



USING LEADING INDICATORS ON YOUR JOURNEY TO SAFETY EXCELLENCE

SAFETY IN ACTION
2018

SESSION #M575

Safety Brief

In case of emergency:

- Contact the security dispatcher at extension 54084 / 54085 or Guest Request Operator, Extension 54444
- 911 will also work, but dial the 54084 number so the hotel can direct responders to your location.

Alarms:

- A fire, tornado, or emergency siren will be followed by an announcement over the speaker.
- In the event of an **Evacuation**, guests are instructed to go to the nearest stairwell and exit the building. Do not use elevators.
- If **Tornado**, proceed to the ground floor ballrooms – Plaza, Orlando, Regency, or Windermere – whichever is closest.

CPR/AEDs:

- The Hyatt Regency Orlando hotel security officers are trained in CPR, basic first aid, and AED operation.
- AEDs are located throughout the complex.

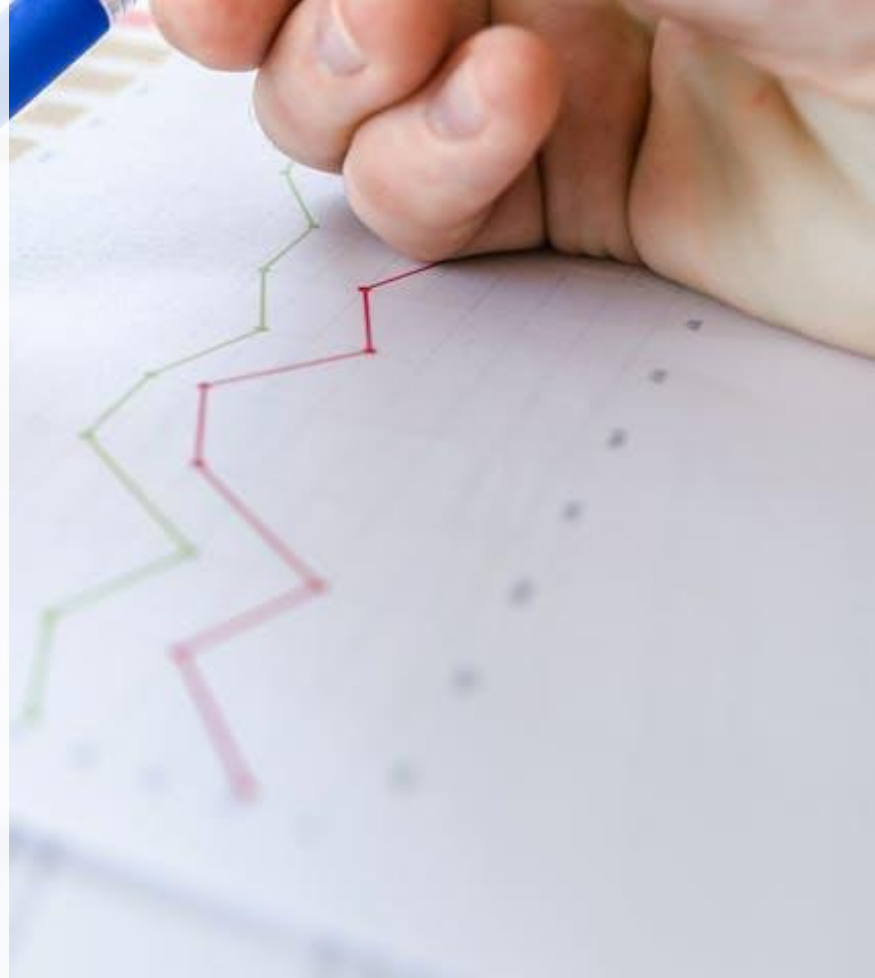
Characteristics of leading indicators

- Valid
- Actionable
- Easy to Communicate

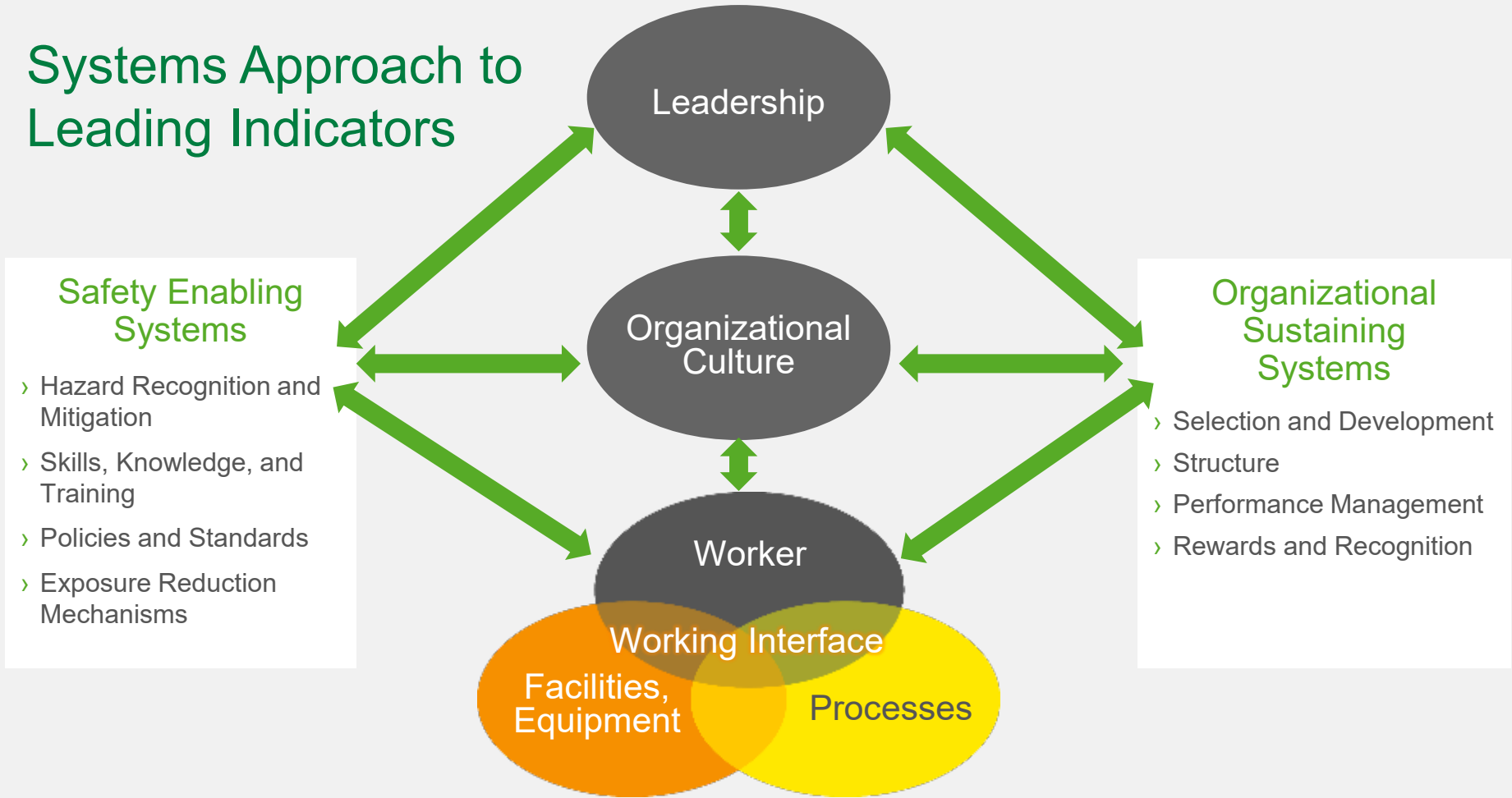


Some thoughts on metrics...

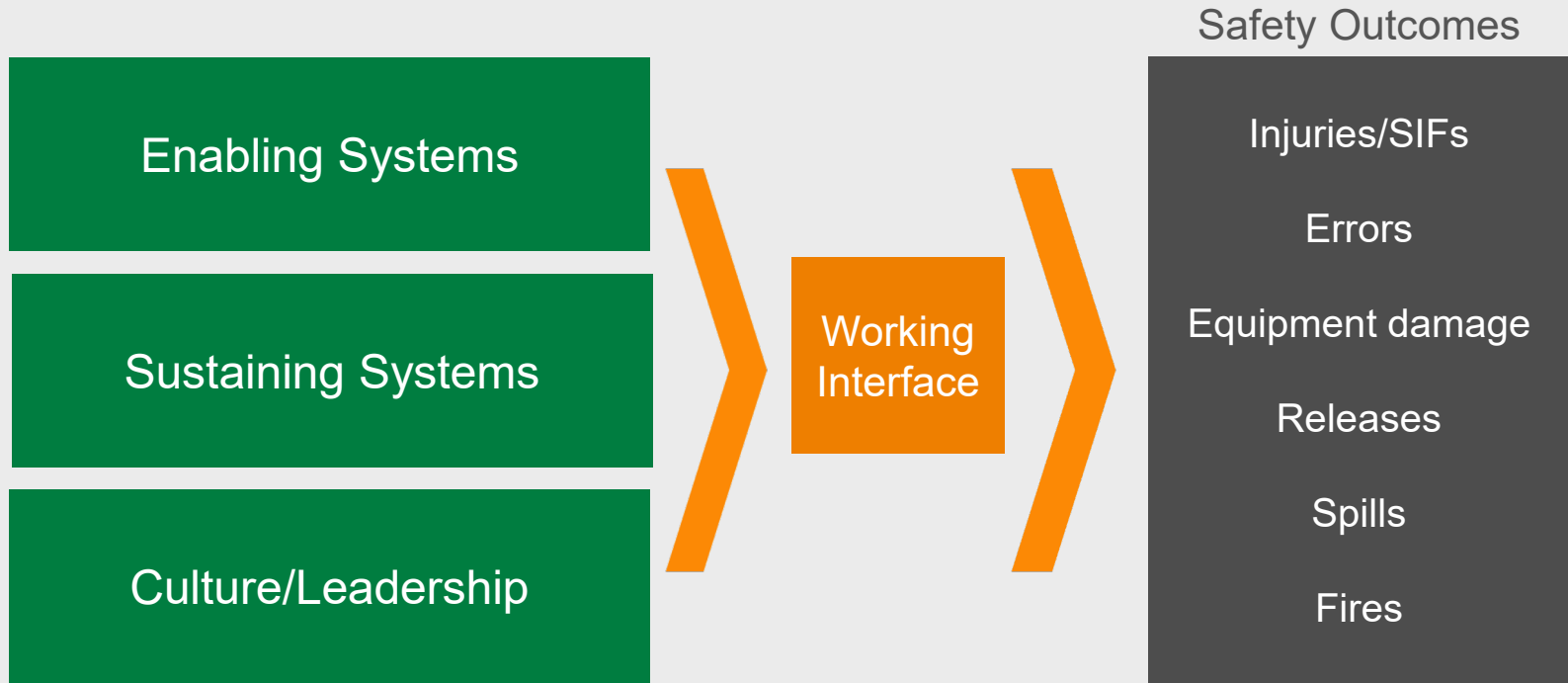
- A measure is a ‘set of observations that quantitatively reduce uncertainty.’
- Metrics tell everyone what the organization values and how success is defined.
- Metrics are intended to drive the behavior of individuals and the organization toward desired outcomes.
- Thoughtful consideration should be given to the behaviors that will result from the metrics.



