

WASHINGTON HOSPITALS WORKERS' COMPENSATION PROGRAM

TRUST NOTES

www.whs-seattle.com/wcp

Volume 15 * Number 3 * March, 27, 2008

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Website Updates!

We have just updated our website—www.whs-seattle.com/wcp! You will find an updated Training Schedule that includes registration forms for you to print, complete, and fax to us; an updated Board Meeting Schedule; current staff lists including Safety Coordinator and Adjudicator hospital assignments; recent and archived editions of Trust Notes; and more.

As always, please let us know how we can improve our [website](#) to better serve you. Email Sera Osborn at SeraO@wsha.org with any comments or suggestions.

When DOSH Knocks

Will you know what to do if OSHA shows up at your door? In a recent issue of [Occupational Hazards](#), Attorney Patricia Poole offered some valuable advice in the case of an OSHA inspection. And our own Safety Coordinator, Mike Lary, adds his hospital safety expertise.

In Washington State, OSHA inspections are performed by DOSH (the Washington State Department of Labor & Industries Department of Occupational Safety & Health). They can be unannounced, so each hospital should create a strategy in the event of an inspection. The government looks at safety violation penalties “not only as a deterrent, but also as a source of revenue enhancement, so six-figure penalties are not uncommon,” says Poole. “In addition...corrective action may, in some cases, be more expensive than the actual penalties.”

Mike suggests having a policy in place for unannounced inspections including:

- 1) Treat them well. Do not set up adversarial conditions.
- 2) Create a team that has been trained and briefed for the opening conference and the inspection. Your Safety Coordinator can help with this.
- 3) Answer questions – don't volunteer information and make sure everyone on your team knows this.

A timely corrective action is best when a complaint is received, and may prevent a DOSH visit. In the case of an inspection, Poole outlines [twelve guidelines](#) to consider, including: limit the scope of the investigation, accompany the inspector at all times, and take copious notes.

“Take pictures of anything the inspector points out,” Mike suggests. “And if the DOSH inspector takes a picture be sure to take a picture of the same item or area. You should also be prepared to correct immediately (while the inspector is there is best) any deficiency spotted during the inspection. If something must be purchased, try and

have the items ordered and provide the inspector with evidence of your good will towards correcting deficiencies. This will often result in them not citing you for the deficiency.”

“Do not volunteer information,” Poole says. “OSHA compliance officers are authorized to review relevant employer records during inspections.” It is important to learn what records are relevant to their investigation and to provide only those records specifically requested.

Use the required Closing Conference as an opportunity. This is a chance to promote the hospital’s safety programs and commitment to safety and health, which Poole says, “is a factor OSHA considers in establishing penalty amounts.”

In her article, Poole explains a range of citations, possible penalties and employer options after receiving notice of citations, including when legal representation is required. To read the full article “When OSHA Knocks” go to: www.occupationalhazards.com/Issue/Article/78870/When_OSHA_Knocks.aspx

2007 Membership Survey

That’s right, this is **YOUR PROGRAM**, so thanks to everyone for making 2007 a great year for the Workers’ Compensation Programs. Workers’ Compensation is a very challenging area and we are constantly reminded that we are lucky to work with people who excel at working and cooperating with everyone for the benefit of the organization. By organization, we mean the hospital, the trusts and the program. We had 100% response for the surveys and appreciate your continued support for the program. Collectively, members felt our services were beneficial as we received very good ratings. The Boards of Trustees look to the results of these surveys to determine membership satisfaction. We understand there are always areas in which we can improve and we will continue to do so with your support. Highlights of your responses:

Ratings: 5 = Excellent 1 = Poor

Washington Hospitals Workers’ Compensation Trust

Overall Rating of Program	4.3
Claims Management Program Only	4.0
Safety Program Only	4.4

Public Hospital District Workers’ Compensation Trust

Overall Rating of Program	4.0
Claims Management Program Only	4.1
Safety Program Only	3.9

We thank each one of you for taking time to complete the membership survey. It provides great feedback to us for developing and planning programs.

