

# CORONAVIRUS DISEASE 2019 (COVID-19)

## THEIR Post Incident Investigation Tips and Frequently Asked Questions



**Audience:** All Managers, Supervisors, Colleagues, Gatekeepers, and Workers' Compensation Coordinators

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## Post Incident Investigation of Work-Related Incidents Guidance and Frequently Asked Questions

### Completing the Post Incident Investigation

Post incident investigation is a critical step in incident management and indirectly supports the COVID-19 contact tracing conducted by the appropriate colleagues. The results of the investigation are used to mitigate loss and improve processes. When investigating COVID-19 incidents, use the following guide to document your investigation.

Supervisors will receive an email link to complete the post incident investigation in the STARS application. The link will direct you to the Post Incident Investigation page within the STARS App.

To complete the investigation:

1. Review the **Claim Description** field under the **What Happened** section of the PII and meet with the colleague to understand what led to the incident. You may also need to interview others to determine the factors that led to the incident.
2. Complete the following sections with the PII:
  - A. Equipment/Tools** – Identify the equipment/tools that should have been used by the colleague.
    - Was equipment damaged or involved in the incident that led to the exposure?
    - Were equipment/tools used by the colleague?
    - If not, what equipment should have been used? Select as appropriate:
      1. PPE – Disposable exam gloves
      2. PPE – Face shield
      3. PPE – Face mask
      4. PPE – Goggles
      5. PPE – Safety glasses
      6. Warning or caution signs
    - Describe in detail what equipment/tools the colleague should have used to minimize exposure
  - B. Contributing Factors** – Identify and describe at least one contributing factor by selecting the appropriate drop down for each applicable category and providing a detailed description of the factor in the free text fields.

<u>Human Factors</u>	<u>Engineering Factors</u>	<u>Workplace/Environmental Factors</u>	<u>Organizational/System Factors</u>
<b>Consider the following questions to select the appropriate answer from the drop-down menu:</b>	<b>Consider the following questions to select the appropriate answer from the drop-down menu:</b>	<b>Select OTHER and detail cause in the description field</b>	<b>Consider the following questions to select the appropriate answer from the drop-down menu:</b>
Did the colleague wear the appropriate mask or respiratory protection?	Did the equipment/tools to protect the colleague malfunction or break?		Did colleague follow policies/procedures?
Did the source person wear the appropriate mask or cloth face covering?	Were the equipment/tools designed to protect the colleague?		Were the colleagues trained on the policies/procedures?
Did the colleague wear eye protection?	Were the equipment/tools used correctly?		
If the colleague had the appropriate PPE, was it worn correctly?	If the colleague had the appropriate PPE, did it malfunction?		
<b>Examples:</b> <ul style="list-style-type: none"> <li>• Colleague wore surgical mask instead of N95 while performing aerosolizing procedure</li> <li>• PPE was not available to the colleague</li> <li>• Colleague had prolonged close contact (15 minutes over a 24-hour period (CDC) or as defined by state or local requirements) with confirmed COVID-19 patient who did not have wear a face covering.</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Loss of negative pressure due to equipment failure</li> <li>• Thermometers or other screening tools not working</li> <li>• PAPR not working, the seal was broken</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Colleagues work in close proximity to one other without a face covering</li> <li>• Colleagues break together without PPE and distancing</li> <li>• Colleague shifts not staggered to minimize exposure</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Colleague screening protocols not in place</li> <li>• Colleague was not trained on policy</li> <li>• Colleague was not aware of policies/procedures</li> </ul>

### C. Prevention

Considering the contributing factors, the led to the incident, **identify at least one preventative action** and detail the steps/actions that will prevent future exposures. For example: Monitor colleague use of PPE, implement policy, install alarm system

## FAQ – Frequently Asked Questions

Question	Answer
1. Is the Post Incident Investigation (PII) required for work-related COVID-19 incidents?	Yes, the post incident investigation is a critical step in incident management and supports COVID-19 contact tracing. The results of the investigation are used to help prevent future exposures, mitigate loss, and improve processes.
2. When does the PII need to be completed?	<p>The PII should be completed within 48-hours of email notification in STARS titled <b>EMPLOYEE WORK RELATED INCIDENT REPORTED</b>.</p> <p>The link in the email will direct you to the Post Incident Investigation page within the STARS App. The email will contain a temporary USER ID and PASSWORD to access the incident.</p> <p><b>The program does not currently allow for saving in the middle of the form; it must be completed at one time.</b> The PII link may expire after a certain amount of time has passed, so it is important that the supervisor make every effort to complete the investigation in one entry process whenever possible. <b>The document will not save midstream.</b></p>
3. Can I postpone completing the PII for work-related COVID-19 near misses/exposures?	No, as the manager receives notification of an incident, it is important to conduct the investigation within 48-hours, the lessons learned may prevent future exposures.
4. What selection do I use for Type of Incident for work-related COVID-19 incidents?	Select <b>Blood/Bodily Fluid/Sharps Exposure</b> because COVID-19 mainly through respiratory droplets produced when an infected person coughs or sneezes. This category includes bodily fluids. Saliva is not typically considered a bodily fluid by OSHA definition unless it is related to a dental procedure, but this is the most appropriate selection from the available choices for the PII page.
5. How do I investigate colleague-to-colleague work-related COVID-19 exposures?	<p>When investigating a work-related colleague-to-colleague exposure, it is important to maintain confidentiality standards. This is the same process and expectation we have of all work-related incident investigations and is not unique to COVID-19.</p> <p>When a colleague voluntarily reports that they have a work-related COVID-19 diagnosis, the supervisor and colleague meet when possible to discuss what happened, identify contributing factors, and identify prevention actions. Investigations also include potentially identifying other colleagues who have worked with the diagnosed colleague. Each affected colleague's supervisor should meet with the affected colleague(s) to investigate work conditions and identify any other potential exposures within the workforce.</p> <p>When meeting with colleagues with potential exposures, the investigations are considered potential workplace safety exposures. If necessary, it may mean identifying the colleague that initiated the work-related COVID-19 diagnosis incident report in order to identify the type of exposure the affected colleague had to the diagnosed colleague.</p> <ul style="list-style-type: none"> <li>• It is appropriate to identify the colleague that initiated the work-related incident report and the minimum necessary details to conduct effective exposure tracing (dates, times, shifts worked together, PPE worn, etc.)</li> <li>• Investigations are confidential conversations and the affected colleague(s) cannot further disclose this information with anyone else via verbal conversations with other colleagues, social media requests for prayers and support, or other means of communication.</li> </ul>