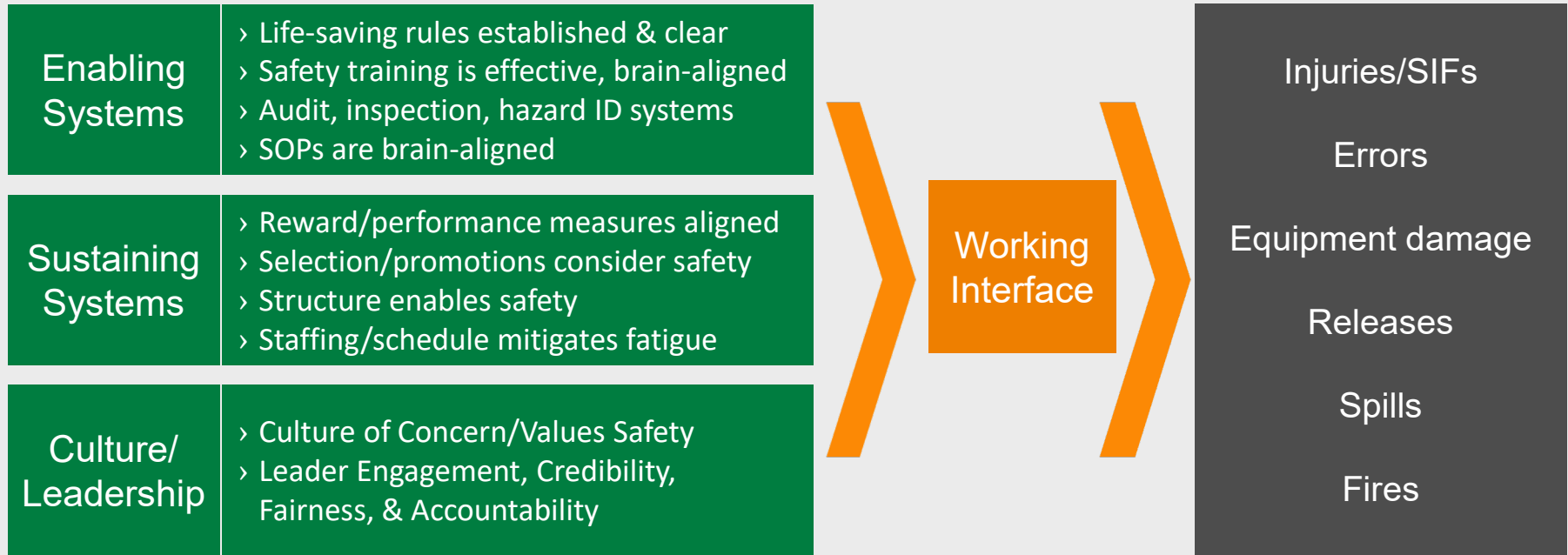
Systems Approach to Leading Indicators



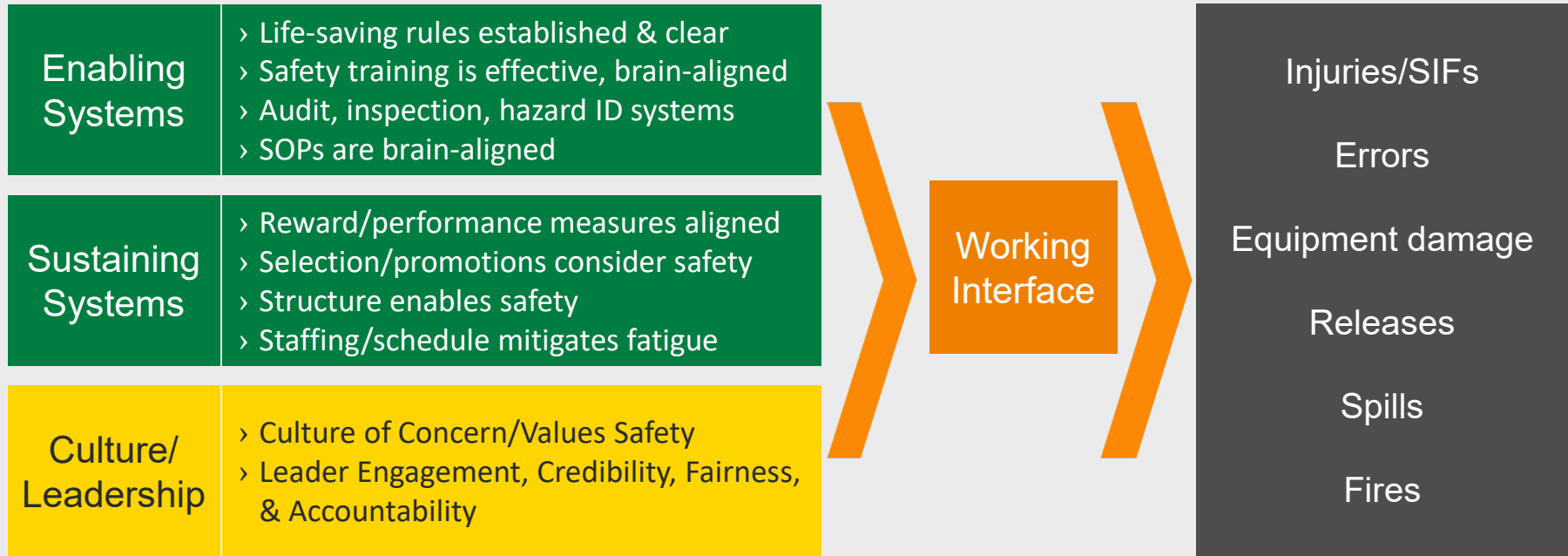
What could we possibly know about the safety environment before an incident occurs?