There were lots of comments regarding training. Areas that dominated your comments are: 1) Updating the WHS Workers’ Compensation Training Manual; 2) The constant need for training; 3) Interest in Patient Handling Specialists, Haz Mat, and Zero Lift Training and implementation. In answer to your concerns, we are working on updating the training manual, we have recently posted the 2008 Training Schedule on the [website](#), and we are here to help you.

We are seeing changes in the hospital environment through our efforts: we work to build a culture of safety in our membership by energizing your Employee Safety Committee, and we create dialogue and interest through the Safety Contest and the Top Performers.

Interview with Mike Lary, Safety Coordinator

Mike Lary, one of our Safety Coordinators, has been with the Workers' Compensation Program since March of 2000. He has worked for over twenty years in the fields of employee safety, environmental management, risk management systems, and human resources. Through his own consulting business he applies his expertise to casualty risk control services.

As an avid motorcyclist, "I believe that this is not inconsistent with good risk management practices," he says. Therefore Mike may show up for meetings by motorcycle. "I identify myself by my work, but I like to do things on the side to stay human."

Q. What is one of your best hospital experiences?

A. The best experience is often the point of understanding. When everyone understands that each person has to actively participate to maintain safety, everything clicks for all of those involved from the Safety Committees to the CEO.

Q. That sounds like a safety best practice. With that in mind, what are some other best safety practices that you have seen in our member hospitals?

A. PHS (Patient Handling Specialist) mentoring programs are extremely effective. To create an environment with true engagement, it is important to create PHS program mentors at all levels of direct care staff. Sometimes, when a Safety Officer leaves the hospital, with them goes the safety information. But when a mentoring program is in place, no one person is left in charge of safety and instead a successful environment of safety is created.

Also, developing good lifting programs that apply to all weights – from a person to a box – is an excellent injury prevention measure."

Q. What are some important, ongoing safety concerns that you have when you visit hospitals?

A. Lack of resiliency and depth of personnel. I see too much reliance on one safety champion that often times moves on and then, the hospital has to restart the training process all over again.

Q. How have our programs made a difference in hospital safety?

A. SPH (Safe Patient Handling) programs resulted in a 50% reduction in injuries. That is something of which to be proud. And in general there has been a downward trend in a variety of widespread injuries showing that people in our hospitals care about prevention.

Mike's Contact information and Assigned Hospitals are as follows:



MIKE LARY – Phone: 360.792.0639 Fax: 360.792.0642 Cell: 206.953.9829

Public Hospital District WC Trust

Anacortes	Island Hospital
Brewster	Okanogan Douglas District Hospital
Chelan	Lake Chelan Community Hospital
Coupeville	Whidbey General Hospital
Davenport	Lincoln Hospital
Ephrata	Columbia Basin Hospital
Grand Coulee	Coulee Community Hospital
McCleary	Mark Reed Hospital
Monroe	Valley General Hospital
Moses Lake	Samaritan Healthcare
Omak	Mid-Valley Hospital
Port Townsend	Jefferson Healthcare
Republic	Ferry County Memorial Hospital
Shelton	Mason General Hospital

Washington Hospitals WC Trust

Tukwila	Regional Hospital
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In our next issue: an interview with Suzanne Metz, our other Safety Coordinator. (And for those of you who are reading the Trust Notes, we have a little token of our appreciation. The first reader who emails the Managing Editor, [Sera Osborn](#), on April 1st will receive a \$50 gift card to Target. We chose Target because, even if you don't have a Target store near you, they have an excellent on-line store. In your email please provide your name, your title, your member hospital, and your contact information. Thanks again for reading and good luck!)

Upcoming On-site Claims Management Visits

These on-site visits provide each hospital with status updates of their open claims, education on workers' compensation, and an opportunity to address specific issues, as well as meet Workers' Compensation personnel. The claims staff will call to confirm dates with those facilities scheduled below.

