating a core culture of safety.
- Demonstrating integrity and trustworthiness in our relationships and activities.

## Register Now for Our Claims Management Boot Camp!

Left, right, left, right...





Executive Consultant Carmen Bianco of Behavioral Science Technology, Inc. (BST) emphasized that organizational leaders can drive company culture to make workplace safety a priority. Recent studies that show companies reduce injuries more effectively with comprehensive employee-engagement approaches than with traditional safety programs alone, Bianco sited.

“When companies successfully communicate that productivity cannot exist without safety, they can better reduce on-the-job injuries,” Bianco told “[Occupational Hazards](#).” Leaders must build a culture in which they listen to and value every employee and what they bring to the table, in order to build a culture of safety.

“Traditional safety programs are essential but not sufficient for excellence,” said BST chief operating officer Scott Stricoff in a BST [press release](#). “Business systems, management decisions, and the culture as a whole all influence how effectively safety systems perform.”

If organizational leaders emphasize, support, and involve themselves in safety programs, they lead a culture of continuous improvement and organizational excellence.

For more information please view the “Occupational Hazards” article at:

[www.occupationalhazards.com/News/Article/79703/Culture Leadership Critical to Reducing Workplace Injuries.aspx](http://www.occupationalhazards.com/News/Article/79703/Culture_Leadership_Critical_to_Reducing_Workplace_Injuries.aspx)

To view the BST press release, visit: [www.bstsolutions.com/pdfs/April-2008-BST-Testifies-Before-Senate-Subcommittee.pdf](http://www.bstsolutions.com/pdfs/April-2008-BST-Testifies-Before-Senate-Subcommittee.pdf)

### **Workplace injuries cost nearly \$50 billion, annual index reports**

Overexertion remains the most disabling work-related injury, costing businesses more than \$12 billion in 2005, according to a report from the [Liberty Mutual Research Institute for Safety](#).

Defined as injuries caused from excessive lifting, pushing, pulling, holding, carrying, or throwing – overexertion injuries account for more than a quarter of the \$48.3 billion direct cost of workplace injuries. The insurance company’s annual Workplace Safety Index ranks the 10 leading causes of disabling injuries and their direct costs to industry.

Falls on the same level consistently ranks second in the index, claiming \$6.6 billion in costs in 2005. Moving up the ranks was falls to a lower level, which surpassed bodily reaction (injuries caused from slipping or tripping without falling) to reach the No. 3 spot in the index for the first time. Falls, as a single event category, comprise 24% and over \$11 billion in costs.

Coupled with a company’s worker injury data, Liberty Mutual’s Workplace Safety Index has become an important tool in assessing safety standards from a prevention angle.

To view the report, go to:

<http://www.libertymutual.com/omapps/ContentServer?cid=1138355544266&pagename=ResearchCenter/Document/ShowDoc&c=Document>

## **Confidentiality and Privacy Concerns**

In the news recently, security breaches in two hospitals have led to concerns over the healthcare industry's awareness of confidentiality and privacy issues.

- One New York hospital admitted poor judgment in waiting four months to inform current and former patients that a desktop computer containing personal information had been stolen. The computer contained the Social Security and health insurance numbers for 88,000 patients. The hospital's president and CEO stated that the delay in notifying patients was due to concerns of notifying the thief that the computer contained valuable information, and they were seeking out a credit monitoring program to offer affected patients.
- In other news, nearly 70 current and former UCLA Medical Center employees have been linked with inappropriate viewing of celebrity and coworker patients' medical records. UCLA Medical Center is facing sanctions from California's health department. In separate incidents, several employees were suspended or fired for violating and leaking records to the press, including those of Farrah Fawcett, Britney Spears, and Maria Shriver.
- These events raise concerns over the healthcare industries lack of awareness surrounding the cause, frequency, and seriousness of patient identity theft. Many healthcare organizations don't realize the financial impact of a security breach, but the average estimated cost may be as high as \$197 per compromised record and \$6.3 million per incident, according to a ["PHTS Viewpoint"](#) article.

We would like to remind you that each member of the WC Program staff has signed a confidentiality agreement regarding our claim information and is held to the high standard of confidentiality by the Washington State Legislature per [RCW 51.28.070](#).

Additionally, as of May 31<sup>st</sup> ISO ClaimSearch will be masking the first five digits of claimant's Social Security numbers in order to improve data privacy. ISO ClaimSearch assists the WC Program to research previous injuries and accidents for workers' submitting certain claims. Those claims include all Time Loss claims and some Treatment Only or Medical Only claims with back and major joint (back, shoulder, and knees) injuries and if there is an L&I letter in the file.

To view the WA State Legislature RCW, go to:  
<http://apps.leg.wa.gov/RCW/default.aspx?cite=51.28.070>.

## **2008 CEO Challenge Safety Contest**

All activities are focused on the VISION adopted by the two Boards of Trustees for the PHD and WAH Trusts:

**“TO LEAD OUR MEMBERSHIP TO CREATE AND MAINTAIN THE  
SAFEST WORK ENVIRONMENT”**

The Washington Hospitals Workers' Compensation Program (WHWCP) has offered the CEO Challenge Safety Contest for the last several years, but this year, we are taking a different track. It is designed to engage the CEO with the safe patient handling committee and for the CEO to become familiar with patient handling equipment. We are not requiring that CEOs become involved in direct

patient care, but we believe with the confluence of patient and employee safety, it is important for each CEO to understand this important process.

For the 2008 CEO Safety Contest, we “challenge” the Hospital CEO to interact with the safe patient handling committee for the purpose of understanding the committee’s work: the current plan, and future plan for developing safe patient handling policy changes; identifying needed equipment and pinpointing barriers to achieving zero patient handling injuries.