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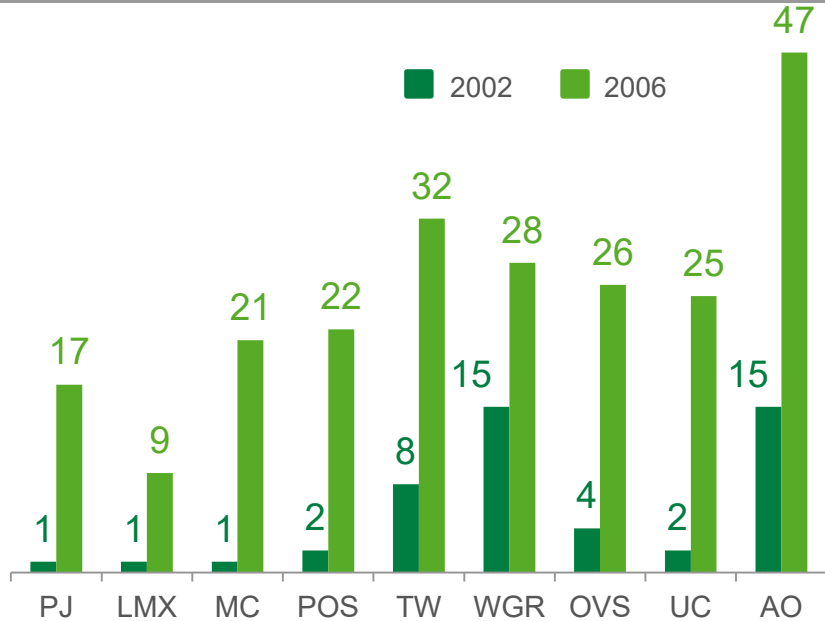
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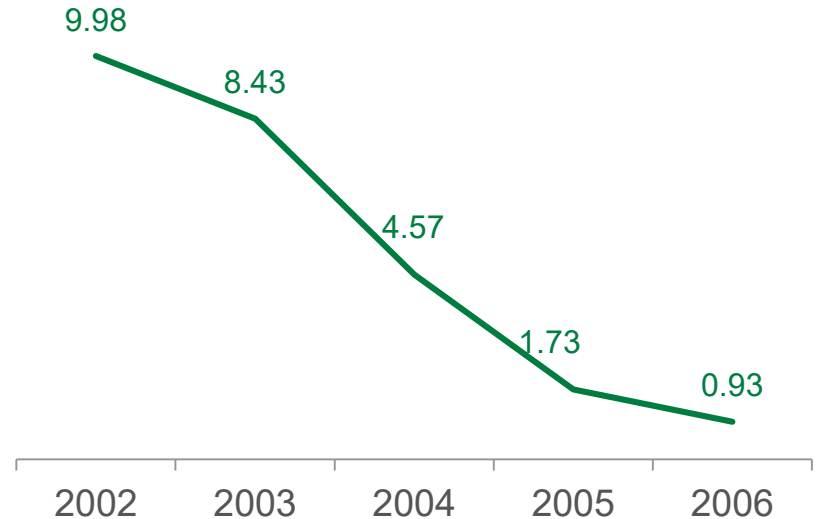
Culture as a leading indicator