- May 2nd, Friday Cascade Valley Hospital & Clinics Visit – Arlington
- May 22nd, Thursday Dayton General Hospital Visit – Dayton
- May 23rd, Friday Walla Walla General Hospital Visit – Walla Walla

Upcoming Meeting Dates

- April 23rd, *Wednesday* Public Hospital District & WA Hospitals Board of Trustees Meeting – SPRING Radisson Gateway Hotel – Sea Tac
- May 12th & 13th, *Monday & Tuesday* OSHA 10-hour Course Radisson Gateway Hotel – Sea Tac

More information on meeting dates can be accessed on our [website](http://www.whs-seattle.com/wcp/meetings/index.htm) at www.whs-seattle.com/wcp/meetings/index.htm.

ADJUDICATORS with Assigned Hospitals under Trusts for 2008

We've had some members request clarification on who they can ask for assistance, so we've listed our Adjudicators and their assigned hospitals below for you.

<u>Public Hospital District WC Trust</u>	<u>Washington Hospitals WC Trust</u>																														
<p>Connie Pray – Phone: 206.216.2540 & Fax: 206.577.1910</p> <table> <tr><td>Colfax</td><td>Whitman Hospital & Med. Ctr.</td></tr> <tr><td>Davenport</td><td>Lincoln Hospital</td></tr> <tr><td>Dayton</td><td>Dayton General</td></tr> <tr><td>Ellensburg</td><td>Kittitas Valley Community</td></tr> <tr><td>Ephrata</td><td>Columbia Basin</td></tr> <tr><td>Goldendale</td><td>Klickitat Valley Health Services</td></tr> <tr><td>Kennewick</td><td>Kennewick General</td></tr> <tr><td>Morton</td><td>Morton General</td></tr> <tr><td>Othello</td><td>Othello Community</td></tr> <tr><td>Pullman</td><td>Pullman Regional</td></tr> <tr><td>Ritzville</td><td>East Adams Rural</td></tr> <tr><td>White Salmon</td><td>Skyline Hospital</td></tr> </table>	Colfax	Whitman Hospital & Med. Ctr.	Davenport	Lincoln Hospital	Dayton	Dayton General	Ellensburg	Kittitas Valley Community	Ephrata	Columbia Basin	Goldendale	Klickitat Valley Health Services	Kennewick	Kennewick General	Morton	Morton General	Othello	Othello Community	Pullman	Pullman Regional	Ritzville	East Adams Rural	White Salmon	Skyline Hospital	<table> <tr><td>Clarkston</td><td>Tri-State Memorial</td></tr> <tr><td>Olympia</td><td>Capital Medical Center</td></tr> <tr><td>Walla Walla</td><td>Walla Walla General</td></tr> </table>	Clarkston	Tri-State Memorial	Olympia	Capital Medical Center	Walla Walla	Walla Walla General
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<p>Theresa Miller – Phone: 206.216.2556 & Fax: 206.577.1962</p> <table> <tr><td>Arlington</td><td>Cascade Valley Hospital & Clinics</td></tr> <tr><td>Chelan</td><td>Lake Chelan Community</td></tr> <tr><td>Coupeville</td><td>Whidbey General</td></tr> <tr><td>Grand Coulee</td><td>Coulee Community</td></tr> <tr><td>Ilwaco</td><td>Ocean Beach</td></tr> <tr><td>McCleary</td><td>Mark Reed Hospital</td></tr> <tr><td>Monroe</td><td>Valley General</td></tr> <tr><td>Shelton</td><td>Mason General</td></tr> <tr><td>South Bend</td><td>Willapa Harbor</td></tr> </table>	Arlington	Cascade Valley Hospital & Clinics	Chelan	Lake Chelan Community	Coupeville	Whidbey General	Grand Coulee	Coulee Community	Ilwaco	Ocean Beach	McCleary	Mark Reed Hospital	Monroe	Valley General	Shelton	Mason General	South Bend	Willapa Harbor	<table> <tr><td>Tukwila</td><td>Regional Hospital</td></tr> </table>	Tukwila	Regional Hospital										
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<p>Cheryl Cuff – Phone: 206.216.2548 & Fax: 206.577.1926</p> <table> <tr><td>Anacortes</td><td>Island Hospital</td></tr> <tr><td>Brewster</td><td>Okanogan Douglas District</td></tr> <tr><td>Moses Lake</td><td>Samaritan Healthcare</td></tr> <tr><td>Omak</td><td>Mid-Valley Hospital</td></tr> <tr><td>Port Townsend</td><td>Jefferson Healthcare</td></tr> <tr><td>Prosser</td><td>Prosser Memorial</td></tr> <tr><td>Quincy</td><td>Quincy Valley Medical Center</td></tr> <tr><td>Republic</td><td>Ferry County Memorial</td></tr> </table>	Anacortes	Island Hospital	Brewster	Okanogan Douglas District	Moses Lake	Samaritan Healthcare	Omak	Mid-Valley Hospital	Port Townsend	Jefferson Healthcare	Prosser	Prosser Memorial	Quincy	Quincy Valley Medical Center	Republic	Ferry County Memorial	<table> <tr><td>Sunnyside</td><td>Sunnyside Community</td></tr> </table>	Sunnyside	Sunnyside Community												
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Michele Helfen – Phone: 206.216.2537 & Fax: 206.577.1916
 Treatment Only Adjudicator – Claims for All Hospitals, as assigned by