The CEO is required to “shadow” a patient care team to see how the patient handling equipment is used on a daily basis. The CEO must learn how to use or operate two pieces of equipment, and then demonstrate the operation of one piece of patient handling equipment or assistive device such as a slip sheet. The CEO must also participate in the use of equipment by taking the role of patient.

The CEO is then required to provide a five to ten minute video tape that includes a discussion of participation in the committee; how purchase and use of equipment has made a difference for employee injuries; the challenges and barriers facing the committee; lessons learned; and any recommendations for the future. A portion of the CEO's taped experience needs to include his/her demonstration of competency with at least one piece of equipment. The video will be judged with specific criteria listed in the full contest rules which can be accessed on our website.

The ENTRY must be received by WHWCP no later than 5:00 p.m. on Monday, August 25, 2008. Entries received after this date and time (no exceptions) will not be considered for the contest.

Judging will be by one WHWCP staff member and two to three other individuals. The judges will consider: 1) whether the facility meets the basic requirements of elements for participation; 2) if all the critical elements listed in the rules are present; 3) if the entry is received timely; and 4) the creativity of the video.

A Check for \$5000 will be awarded to the one First Prize Winner chosen by the judges. The check must be applied to the Safe Patient Handling Committee to purchase equipment or provide training resources that will promote safe patient handling and minimize employee injuries.

The prize money can be applied to any area of the hospital or hospital district that the safe patient handling committee deems appropriate; it is not limited to acute care as B & O tax credits are in the regulation. For example, the committee may choose equipment resources for EMS, nursing home, home health, etc.

The WHWCP will follow-up with the winner and interview designated individual(s) for an article in the TRUST NOTES Newsletter on how the winning hospital used the \$5000.

We based this contest upon a PBS and Discovery Channel show where CEOs of large organizations—for example: Heathrow Airport, Loews Hotels, Club Med, etc.—placed themselves in the positions of their employees. The Loews Hotels CEO worked poolside, the front desk, and room service—he agreed with employee complaints that the uniform was too hot for walking up and down hallways, delivering food, etc.—and as a member of maid service, cleaning and making up rooms, his room never passed inspection. At WHWCP, we believe this is a process that our members could utilize.

For full contest rules and requirements, please visit our website: [http://www.whs-seattle.com/wcp/news/documents/2008\\_TopPerformerCriteria.pdf](http://www.whs-seattle.com/wcp/news/documents/2008_TopPerformerCriteria.pdf).

Questions regarding this contest should be directed to: Beverly Simmons, Executive Director of Workers' Compensation Programs at 206.216.2536 or [BeverlyS@wsha.org](mailto:BeverlyS@wsha.org).

### **Congratulations Graduates of the OSHA 10-Hour Course!**



The graduates of the May 12<sup>th</sup> course made it through 10 hours of OSHA safety and regulation training plus the safety training standards set by our own Washington State DOSH. This class was the first ever (as far as we know) to combine our state regulations with federal safety training basics. Please join us in congratulating the following graduates:

Ramona Reynolds, Klickitat Valley Health; Ray Eickmeyer, Lake Chelan Community Hospital; Carolyn Hood, Lake Chelan Community Hospital; Teri Cook, Valley General Hospital; Paul Staats, Willapa Harbor Hospital; Jessie Ramos, Skyline Hospital; Joleen Bland, Othello Community Hospital; Loren Labrador, Capital Medical Center; Jeanne Trepanier, Columbia Basin Hospital; Betsy Hart, Jefferson Healthcare; Joy Guptill, Jefferson Healthcare; Jennifer Petler, Cascade Valley Hospital and Clinics; LaDon Linde, Sunnyside Community Hospital; Shannon McDonnell, Whidbey General Hospital; Tenna Pennick, Tri-State Memorial Hospital, and Gordon Smith, Mid Valley Hospital.

These attendees of the course receive their official OSHA 10-Hour card and a letter of commendation from Beverly Simmons, Executive Director. They can be proud of achieving this accomplishment.

During the class, attendees asked for a way to continue learning and sharing safety information. So, Safety Coordinator Suzanne Metz created a newsgroup to continue the discussion of safety and create a network of support. The group is called *trustsafety* and is hosted by Yahoo! Groups, a free service. To become a member of the *trustsafety* group, you must submit a request through the website. Click here to join [trustsafety](#). You can choose several formats, read the posted messages from all group members as they are generated daily, or you can choose to receive the weekly digest.

For your convenience, all the OSHA 10-Hour course information and training materials, including the Power Point Training Presentations and videos, are included in the Files section of the group page.

Congratulations again!!

<http://finance.groups.yahoo.com/group/trustsafety/?v=1&t=search&ch=web&pub=groups&sec=group&slk=1>



## **Upcoming On-site Claims Management Visits**

These on-site visits provide each hospital with status updates of their open claims, education on workers' compensation, and an opportunity to address specific issues, as well as meet Workers' Compensation personnel. The claims staff will call to confirm dates with those facilities scheduled below.

- June 17<sup>th</sup>, *Tuesday* Quincy Valley Medical Center – Quincy
- June 18<sup>th</sup>, *Wednesday* Ferry County Memorial Hospital – Republic
- July 11<sup>th</sup>, *Friday* Morton General Hospital – Morton
- July 18<sup>th</sup>, *Friday* Regional Hospital – Tukwila

## **Please take the TRUST NOTES Reader Survey**

The WC Program TRUST NOTES appreciates your readership and values your opinion. In order to better serve you as readers and as members of the Trusts, we have built a short survey. We have a few responses already, but we would love to hear more! To participate in our survey, click on the following link: [www.zoomerang.com/Survey/?p=WEB227UG6TKKUZ](http://www.zoomerang.com/Survey/?p=WEB227UG6TKKUZ). And thank you!



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