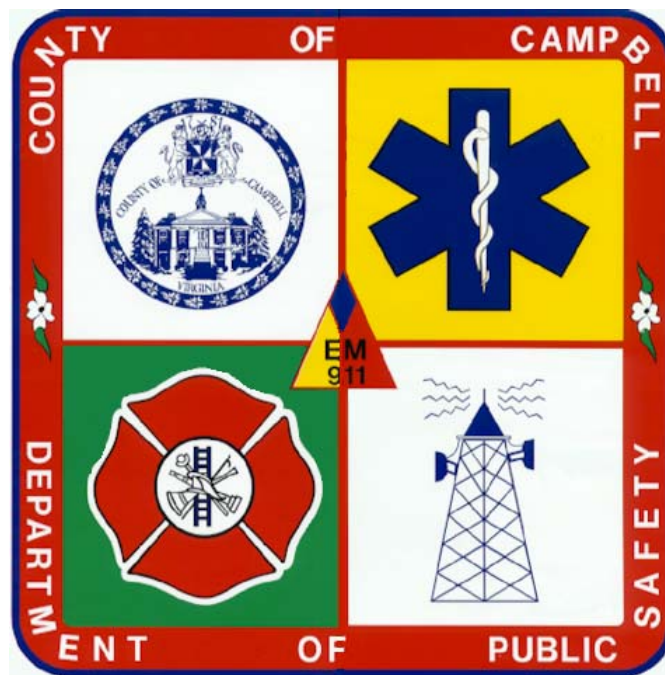


**CAMPBELL COUNTY  
DEPARTMENT OF PUBLIC SAFETY  
EMERGENCY MEDICAL SERVICES  
DIVISION**

**RISK MANAGEMENT  
PLAN**



## **Overview**

Risk management is a process of identifying, evaluating, prioritizing, and controlling risks which can impact the resources, including the members and the activities of an organization in order to minimize the detrimental effects on that organization.

Risk management incorporates a full range of control measures that may be used to limit, reduce, or eliminate the probability that an undesirable outcome will occur. Risk management also includes control measures that can be used to limit, reduce, or eliminate anticipated hazards, even if the event does not occur. Risk management measures may address the probability of the occurrence, the probable magnitude of the outcome, or both.

Emergency Service agencies (to include EMS) provide a variety of emergency services, which involve operations that could result in an undesirable outcome, including death or injury to members. Other undesirable outcomes include loss or damage to the organization's apparatus, equipment, or facilities.

Managing organizational risk is not unique to emergency services. Regardless of the type of service or business any organization must manage some type of risk. The various types of emergency and non-emergency operations, conducted by an emergency medical services department, establish risk management as a necessary foundation to a highly essential and challenging process. The mission of the Campbell County Department of Public Safety, EMS Division is to provide pre-hospital patient treatment and transportation services, along with providing public education in the hopes of reducing the injury and illness rate. The EMS Division must manage its internal (organizational) risk while it performs its mission of managing external (community) risk. The intent of this plan is to manage the internal risks within the Campbell County Department of Public Safety, EMS Division.

There is no single method or solution for effectively managing risk. Determining how to manage risk is a decision each individual department must make based on the risk management model. To insure for the success of this process, the Campbell County Department of Public Safety, EMS Division will review and revise this plan annually.

## **PURPOSE:**

Risk management consists of many elements such as liability, insurance, safety, health, security, financial impact, and several other elements. For the purpose of this plan, internal (organizational) risk will be addressed. **The primary focus will be the pre-hospital provider's safety and health.**

The intent of the Campbell County Department of Public Safety, EMS Division's Risk Management Plan is:

- To effectively serve our customers both internally and externally;
- To reduce the severity of occupational risks encountered by our members that could have a harmful effect and impact during service delivery;
- To provide the safest and healthiest work environment for the members of the department, recognizing the inherent risks of emergency service;
- Establishes a standard level of safety for all members of the department

## **SCOPE:**

This risk management plan was developed and implemented to comply with the requirement of the *National Fire Protection Association (NFPA) 1500, Standard for a Fire Department Occupational Safety and Health Program*. Although this document is prepared for the Campbell County Department of Public Safety, EMS Division; it recognizes NFPA 1500 as the industry safety standard, and will strive for compliance. In order for this process to be effective, the following elements must be maintained:

- An annual review of the EMS Division's operations and the impact of any significant or catastrophic incidents;
- Compliance of the Health and Safety Officer with *NFPA 1521, Standard of Fire Department Safety Officer*;
- Review and update of the department's Occupational Safety and Health Policy Program;
- Evaluation of current Standard Operating Procedures

## **RISK MANAGEMENT MODEL:**

In order for the risk management plan to be effective, the following components must be included:

- A. **Risk Identification:** Actual or potential hazards
- B. **Risk Evaluation:** The potential of occurrence of a given hazard and severity of its consequences.
- C. **Prioritizing Risk:** The degree of a hazard based upon the frequency severity of occurrence.
- D. **Risk Control:** Solutions for elimination or reduction of real or Potential hazards by implementing an effective control measure.
- E. **Risk Monitoring:** Evaluation of effectiveness of risk control measures.

## **METHODOLOGY**

This plan employs a variety of strategies in order to meet the objectives. The specific strategies are identified as follows:

- Annual records and reports on the frequency and severity of accidents, injuries, occupational exposures, and occupational illnesses;
- Any reports received from the County's insurance carriers and Workers' Compensation;
- National trends and reports that are applicable to the EMS Division;
- Knowledge of the inherent risks that are encountered by emergency services personnel;
- Specific issues identified through the Post Incident Analysis process;
- Additional areas identified by personnel.

## **PLAN ORGANIZATION**

The plan organization utilizes the following tactics to strive toward compliance with the risk management plan. The risk management plan shall at least identify the risks associated with the following:

- Administration
- Facilities
- Training
- Vehicle operations, emergency and non-emergency
- Protective clothing and equipment
- Operations at emergency incidents
- Operations at non-emergency incidents
- Other related activities

Moreover, this risk management plan must ensure for the following:

- Identification of the risks that members encounter or may be expected to confront;
- Evaluate the identified risks based upon the frequency and severity of these risks occurring;
- An action plan for addressing each of the risks, in order of priority;
- Selecting a means of controlling the risks;
- Provisions for monitoring the effectiveness of the controls implemented;
- An annual review and required modifications to the plan.

## **RESPONSIBILITIES**

This plan establishes a standard of safety for the daily operations of the Campbell County Department of Public Safety, EMS Division. The standard of safety establishes the parameters in which we conduct activities during emergency and non-emergency operations. The intent is for all members to operate within this standard of safety and not deviate from this process. We utilize a variety of control measures to ensure for the safety and health of our members. These control measures include but are not limited to training, health maintenance, vehicle maintenance, protective clothing and equipment, the exposure control plan, incident command system, personnel accountability, and standard operating procedures.

The EMS Program Manager has responsibility for the implementation and operation of the EMS Division's Risk Management Plan. The EMS Program Manager

will serve as the division's health and safety officer, and will have the responsibility for managing and annually revising the Risk Management Plan.

All members of the EMS Division have responsibility for ensuring their health and safety based upon the requirements of the risk management plan and the Division's occupational safety and health program.

The key to achieving success with this process is to ensure that members are properly trained for compliance, and monitor practices for compliance. Members must know Division policies, SOP's, and techniques prior to involvement in low frequency / high severity incidents.

## **NEAR MISSES**

One of the key factors for evaluating and prioritizing risks is the review and analysis of accident and injury data. More importantly, is to recognize the need to investigate near misses and learn from these incidents.

All incidents, whether a near miss or an actual injury-related event, should be investigated. Near miss reporting and investigation allow you to identify and control hazards before they cause a more serious incident. Accident/incident investigations are a tool for uncovering hazards that either were missed earlier or have managed to slip out of the controls planned for them. It is useful only when done with the aim of discovering every contributing factor to the accident/incident to prevent future occurrences. In other words, your objective is to identify root causes, not to primarily set blame.