Improvement in culture from 2002 to 2006 associated with reduction in injuries

SAFETY CULTURE

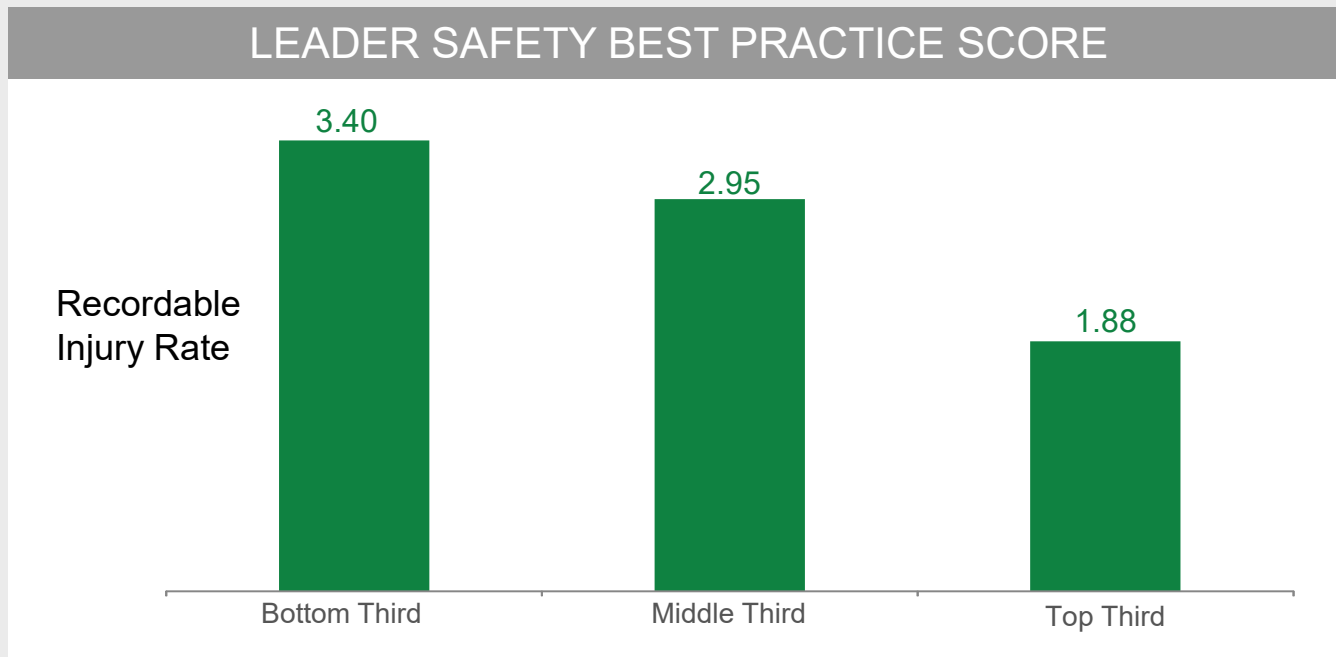


INJURY RATE

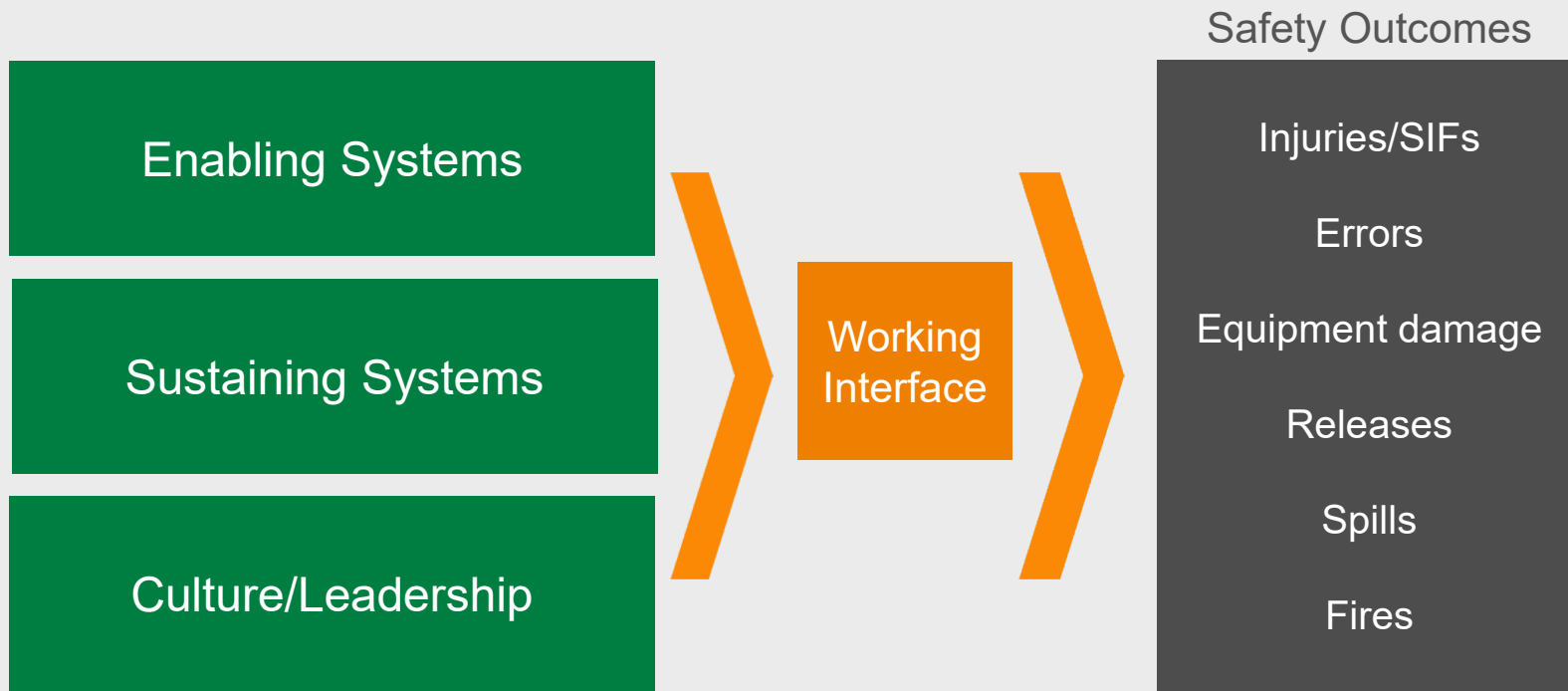


Leadership as a leading indicator

The strongest safety leaders (as measured by subordinates) have fewest injuries at their sites



