



The Safety Zone

The Newsletter of the AHA Workers' Compensation Self-Insured Trust

On your best behavior

Use behavior-based safety effectively

Behavior-based safety helps determine why at-risk behavior occurs on the job and the steps necessary to change at-risk behavior into safe behavior. This method uses observation and feedback to encourage and reinforce safe behavior.

Behaviors selected for observation must be:

1. **Observable** (can be seen or heard)
2. **Reliable** (seen the same way by two or more people)
3. **Something over which an employee has control**
4. **Described in a positive way** (what should be done, not what shouldn't be done)

Behavior-based safety observations must be objective—that is, based on what you actually see a person doing, not on opinions or interpretations about a coworker's performance.

When you give coworkers feedback about safe behavior:

- Be specific about what you observed.
- Deliver feedback on performance immediately after or as soon after the behavior as possible.
- Identify the person or group to whom you're giving the feedback by name.

When you observe a coworker engaging in unsafe behavior, you must give corrective feedback—never ignore unsafe behavior that could result in an accident. Corrective feedback is giving information on what a coworker is doing incorrectly and also providing information for improvement.



"So, some examples of at-risk behavior are... Jeff, could you keep the sword out of your mouth during my presentation?"

When you give coworkers corrective feedback:

- Be specific and focus on the correct behavior only—don't discuss other behaviors.
- Be objective and talk about the behavior, not the person.
- Describe the safe behavior, and make sure coworkers understand why this behavior is important to their safety.

news & notes

PRACTICE GOOD HAND HYGIENE

As we move into cold and flu season, prevent the spread of disease by washing your hands frequently or using an alcohol-based hand sanitizer. Proper hand-washing technique involves:

- Wetting the hands with clean running water and applying soap;
- Lathering hands and scrubbing well for at least 20 seconds;
- Rinsing hands under clean running water; *and*
- Drying hands thoroughly.

Proper techniques for the use of hand sanitizer includes:

- Applying hand sanitizer to the palm of one hand;
- Rubbing both hands together; *and*
- Rubbing all surfaces of hands and fingers together until product dries.

Coughing and sneezing can spread diseases—even before people realize they are sick. Practice good coughing etiquette by:

- Coughing or sneezing into a tissue;
- Putting used tissues in the waste basket;
- Coughing or sneezing into the upper sleeve or elbow, if tissues aren't handy; *and*
- Washing or sanitizing hands after coughing or sneezing.



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AHAWCSIT



Where there's smoke, there's fire

Pay attention to smoke alarms

Working Smoke Alarms save lives, test yours every month!

While you may not be in charge of testing smoke alarms at work (though if you notice a smoke alarm whose little light isn't on, report it so maintenance or safety people can check it out), you are in charge of responding appropriately whenever you hear them sound.

When you hear a fire or smoke alarm, act quickly and follow your company's evacuation procedures, which probably include most of the following steps:

1. **Turn off equipment.**
2. **Close any windows** that don't lead to fire-escape routes.
3. **Leave quickly by your assigned evacuation route.** If you see anyone who's not getting out, alert them so they can get to safety, too.
4. **Report to your assigned waiting place.**

Above all don't panic. You know what to do and if you do it, you should be fine.

For more information about National Fire Prevention Week, visit www.nfpa.org/safety-information/fire-prevention-week.

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Got News?

Do you have news that needs to be circulated or have a subject you would like for us to address? Let us know by emailing the newsletter editor at tcreel@arkhospitals.org.

AHA Workers' Compensation Self-Insured Trust Program is administered by Risk Management Resources (RMR), a division of BancorpSouth Insurance Services, Inc. www.bxsi.com. In March 2003 the AHA Workers' Compensation Self-Insured Trust was established. The program provides workers' compensation coverage to AHA members.

Risk Management Resources, the administrator for the program, assists members in the areas of claims management, safety and loss control. Tina Creel, of AHA Services, Inc., is the Group Manager of the Trust and provides oversight of the day-to-day operation of the Trust.

The Board of Trustees provides oversight of the overall operation of the Group Trust.

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