

LEADING CHANGE IN EVENT REPORTING

Curtin University

04.07.2011



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Curtin University Incident Reporting

Develop/Design
Curtin's first online
system

Implement Curtin online
incident reporting system


Review online incident
reporting system

New system due for
Implementation



Limitations of 2005 Incident Reporting Software

- Designed only for health and safety incidents
- Generalised “incident” questions

 EduSafe

Incident Reporting

Please Note: Fields marked with * are Required.

Incident Report
CURTIN University, Bentley Campus
Reported By sdj sndhi <K.Kahl@curtin.edu.ai> (ph: dffd)

Faculty/Area and School/Office
Division/Faculty: Corporate Services
* School/Office:

Details of the Incident

Date of Incident: 01/07/2011 [dd/mm/yyyy]

Time of Incident: [HHMM] Please use 24 hour notation (eg. 3:30pm is 1530)

Place
(If off campus, specific location with address)
(160 character limit)

Task Being Performed
Including equipment and methods used
(80 character limit)

Describe the Incident
(150 character limit)

Witness Name & Contact Details
(80 character limit)

Related Files

Upload file(s) (if a sketch forward to EduSafe where appropriate)

File 1

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Limitations Cont..

- Custom designed program – no regular upgrades
 - Requires user to initiate modifications/improvements
 - Maintenance/Support on an as needed basis
 - Developer not industry specific
- Unable to maintain currency in a “fluid” organisation i.e. university structure
- Restricted location fields
- Quality of data
- Manual data configuration for reporting requirements
 - Unable to obtain data directly from current software without the use of additional software
 - Data not in required formats
- Unable to interact with other related disciplines and programs
- Ongoing access errors and faults



2010 Review Outcomes

Report on a range of events across Curtin University



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2010 Review Outcomes Cont.

Comprehensive event specific questions & data

- Internal demands
- External demands
 - Injury/Illness
 - Environmental
 - Vehicle Accident
 - Property Damage
 - Hazard
 - Spills
 - Complaints
 - Compliance Breach
 - Security

Risk Assessments & Ratings

- Actual & Potential
- Connected to escalations & notifications

2010 Review Outcomes Cont.

Multiple event recording and analysis

Early Intervention Strategies

- Event specific questions enables earlier interventions via:
 - Identification of “significant” events
 - Earlier determination of investigation team
 - Earlier actions assignment and controls in place
 - Efficient completion of investigations
 - Earlier referrals to internal and external parties

2010 Review Outcomes Cont.

Data Quality Assurance

- Data control of events
- Approval and review process of events prior to official recording

Improved communication and collaboration across the University

- Automated communication with other related departments
 - Injury Management
 - Risk Management
 - Professional Standards & Conduct Unit
 - Security
 - Properties
 - Legal & Compliance



2010 Review Outcomes Cont.

Improved coordination and notification to responsible event owners

Improved access to information of events to responsible owners

Automation

- Notifications
- Escalations
- Reporting

2010 Review Outcomes Cont.

Improved reporting functionality, specificity & efficiency

- Efficient extraction of data and conversion to useful reports
 - User friendly reporting tool
 - Single program reporting
- Automated & Custom Graphics
- Trends Analysis
- Custom Report Development

Integration with other department programs

- Risk Registers
- Injury Management
- HR

2010 Review Outcomes Cont.

Ability to define events and report accurately across the University – all levels of hierarchal structure

Dedicated resources to manage and coordinate event program, maintenance to ensure currency, relevance and user access

Scheduled regular upgrades and enhancements

Coordinated and automated data registers

- risk
- hazard
- actions

Project & Considerations

Initial Review

- Needs Analysis
- Working Party

Assessment

- Software Analysis
- Negotiation

Implementation

- Plan
- Project Team
- Configurations
- Testing
- Training
- Launch

Monitor & Evaluate

- Monitor
- Evaluate
- Enhancements

Step 1 Initial Review

Needs Analysis

- Include key stakeholders
 - Management
 - IT
 - Administrators
 - Existing program users
 - End users
- Current needs
- Future needs
 - I.e other potential users
 - Number of users
 - Ability to enhance and upgrade



Step 2 Assessment

Software Analysis

- Custom developed program
- “Off the Shelf” - no customisation
 - No ability to modify, design, data fields, terminology etc
- “Off the Shelf” – customisable
 - Limited
 - May affect upgrades and enhancements
- Referees - Analysis of 5 or more referees
- Involve users in the review
- Trial software i.e. 30 days
- Hosting – on campus/off campus
- Security & Confidentiality
- Implementation requirements
- Access and user friendly



Step 2 Assessment Cont..

Negotiation/Cost

- Contract
 - License(s)
 - Hosting
 - Implementation
 - Support & maintenance
 - Test database
 - Upgrades/Enhancements
 - Configurations/Custom Developments
 - Contract period
 - Future usage & growth
 - Scrutinise contracts and involve initial parties in all stages of negotiating contracts – crucial components initially discussed may be missed in the later stages of written contract negotiations

Step 3 - Implementation

Plan

- Phases of implementation
- Resources
- Communication Plan
- Major milestones/deadlines

Project Team

- Event Owners
- IT
- HR
- Dedicated resource(s) for implementation – i.e. Administrator
- Safety & Health Representative(s)

Step 3 – Implementation Cont.

Configurations

- Know work processes/flow before implementation
- Include key stakeholders/users – development sessions
- Recommend configurations occur face to face
- Include other required contributors – i.e. IT, HR
- Hold regular weekly/fortnightly project meetings:
 - Provider/designer
 - Project team
- Regular reporting of project status

Step 3 – Implementation Cont.

Testing

- Comprehensive testing
 - Test plan
 - Anticipated issues/risks
 - Test scripts
 - Test subject groups
 - Evaluate
 - Modifications/Alterations
 - Final testing prior to “Live”

Step 3 – Implementation Cont.

Training

- Training Plan
- Resources for training – current & ongoing
- Training material –
 - User manuals,
 - Quick reference guides
- Conduct training
- Review and update training material

Step 3 – Implementation Cont.

Launch – “GO LIVE”

- Communication strategy
- Support to users
- Testing
- Anticipate issues/problems
 - Phase out old system
- Support from Provider
- Celebrate and acknowledge contributors achievements



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Step 4 – Review & Evaluate

Ongoing scheduled testing

Ongoing regular evaluation of:

- Feedback from users
- Support from provider/designer
- The needs of the university
- Resource requirements
- Enhancements/upgrades
- License requirements
- Future usage

Summary

Many events occur across the university with single or multiple event owners. A system that coordinates the reporting, assessment and actions in a comprehensive and efficient process will enable the university to apply early interventions strategies, understand its current trends and plan for future resources and requirements.



QUESTIONS OR COMMENTS?

Thank you!

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