



BULLETIN

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RISK MANAGEMENT DIVISION:

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Loss Control:

(701) 328-7582

Workers Compensation:

(701) 328-7583

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www.nd.gov/risk/

Risk Management Division Mission Statement

To protect the assets of the State of North Dakota - its people, property, and financial resources - so that the State can continue to meet its obligations to its citizens.

Risk Management 2007 Seminar

As you are aware, in 2006 our office decided to host the Risk Management Seminar on a semi-annual basis that coincides with the State's semi-annual Legislative Session. This practice enables us to review the current session's legislation that potentially impacts the State's risk management process. Along with that review, for 2007 we are planning numerous break-out sessions which will allow us to focus on a variety of topics including: Record Keeping as an Aide in Litigation; Electronic Records Management; Electronic Incident Reporting; COOP issues including Pandemic Preparedness, Data Recovery Issues, the LDRPS Version 10 Update, and the use of Notifind; the Risk Management Workers Compensation Ergonomics Program; Risk Management's enhanced On-line Employee Training Program.

2007 Risk Management Seminar

Dates: May 1, 2007 1:00—5:00 p.m.
May 2, 2007 8:00 a.m.—noon

Location: The Heritage Center, Capitol Grounds, Bismarck

Focus: *Records in the Risk Management Process*

Who Should Attend?

Division Directors, Business Managers, Records Managers, COOP Developers, ITD Contacts, Risk Management and Risk Management Workers Compensation Contacts, other interested State employees.

Mark Your Calendars

Remember, attendance by the Risk Management and Risk Management Workers Compensation contacts, or a member of the entity Loss Control Committee, is required for the entity to qualify for the Risk Management Fund and Risk Management Workers Compensation Fund Program



UPDATE

Web site :
www.nd.gov/cog

LDRPS Developments—

We have been working to address the issues that developed this quarter affecting the employee import into LDRPS resulting from changes in the new version of PeopleSoft. Please review your list of employees to make sure everything is coming through correctly. Also delete out any former employees from LDRPS.

Because some vendors had multiple entries in PeopleSoft, the Procurement Office has inactivated some vendor entries in the vendor data base. We have changed over to the PeopleSoft active accounts so you may see slight name changes in some of your vendors in LDRPS. We have also found that because of the multiple vendor entries some plans have the same vendor entered twice. Please review your vendor lists to determine if you really need multiple entries of the same vendor at the same location. Also it appears that some people chose vendor names without looking at the address. Some vendors are listed because of their location in multiple cities and states. Please confirm that you have listed the one you actually will be using in an event.

Table Top Exercises (TTE)—

We have completed 42 State agency TTEs. Reminder—a review of the Risk Management September 2006 Bulletin article identifying recurring shortcomings in COOP plans can be a resource for agencies preparing for a TTE as well as those revising COOP Plans following a TTE. Some agencies still need to schedule their table tops. Please review your schedule and set a date with Janell Quinlan at 701-328-7226; jquinlan@nd.gov.

COOP and a Pandemic—

Best practices for building COOP Plans is not to focus on a single scenario and build the Plan to address that scenario, but to think of the “worst case scenario” and

plan down. One “worst case scenario” that persists is the threat of a Pandemic (not only the Avian Flu). While this scenario does not result in the immediate loss of an infrastructure, its effects can be devastating to your most important asset—your employees and their dependants. In other words, how will you accomplish your essential functions (as determined in your COOP Plan) with only 50 – 60% of your staff.

According to the U.S. Department of Health and Human Services the impact of a Pandemic:

- ◆ May come and go in waves, each of which can last for six to eight weeks.
- ◆ An especially severe influenza pandemic could lead to high levels of illness, death, social disruption, and economic loss. Everyday life would be disrupted because so many people in so many places become seriously ill at the same time. Impacts can range from school and business closings to the interruption of basic services such as public transportation and food delivery.
- ◆ A substantial percentage of the world's population will require some form of medical care. Health care facilities can be overwhelmed, creating a shortage of hospital staff, beds, ventilators and other supplies. Surge capacity at non-traditional sites such as schools may need to be created to cope with demand.
- ◆ The need for vaccine is likely to outstrip supply and the supply of antiviral drugs is also likely to be inadequate early in a pandemic. Difficult decisions will need to be made regarding who gets antiviral drugs and vaccines.
- ◆ Death rates are determined by four factors: the number of people who become infected, the virulence of the virus, the underlying characteristics and vulnerability of affected populations and the availability and effectiveness of preventive measures.

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Slippery Liability

Try as we might, we cannot prevent *all* slip and falls on the snow and ice that are a part of winters in North Dakota. However, there is still plenty we can do to *prevent* these incidents and properly address them *after* they occur, which includes proving that we have done what was reasonable and prudent in protecting people using our facilities.

First, you must know who is responsible for snow and ice removal at your facility. If the facility is leased, the lease agreement should identify the responsible party (typically the landlord). However, employees still need to monitor conditions and possibly supplement the landlord's efforts by spreading ice melt or clearing walkways to ensure walkways and parking lots are adequately cleared if conditions change during working hours and until the responsible party can respond. If the State entity has the responsibility of snow and ice removal (typically facilities personnel), policies and procedures for the process should be adopted, communicated through training and education to responsible employees, and complied with. Contact this office if your entity needs help developing and implementing snow and ice removal policies and procedures.