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Operations: Equipment/Facilities/Environment

EQUIPMENT: maintenance logs, equipment history, age, telemetry

FACILITY: housekeeping, physical hazards, lighting, signage

ENVIRONMENT: weather, time of day, day of week

ACTION LOG: corrective actions identified, completed, verified



Safety Outcomes

Injuries/SIFs

Errors

Equipment damage

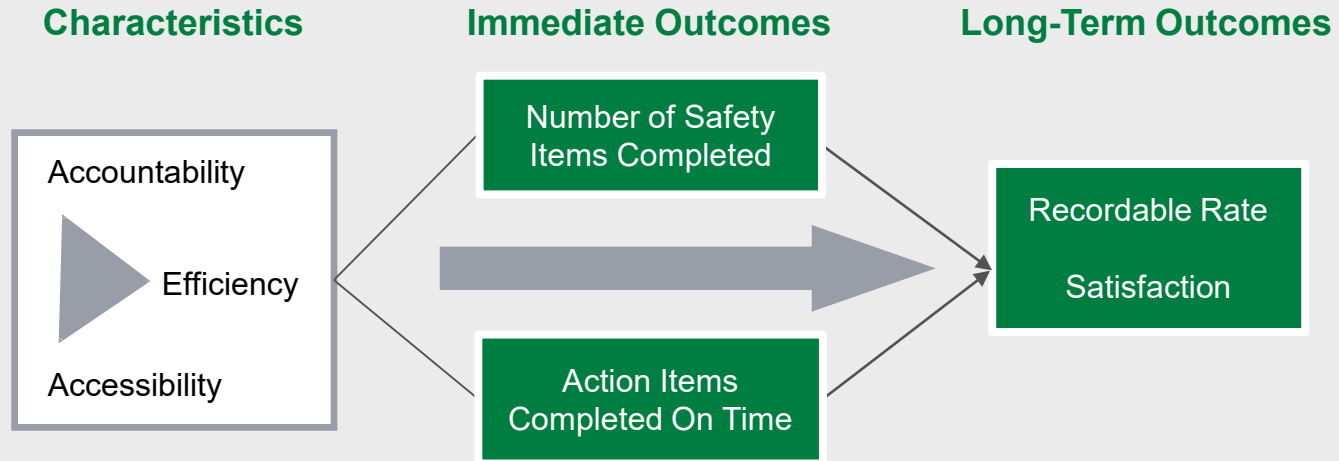
Releases

Spills

Fires

Operations: Corrective Actions

How safety action items are managed impacts immediate and long term outcomes



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Worker

DEMOGRAPHICS: age, gender, safety inclination

HISTORY: training, experience, incidents, hours/days worked, shift

WORK ACTIVITY: jobs, situations

DISTRACTIONS/STRESS/PRESSURE: personal, environmental

ALERTNESS: fatigue state



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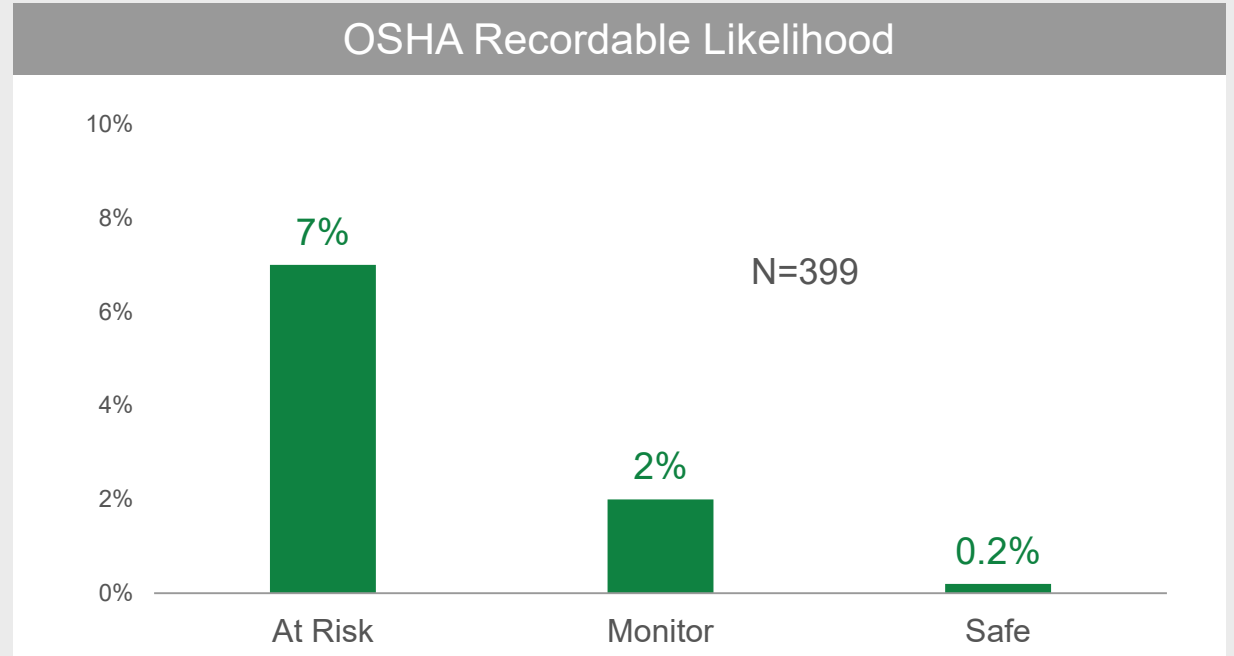
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Worker: safety inclination