Matt Pangallo – Phone: 206.216.2542 & Fax: 206.577.1925
 Supervisor of Claims Services



**WORKERS'
COMPENSATION
PROGRAM**

P.O. Box 19557
Seattle, WA 98109
Phone: 206.285.3955
Fax: 206.577.1909

Beverly Simmons, Executive Director of Workers' Compensation Programs
Email: BeverlyS@wsha.org Phone ext. 206.216.2536 Fax: 206.577.1952

Matt Pangallo P: 206.216.2542
Supervisor of Claims Services F: 206.577.1925
MatthewP@wsha.org

Juanita Alexander P: 206.216.2543
Medical Payment Adjuster F: 206.577.1886
JuanitaA@wsha.org

Cheryl Cuff P: 206.216.2548
Claims Adjudicator F: 206.577.1926
CherylC@wsha.org

Jean Handewith P: 206.216.1810
Claims Clerk F: 206.577.1909
JeanH@wsha.org

Theresa Miller P: 206.216.2556
Claims Adjudicator F: 206.577.1962
TheresaM@wsha.org

Suzanne Metz P: 206.216.2504
Safety Coordinator F: 206.577.1906
SuzanneM@wsha.org

Connie Pray P: 206.216.2540
Claims Adjudicator F: 206.577.1962
ConnieP@wsha.org

Michael Lary P: 360.792.0639
Safety Coordinator F: 360.792.0642
michael.lary@reasonablesolution.com

Michele Helfen P: 206.216.2537
Treatment Only Claims Adjudicator F: 206.577.1916
MicheleH@wsha.org

Anita Badri P: 206.216.2553
Program Assistant F: 206.577.1932
AnitaB@wsha.org

Tina Dobbs P: 206.216.2522
Adjudicator Assistant F: 206.577.1904
TinaD@wsha.org

Sera Osborn P: 206.216.2549
Communications Coordinator F: 206.577.1899
SeraO@wsha.org

Sera Osborn is Managing Editor for **TRUST NOTES**. If you have any suggestions for **TRUST NOTES** articles or topics of special interest that you would like to know more about, please feel free to contact Sera via email: SeraO@wsha.org or call 206.216.2549. Thank you for reading **TRUST NOTES**!