



Workers' Compensation

Training & Resource Guide

A Message to the Members of Palmetto Hospital Trust,

As the administrator of Palmetto Hospital Trust, we at The Risk Authority (TRA) strive to provide resources that are valuable to you. To this end, we are proud to present the latest version of our **Training and Resource Guide**, which contains information on many new programs, as well as updates on perennial favorites.

In the pages that follow, you will see listed a broad array of training resources, which complement our extensive, ongoing initiatives in education and information services. You will find a wide selection of on-site programs and details about our publications.

We are proud of the fact that there is hardly a company anywhere that places more value on education and information than does TRA. We know from experience that while safety issues wax and wane – one threat being more salient now, another becoming more prominent later – there is nothing steadier or more solid than an educated, well-informed approach to risk management. That is the spirit which animates all of our statewide educational programs, on-site training sessions, and electronic publications.

We hope you will make good use of the training and resources described in these pages. Please feel free to share with us your thoughts and ideas on how we can improve our offerings. Remember, there is never a charge for the presentation of any of the programs described in this Guide (a small charge may apply for the purchase of copyrighted materials required for some courses). We encourage you to take advantage of this valuable resource.

Please let us know how we can help you, by contacting us directly.

We look forward to working with you,



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** Programs highlighted in these blue boxes are designed to have the greatest impact on your workers' compensation core cost drivers.

Information

Registration

Palmetto Hospital Trust (PHT) members are encouraged to schedule as many on-site programs as they wish. These programs are offered at no additional cost.

Note to the Disabled

If you have special needs we can address to facilitate your participation, please let us know and we will be happy to accommodate you.

Materials

Comprehensive hand-out materials are available for each educational program. Pre- and post-tests can be offered.

On-Site Training Summary

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Introduction to Industrial Hygiene/Ergonomics	1 hour	15
Introduction to OSHA (Mandatory 2 hour class)	2 hours	15
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Personal Protective Equipment, Subpart I	1 hour	16
Walking & Working Surfaces Subpart D	1 hour	16
Workplace Violence	1 hour	16
NOTE: Special Industry Recommendation		
<i>In addition to the four required hours, the groups noted below should also teach the following:</i>		
<ul style="list-style-type: none"> • <i>Medical/Health Care - Introduction to Industrial Hygiene/Bloodborne Pathogens (2 hours), Ergonomics, Personal Protective Equipment (PPE), Hazard Communication, and Workplace Violence (at least ½ hour)</i> • <i>Maintenance - Ergonomics, Hazard Communication, and (if applicable) Powered Industrial Trucks</i> • <i>Utility - Ergonomics, Power Generation, and Confined Spaces</i> • <i>Office - Ergonomics and Hazard Communication</i> 		
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NOTE: Choose a minimum of 6 topics. Must add up to 14 hours.

On-Site Training Summary (cont'd)

Slip, Trip, and Fall Prevention

The target audience for these trainings is: All Environmental Services Staff, Facilities and Maintenance Staff, OR and Central Sterile Staff, All Managers and Supervisors for all departments and units, Safety Directors, Risk Managers, and any other staff responsible for the general safety of employees, patients, and visitors.

Walkway Auditor: Competent Person Training

Description: This training will enable members to learn about the slip, trip and fall auditing process. Participants will learn how to audit for slip, trip and fall hazards from walking working surfaces and gain the ability to detect, prevent, and correct any potential hazards as a competent person. Participants will have an opportunity attend sessions geared towards preventing slips, trips and falls claims through auditing and hazard recognition education along with how to resolve slip, trip, and fall claims once they occur.

Topics: Slips, Trips, Falls; Auditing; Investigation

Length: 6 hours

National Safety Council Slips, Trips, & Falls Prevention Supervisor's Program

Description: Designed for management level staff to be able to recognize, evaluate and control hazards in their workplaces that may cause slips, trips and falls. Participants also will learn to identify and implement a system to prevent slips, trips and falls.

Topics: Slips, Trips, Falls

Length: 4 hours

National Safety Council Slips, Trips, & Falls Prevention Awareness Program

Description: This program is designed for employees of all levels to be able to recognize, evaluate and control hazards that contribute to slips, trips and falls.

Topics: Slips, Trips, Falls

Length: 2 hours

Slip, Trip and Fall Overview

Description: Deals specifically with slips, trips, and falls recognition and prevention techniques.