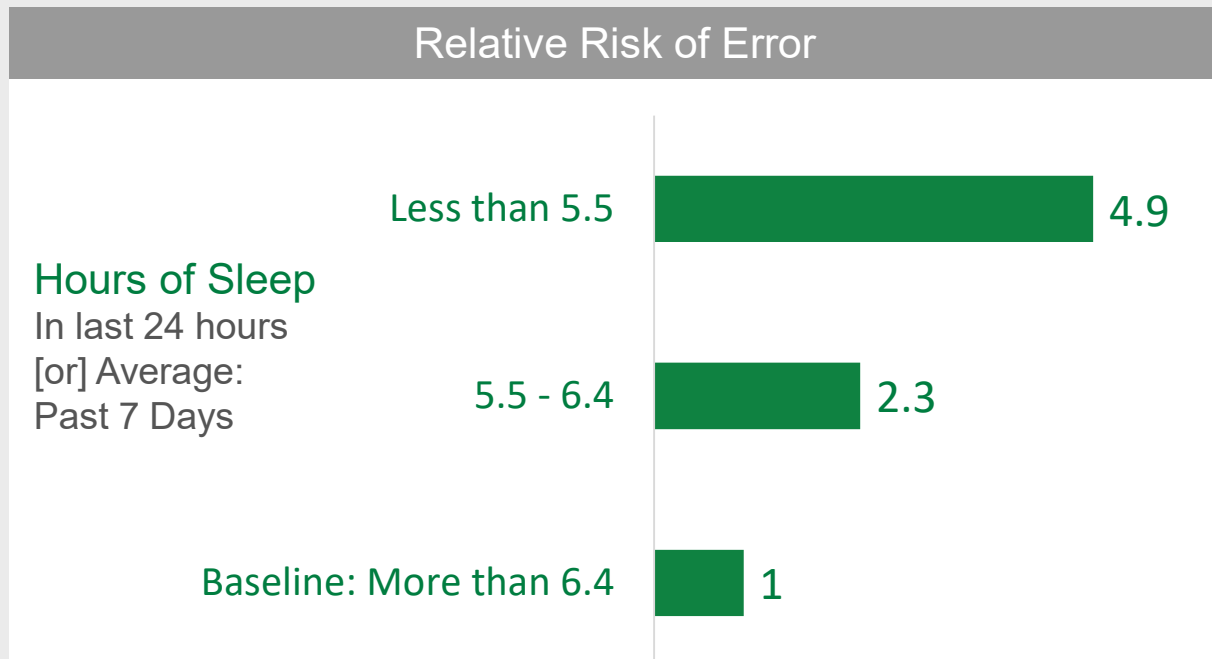
Employees grouped in the 'At Risk' category were 35 times more likely to have an OSHA recordable than those in the 'Safe' category.*



*Study by Select International, 2012

Worker: fatigue state

Employees had over 2 times the risk for error if they had between 5.5 and 6.4 hours of sleep and nearly 5 times the error risk if less than 5.5 hours



