



Incident Investigation & Reporting

Patrick Kadaali

Key Points

IMPETUS

PROCESS

CHALLENGES

OPPORTUNITIES

OPERATIONALIZING

FUTURE

Context:

- Background and decision to act
- Development & implementation
- Speed bumps encountered
- Lessons learnt and opportunities for growth
- Integration and the bigger picture
- Refining and redefining

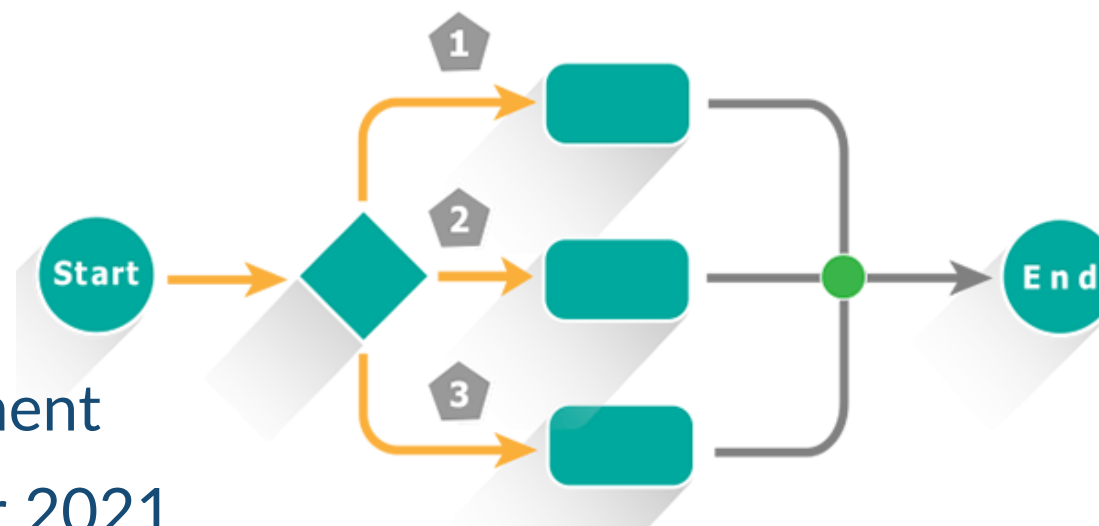
IMPETUS

- Paperwork (handling & management)
- Incidents going unreported
- Incident notification/escalation challenges
- Corrective actions not based on root cause identification
- No proactive reporting
- No data trending and analytics



PROCESS

- Onset & initial discussions: 2020
- Proposal to senior management (Buy-in)
- Consultation with DSI (IT department), JHSC, Learning & Development, managers
- In-house Safety App built
- End user testing
- Training
- Communication and change management
- Roll-out and implementation: October 2021



CHALLENGES

- Inadequately classified incidents (gaps in metrics)
- WCB reporting still paper based
- Technology (App) limitations i.e. notification, permissions
- Need for ongoing IT support



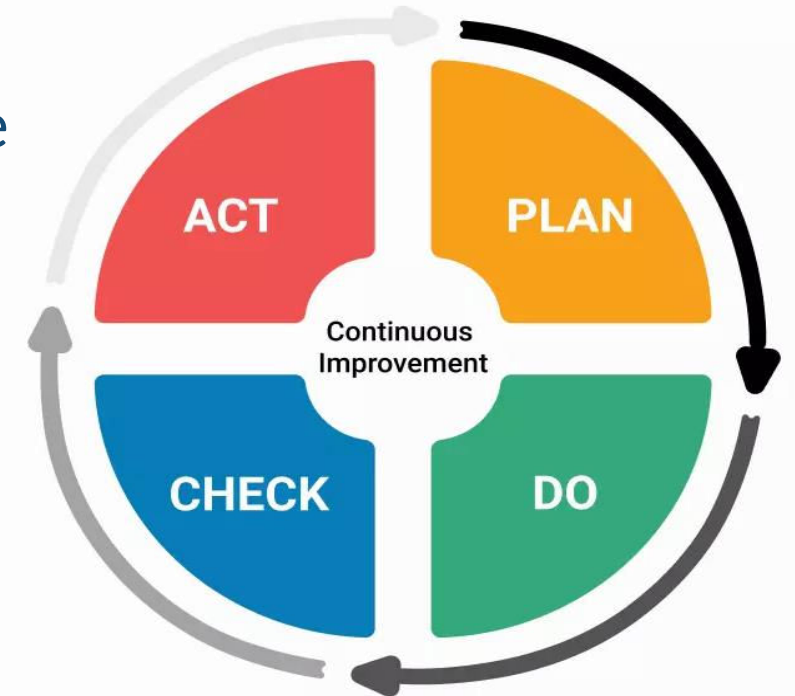
OPPORTUNITIES & LESSONS

- Keep it simple (affordability & simplicity)
- Educate & train on the how
- Shifting from blame culture to learning culture
- Communicate the why of reporting & investigating
- Close the loop or lose the group



OPERATIONALIZING

- Ease of integration (compatibility with IT platform)
- Systems oriented (Complements Agency programs)
- Ease of access, navigation, intuitiveness, responsive
- Confidentiality
- Continuous improvement through feedback, review i.e. achieving intended purpose



FUTURE

- Keep refining and reinventing (based on feedback, reviews, gaps)
- Technology is the bread, but coaching is the butter
- Privacy and security

