POLICY  Ageia Health Services is very concerned with any type of incident that may occur and will investigate to find the root cause for correction. This requires the involvement and cooperation of everyone associated with the incident. The following procedure will be used when investigating an incident.

PROCEDURES

1. Immediately report any facility workplace accident with injury, to the home office (Risk Management), sending a copy of the *Employee Report of Incident/Accident, Incident Investigation and Witness Statement* forms completed per steps that follow.

2. Establish a “fact-finding is not fault-finding” approach to investigation; gather information to discover and analyze reasons for the accident, as below:
   - Ask the employee, as soon as safely and physically able, to show you exactly what happened. Should the employee require immediate medical attention, ask witnesses to reconstruct the incident for you as you may need to make changes right away to prevent further injuries.
   - Obtain witness statements, as soon as possible. Ask witnesses to re-enact the scene by telling you the sequence of events. Permit each witness to tell the full story with no interruptions. Keep the conversation on track. Make sure the witness understands the importance of the information they are providing. Avoid any leading questions.
   - Identify the “surface cause” as the unsafe condition and/or work practice that directly caused the accident, which should indicate what to correct immediately. Surface cause(s) can be a missing guard, poor housekeeping, horseplay, not following procedure, or some other reason.
   - Identify the “root cause” of the accident for correction toward preventing future injury. The root cause(s) might reflect training or supervision deficiency, rules not enforced, purchase of unsafe equipment, etc.

3. Complete the *Incident Investigation* form report to recommend correction steps.
   - Every incident will be investigated regardless of the extent of injuries. Even a near miss or minor injury can give you causes that may stop a more serious incident from occurring in the future.

4. Define specific corrective action as appropriate, implement and follow up.

5. As appropriate, report investigation findings to staff and promote corrective changes.
Remember that employee safety is maintained at times by maintaining the rules. When rules are broken, even safety rules, corrective action should be taken. For any employee that violates safety rules, supervisors should look at the degree of the infraction and address it appropriately. The goal is not to punish injured employees; rather the goal is to keep all employees safe at all times and to treat all employees equally and fairly.

FORMS

Employee report of incident/accident
Incident Investigation Form
Witness Statement