Study conducted by Liberty Mutual Institute for Safety

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Systems/Processes

ENGAGEMENT: participation, safe behavior, observations

REPORTING: near miss, weak signals, previous incidents, hazards

VERIFICATION: life saving processes/audits, inspections

RISK ASSESSMENTS: PHA, audits, HAZOP, MOC, JHA



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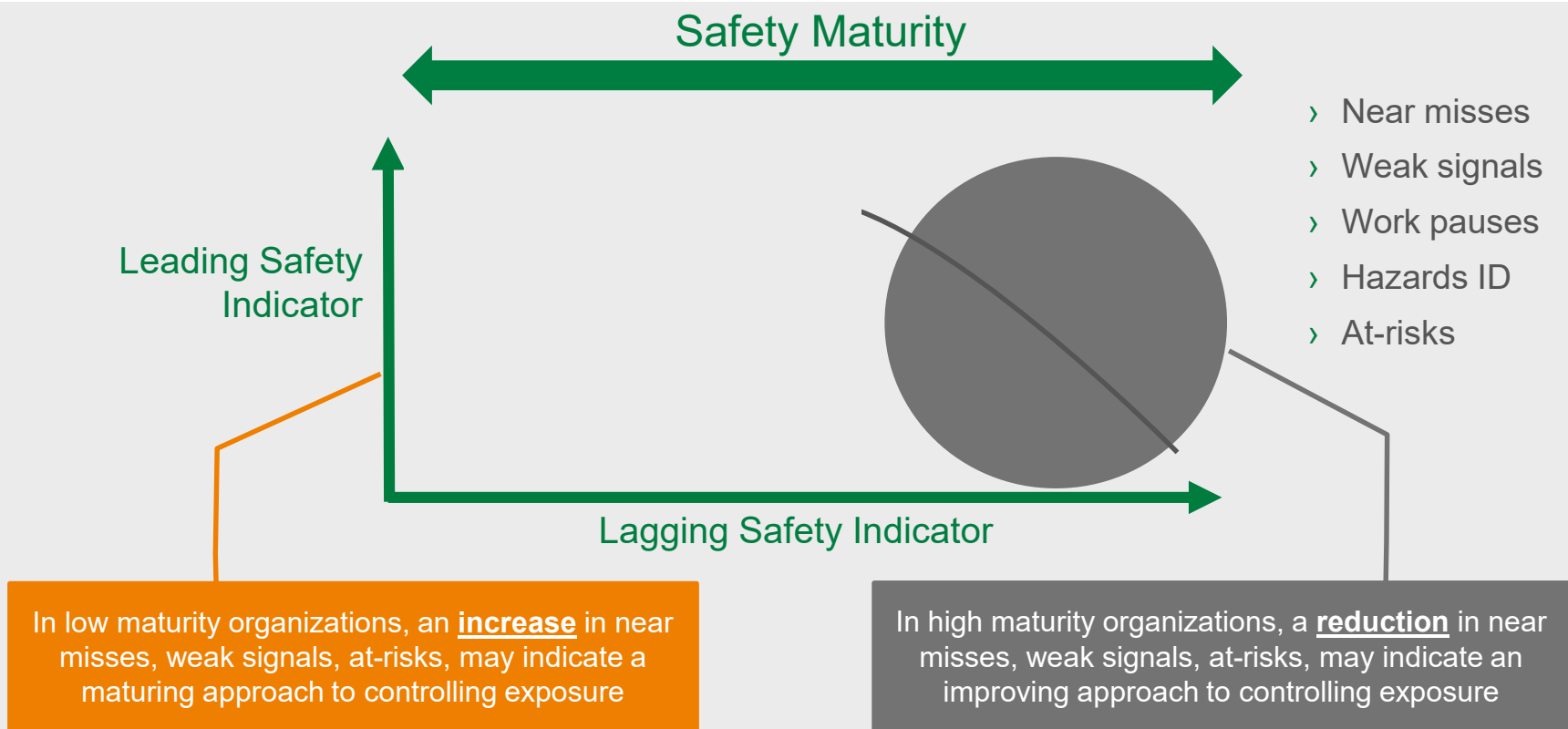
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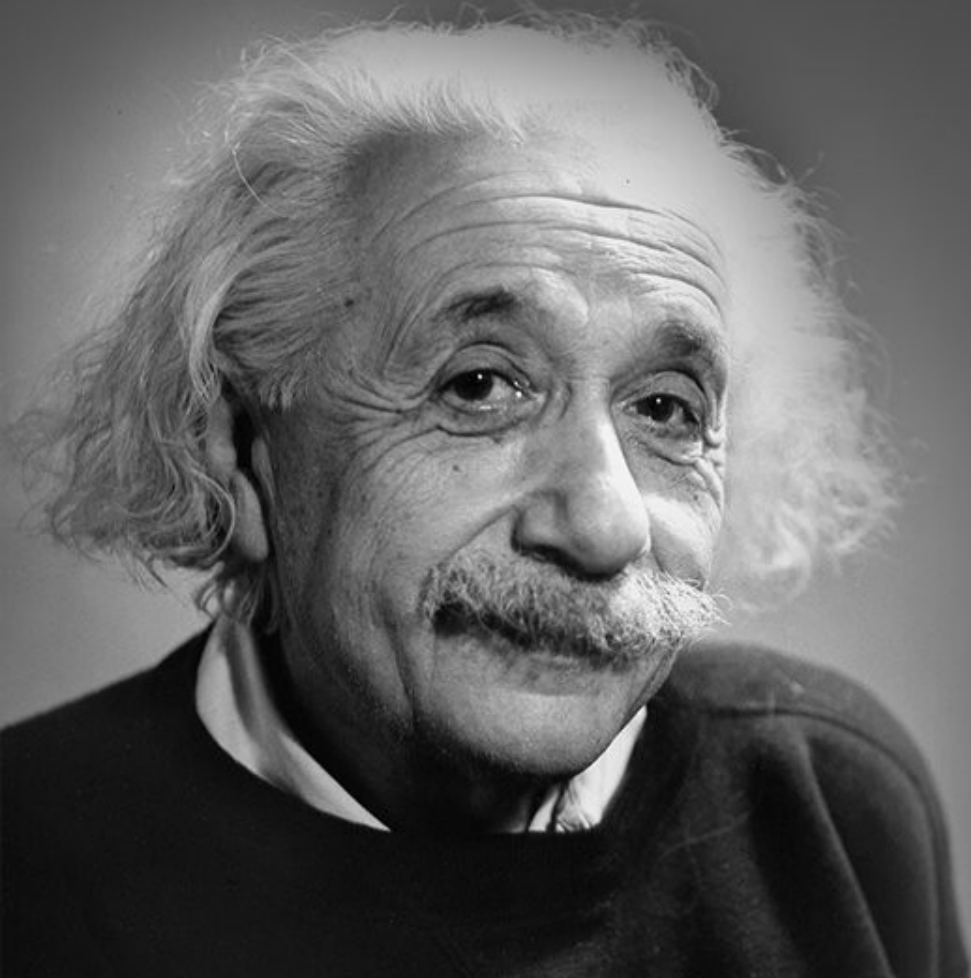
Systems/processes: engagement contact rate

Higher observation activity is associated with lower recordable rate



A caution about metrics





“ Not everything
that can be
counted counts
and not everything
that counts can
be counted. ”



Thank You

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