If, despite all your best efforts, a slip and fall occurs involving either an employee or a visitor, *would your employees know the correct incident reporting procedures and requirements or even whom to call to get that information?*

Prompt reporting is critical. Late, inaccurate, or a complete lack of reporting can result in the denial of workers compensation coverage, further injuries, or can

jeopardize the defense of a claim or lawsuit. Your entity Risk Management Contact and facilities personnel should be notified of the incident immediately after it occurs or as soon as any employee becomes aware of the incident. Within 24 hours of the incident, the on-line Risk Management Fund Incident Report, SFN 50508, must be completed and submitted to Risk Management. The report should be completed by a State employee, preferably the person with the most or first hand knowledge of the event, i.e. the first person notified, the witness to the incident, the person who inspected the scene, etc. This form is not to be filled out by the injured person. This is the State's opportunity to record the facts based upon our investigations and information. If you do not have all of the information within 24 hours, the incident report should be submitted and supplemental documentation can be forwarded to Risk Management and attached to the original incident report when the investigation has been completed.

For various reasons, it is important for someone to immediately visit the site and record the conditions where the incident took place. Good record-keeping can be the key to defending a claim or lawsuit. Keep in mind that digital pictures are an excellent tool to preserve documentation of the current conditions of the site.

It is also important for someone to visit the site in the event that an unsafe condition needs to be corrected. This requires notification to the facilities personnel or the landlord of the premises. This provides the property owner the opportunity to make any necessary corrections before another incident occurs. The facilities personnel will also be able to document the action taken, both prior to the incident (what procedures had been conducted according to the policies and procedures) and what had been done after notification (completing a work order and/or attaching documentation to

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RMWCP Update



Discount Program for FY 2007—

Information regarding the RMWCP discount for FY '07 is now available on the Risk Management web site at (www.nd.gov/risk/discounts/discount-wc.html). To qualify for up to a 15% RMWCP premium discount for FY '07, a State entity must have an ergonomic program/process in place that meets the criteria outlined in the Premium Discount Application. *The Premium Discount Application and a sample Ergonomics Program/Process can be found at the above link.* (Note, the Risk Management on-line training site has several training videos on ergonomics that can be used to meet the training requirements of the discount program.) The Risk Management Division is committed to ensuring all state entities qualify for the full 15% discount in FY '07. If you need any assistance in meeting the discount criteria, contact Diane Waliser at 328-7583.

Risk Management On-line Training System—

The new enhanced on-line training system has been up and running since September. Hopefully, all bugs have been worked out. If you experience any problems using the system, please report them to Risk Management as soon as possible so the problem can be promptly addressed. In addition, if your agency has any training courses you would like posted on the training site, submit the material to Diane Waliser at drwaliser@nd.gov. Posted training material can be agency specific for use by that agency's employees but it cannot be protected from access by employees of other state agencies. *Reminder*, if you do not have an nd.gov account you can only access the on-line training system by using a North Dakota Login ID.

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An excellent resource to assist you in developing your Pandemic Plan is the Department of Health and Human Services web site. The following are some links within their web site:

<http://www.pandemicflu.gov/> will link you to **“One-stop access to U.S. Government avian and pandemic flu information.”**

<http://www.pandemicflu.gov/plan/business/businesschecklist.html> will link you to a **Business Pandemic Influenza Planning Checklist.**

<http://www.pandemicflu.gov/plan/pandplan.html> will link you to **Pandemic Planning Assumptions.**

<http://www.pandemicflu.gov/plan/states/northdakota.html> will link you to the **North Dakota State & Local Planning & Response Activities.**

Now that we are well into the flu season, are your employees remembering to wash their hands frequently, either using



soap and water or hand sanitizer stations strategically placed throughout the work-

space, especially near shared equipment such as photocopiers?

Contact Central Supply to order efficient, easy to install, wall mounted, hand sanitizer stations.

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CHECK IT OUT!!
Please check your address label.
Report any corrections to our office.

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the incident report verifying how any deficiencies had been addressed).

The efforts of completing the incident report and recording the above-information may require coordination and the combined efforts of the reporting entity/employee and the facilities personnel.

Several other important points of information to note for the incident report includes: the weather conditions (currently and at least a day prior); the foot-wear of the injured person; anything significant about the injured person, such as something that would indicate he/she was rushing or running; if the person was carrying heavy or bulky items affecting his or her balance, etc.

In the litigious society that we now live in, all of these facts and observations are invaluable when it comes to defending your entity's actions and efforts. You will find that the time at the front end is time well spent, rather than at the time of a claim or lawsuit.

Introducing Dawn Moen

The Risk Management Division is pleased to introduce Dawn Moen, Risk Management's Administrative Assistant since October 31, 2006. Dawn replaced Renae Heller who is now working at OMB Fiscal Management.



Prior to joining us, Dawn worked at the North Dakota Water Commission so she is familiar with State agencies, PeopleSoft, and the risk management program. Dawn can assist you with on-line incident reports, questions on premium, deductible, or contribution payments, and on the status of a claim. We are very fortunate to have someone with Dawn's talents as a part of our team.

Help us welcome Dawn. She can be reached at dmmoen@nd.gov; phone (701) 328-7584.