

## Frequently Asked Questions

### What is the Safety Dashboard?

The safety dashboard is a comprehensive self-audit of an organization's safety management system. The tool is arranged so that any person with knowledge of the organization's operations and management systems can complete it. Once the safety dashboard is completed, an organization will have clearly identified their strengths and opportunities for growth within their safety management, injury prevention, and injury management programs.

### Why should I complete the Safety Dashboard Questionnaire?

A comprehensive understanding of an organization's safety management system will allow an organization to recognize areas where they do well along with areas that present opportunity for improvement. Once these opportunities are identified, proactive solutions can be created so that employees are not injured while at work. Injury prevention has a vast amount of value to any organization, including but not limited to:

- ◆ Employee retention
- ◆ Improved moral
- ◆ Increased production
- ◆ Reduced hiring and training costs
- ◆ Quality product with tenured employees
- ◆ Improved profit margins with lower insurance premiums

Addressing safety deficiencies also helps achieve and maintain compliance with Federal and State safety laws, however the safety dashboard is not solely centered on compliance.

### How long will it take to complete the Safety Dashboard Questionnaire?

Each organization will vary in the amount of time it takes to complete the safety dashboard. A thoroughly completed safety dashboard can take upwards of two hours. Any one individual in an organization may have the need to consult with others in completing the assessment. Consultation with multiple facets of an organization is encouraged to get an accurate perception. Fortunately, the safety dashboard does not have to be completed in one setting and you can take as long as you need to complete it at your own pace.

The safety dashboard covers a lot of material and can seem overwhelming when first opened. Below are few suggestions to help overcome your time constraints:

- ◆ Pick one area to focus on. For example, you may already know that your organization does not do an excellent job with Return to Work. Start with the section on Return to Work Management and build a roadmap of improvement identified as a result of your analysis.
- ◆ Break the safety dashboard into smaller pieces. For example, commit to answering twenty questions per day, or set aside 30 minutes per day to answer as many questions as possible in that 30 minutes. Before you know it, you will have answered all the questions.
- ◆ Get others involved. Utilize the management and workforce together in identifying areas for improvement. Assign sections to knowledgeable parties within the organization and provide them a defined timeline to have it completed. A safety committee, if you have one, is a great resource in completing the safety dashboard.

## Will Montana State Fund provide discounts to those organizations that complete the Safety Dashboard?

Completion of the safety dashboard does not lead directly to customer discounts on workers compensation insurance premiums. Montana State Fund Underwriters will not use the safety dashboard as an underwriting tool to positively or negatively impact premium. You are encouraged to complete the safety dashboard openly and honestly so that you can recognize your strengths and weaknesses.

Theoretically, if an organization thoroughly establishes corrective measures where they are weak within their safety management system they will experience positive reductions in losses. Underwriters will continue to use loss experience as their basis for underwriting, not a completed safety dashboard.

## Should the completed Safety Dashboard be submitted to Montana State Fund?

No, the safety dashboard is solely for use by the organization that completed it. Please do not submit the completed safety dashboard to Montana State Fund. Ideally, an organization will use the results of the safety dashboard to create plans for improvement. Effective implementation of those plans will lead to long term results. If opportunities for growth have been identified and the organization would like assistance in developing corrective actions, they can ask a Montana State Fund Safety Management Consultant for assistance. Again, the safety dashboard will not be shared with Underwriters for pricing considerations.

## If I work with an Agent, will he/she be notified that I completed the Safety Dashboard or shown my results?

No. Montana State Fund has no mechanism established within the safety dashboard to inform others that you have chosen to complete it. Only those people you have included in the process will know that you are completing the safety dashboard and/or what the results are. Your agent may have additional resources to assist with the areas that you've identified as opportunities for improvement. Montana State Fund encourages agents to guide their customers to use the safety dashboard as a safety improvement tool.

Montana State Fund encourages you to seek assistance from a Safety Management Consultant. Our Safety Management Consultants are Safety Professionals and work with a variety of customers. They can effectively help in guiding you in a positive direction. Montana State Fund Safety Management Consultants will not share your safety dashboard results for purposes of premium pricing. It is Montana State Fund's preference that your completed safety dashboard remains on your computer only. However, it is your discretion as to what to do with the results.

## Some of the items on the Safety Dashboard do not apply to my operations?

Follow the instructions to completing the safety dashboard. In those areas that do not apply, you can select NA, or not applicable, and it will not have an impact on the overall results of the safety dashboard.

## How should I complete the Safety Dashboard when our organization has multiple entities and/or multiple locations?

Complete the safety dashboard at your discretion. Montana State Fund offers a few suggestions for consideration:

- ◆ If multiple entities or locations fall under the same operations and management system, one safety dashboard could be completed for the entire organization. Thus, a holistic safety plan could also be completed for the organization;
- ◆ If each entity or location has separate management systems, you might consider completing separate safety dashboards for each. Separately completed safety dashboards may identify short comings in certain parts of the organization and thus each location and/or entity may consider developing safety plans specifically to the areas identified as opportunities within the respective location(s).

## What information on the Safety Dashboard can I modify?

The safety dashboard is constructed so that your analysis will remain consistent from year to year. There are only certain components on the safety dashboard that you are able to modify. Those are: points selection within the “points” column, typing comments within the “comments” column, changing the year above the “points” and “comments” columns, and specific hazards applicable to your organization. NOTE: the points selection cannot be modified to change the point structure. The points can only be selected by the user. A change in points will be noted from year to year as improvements are implemented.

Once you have saved the safety dashboard to your computer, arrow over to the current year, and begin scoring where your organization fits within the definitions provided. Select 10, 5, or 0 from the drop down box in the “points” column, or you select N/A if that particular area is not applicable to your organization. You may also define the controls for hazards that are specific to your organization and not otherwise listed. See the directions for the safety dashboard for further instruction.

## I have completed the Safety Dashboard and have realized I have a lot of deficiencies to work on. Where do I start?

Each organization is managed differently and therefore the way deficiencies are addressed may also be different. Montana State Fund offers the following tips when it comes to safety concerns:

- ◆ Hazards that have potential to cause serious injury or death to an employee should be addressed immediately. In some cases, it may be necessary to stop work in a particular area or with a particular piece of machinery until the issue can be addressed. These concerns should be addressed in terms of days, rather than weeks.
- ◆ Compare your employee injuries to the areas on the safety dashboard and identify what controls can be established to have the greatest impact on reducing employee injuries.
- ◆ Address issues that indicate a deficiency in compliance with Federal or State laws.
- ◆ Pay attention to your hiring practices and set the stage for safe operations when new employees join your team.
- ◆ Low effort items that provide high visibility and appreciation by the workforce should be addressed quickly to gain momentum in the changes.
- ◆ Those items that are best practices and nice to have should be addressed next. These will need to be weighed to determine what will yield the best return on investment.

## How can I get help with the Safety Dashboard?

Montana State fund employs a team of Safety Management Consultants who specialize in safety management and loss control. Safety Management Consultants provide services to Montana State Fund policyholders at no additional cost to their worker’s compensation insurance premiums. Contact 800-332-6102 and request safety services from your Montana State Fund team.