When a near miss occurs, what should you do?

a. Overlook it
b. Make excuses
c. Continue with the work
d. Report it
e. Hide it so you aren't embarrassed
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What is a Near Miss?

• "Near miss" defined as…
  — Something that fails by a very narrow margin
    (American Heritage Dictionary)
  — An unintended, unplanned, and unexpected event that could have, but did not result in personnel injury or property damage.
    (Health and Safety Manual)
Excuses, Excuses!

• But nobody got hurt!
• Nothing was damaged.
• I'll get in trouble!
• It was just a scrape…
• This happens all the time!
The Difference Between a Near Miss and an Injury

Luck!
Benefits of Near-Miss Reporting

- Critical element of change management
- Requires management to focus on culture
- Shows you if you’re are good or lucky
- Raises risk awareness
- Encourages involvement
- It’s a signal!
- It’s an opportunity!
- Promotes a positive safety culture!
Near Misses

Near misses are the best leading indicators of accident potential. By having a comprehensive near-miss system, where near-misses are not only recognized, but also resolved properly, a facility can expect to both reduce the number of accidents and improve the quality/productivity of its operations.

We try to justify why not to report a near miss, when we should be trying to justify why not?
Closing Thought

“A man who sees a mistake and doesn’t correct it is committing another mistake.”

— Confucius
Incident Investigation and Reporting

Raco M. Lownes, CSP
Safety Specialist III, Transmission Department
Incident Investigations

I usually don't ask WHY…
But when I do…
I Ask WHY 5 Times
Root Cause Analysis - 5 Whys Technique

• **Basic Question** - Keep asking "What caused or allowed this condition/practice to occur?" until you get to root causes.

• The "five whys" is one of the simplest of the root-cause analysis methods. It is a systematic technique that focuses on finding the real cause of a problem and dealing with that, rather than just dealing with its symptoms. Ultimately, the goal of applying the 5 Whys method is to determine a **root cause** of an incident.
5 Whys Example

The following example demonstrates the basic process:

Cornea was scratched when foreign debris blew into eye (the problem).

1) Why? – I didn’t have on my safety glasses. (First why.)
2) Why? – They are uncomfortable. (Second why.)
3) Why? – They are too small and hurt my head. (Third why.)
4) Why? – I didn’t know they came in different sizes. (Fourth why.)
5) Why? – I was not given this information when I started. (Fifth why and the root cause.)
Incident Reporting

- Incidents, no matter how small, shall be reported to the person in charge as soon as practical to do so; but shall be reported no later than the end of the employee's work shift.