## **Definitions**

- **ACCIDENT** – The National Safety Council defines an accident as an undesired event that results in personal injury or property damage.
- **INCIDENT** – An incident is an unplanned, undesired event that adversely affects completion of a task.
- **NEAR MISS** – Near misses describe incidents where no property was damaged and no personal injury sustained, but where, given a slight shift in time or position, damage and/or injury easily could have occurred.

## **GOALS AND OBJECTIVES**

For the Fiscal Year 2006/2007, the following goals and objectives are established for the EMS Division's Risk Management Plan. These goals and objectives will guide the Division towards ensuring the control measures are implemented.

- **Implementation of a Post Incident Review for “Low Frequency / High Severity” incidents.**
- **Creation of the EMS Division's Occupational Safety and Health Program**
- **Conduct an audit of the EMS Division's Occupational Safety and Health Program.**
  - As required by NFPA 1500, Chapter 4, the division shall evaluate the effectiveness of the Occupational Safety and Health Program at least once every three years. This “audit” report of the finding shall be submitted to the Director of Public Safety and all members of the EMS Division.
    - Status – Audit in FY 2009/2010
- **Implement and monitor the effectiveness of the Division's Occupational Exposure Control Plan/Policy.**
- **Review all workers' compensation claims and insurance submittals (in ref. to equipment damage and/or personnel injury) for compliance to the Risk Management Plan and Standard Operating Procedures.**

**CAMPBELL COUNTY  
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<b><u>Identification</u></b>	<b><u>Frequency Severity</u></b>	<b><u>Priority</u></b>	<b><u>Summary of Control Measures</u></b>
<b>Vehicle Operations Emerg./Non Emerg.</b>	<b>Medium / High</b>	<b>High</b>	<ol style="list-style-type: none"> <li>1. Enforcement of state motor vehicle laws and department procedures relating to emergency response.</li> <li>2. Monitor non-emergency vehicle operations.</li> <li>3. Monitor individual member's driving record (per SOP)</li> <li>4. Provide training program(s) and certifications relating to driver/operators as needed.</li> <li>5. Adhere to Campbell County Human Resources accident review policies.</li> </ol>
<b>Operatons at Roadway / Highway Incidents</b>	<b>Low/High</b>	<b>High</b>	<ol style="list-style-type: none"> <li>1. Develop and adhere EMS Division SOP.</li> <li>2. Use of traffic control measures, to include use of traffic vests by all members</li> </ol>
<b>Natural Disasters / Emergencies</b>	<b>Low/High</b>	<b>High</b>	<ol style="list-style-type: none"> <li>1. Member review of Emergency Operations Plan</li> <li>2. Review EMS Division specifics to EOP by Management</li> </ol>
<b>Facility Safety</b>	<b>Medium/High</b>	<b>High</b>	<ol style="list-style-type: none"> <li>1. Conduct annual safety and health inspection of all facilities where members may be assigned.</li> <li>2. Monitor the infection control compliances within all fire department facilities.</li> </ol>
<b>Occupational Injuries / Illnesses And Health Exposures</b>	<b>High/Medium</b>	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Monitor FY2006/2007 Incidents to include frequency and severity of occupational injuries, illnesses and health exposures.</li> <li>2. Require members to use protective clothing and equipment during emergency and non-emergency operations.</li> <li>3. Provide Initial and Annual training on infection control procedures.</li> <li>4. Develop and Update the Exposure Control Plan</li> </ol>

<b>HAZMAT/WMD</b>	<b>Low/High</b>	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Departmental compliance with 29 CFR 1910.120</li> <li>2. HAZMAT Awareness training for all members.</li> <li>3. Adhere to BREMS protocols for treatment of WMD incidents.</li> </ol>
<b>Use of Protective Clothing and Equipment</b>	<b>High/High</b>	<b>High</b>	<ol style="list-style-type: none"> <li>1. Enforcement of EMS Division's procedures for use of personal protective equipment</li> <li>2. Annual inspect personal protective equipment assigned to personnel.</li> </ol>
<b>Heavy Lifting</b>	<b>High/Medium</b>	<b>Medium</b>	<ol style="list-style-type: none"> <li>1. Develop and Deliver a proper lifting techniques training medium.</li> <li>2. Ensure members lift what they are capable of, call assistance when needed.</li> </ol>