Topics: Slip resistant shoes; proper floor maintenance; proper floor surface protection; other hazards found in the healthcare setting.

Length: 1 hour

On-Site Training Summary (cont'd)

Safe Patient/Resident Handling

The target audience for these trainings is: All clinical staff, Nursing Administration, Risk Manager, Safety Director, Infection Preventionist and anyone else that provides hands-on patient/resident handling

Safe Patient/Resident Handling for Managers

Description: Provides an overview of the Safe Patient/Resident Handling objectives and implementation strategies

Topics: Recent losses, expectations of performance, management accountability and support

Length: 1 hour

Safe Patient/Resident Handling Policies & Procedures

Description: Outlines the basic policies and procedures needed to implement and sustain a Safe Patient/Resident Handling Program

Topics: Program purpose, roles and responsibilities, expectations and program objectives, competency return demonstrations

Length: 1 hour

Safe Patient/Resident Handling Refresher Training for Coaches

Description: Provides refresher training to existing and new coaches on Safe Patient/Resident Handling Techniques specific to your existing program.

Topics: Role of a coach, observations, skill based checkoffs, review of current policies and procedures, coaching techniques (reinforced through return demonstrations)

Length: 2 hours

Workers' Compensation

These trainings are taught by TRA GSC Executive Vice President, Claims & Risk Management. The target audience for these trainings is: CEO, CFO, COO, Risk Manager, Managers, Supervisors, Claims Coordinators, Employee Health, Gatekeeper Physicians

Gatekeeper Physician Training

Description: Provides a better understanding of workers' compensation and related issues

Topics: Transitional duty, impairment ratings from the latest AMA Guidelines, brief summary of the intent of SC Workers' Compensation Statute.

Length: 1 hour

The Manager's Role in Workers' Compensation

Description: Emphasizes the important role of supervisors and department heads in improving workplace safety and reducing workers' compensation claims

Topics: Overview of workers' compensation, paid benefits, loss prevention, cost of employee injuries, reporting job related injuries/illnesses, employee counseling, fraud

Length: 1 hour

Workplace Violence

Crisis Prevention Institute - Nonviolent Crisis Intervention®: Introductory Seminar

Description: Presents a practical behavior model that outlines and explores the behavior of an individual in crisis and the staff attitudes and approaches to that behavior.

Topics: How to identify behaviors that could lead to a crisis; How to most effectively respond to each behavior to prevent the situation from escalating; How to use verbal and nonverbal techniques to defuse hostile behavior and resolve a crisis before it becomes violent; How to cope with your own fear and anxiety; How to use principles of personal safety to avoid injury if behavior becomes physical

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 6-8 hours

Crisis Prevention Institute - Nonviolent Crisis Intervention®: Workshop

Description: Presents a practical behavior model that outlines and explores the behavior of an individual in crisis and the staff attitudes and approaches to that behavior.

Topics: When it is appropriate to physically intervene; How to develop team intervention strategies and techniques; How to assess the physical and psychological well-being of those involved in a crisis; How to safely and effectively control and transport an individual; How to maintain rapport with the acting-out individual; Key steps for debriefing after a crisis; How to properly document an incident

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 8-12 hours

Crisis Prevention Institute - Nonviolent Crisis Intervention®: Annual Refresher

Description: Presents a practical behavior model that outlines and explores the behavior of an individual in crisis and the staff attitudes and approaches to that behavior.

Topics: To review core concepts; To find out what is and is not working well within your culture; To clarify questions on how to apply program information; To keep everyone focused

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 3 hours

NOTE: * In order to receive credit towards your CPI certificate, the video must be administered by a CPI qualified trainer. A minimum of 3 hours is necessary to meet the annual refresher training requirement.

Crisis Prevention Institute - Conflict Resolution Video Series: From Argument to Agreement

Description: Presents a practical behavior model that outlines and explores the behavior of an individual in crisis and the staff attitudes and approaches to that behavior.

Topics: Two volume series - Volume I: Negotiating Your Way Through Conflict; Volume II: You Can Mediate: How to Help Others Resolve Disputes

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 3 hours

NOTE: * In order to receive credit towards your CPI certificate, the videos must be administered by a CPI qualified trainer.

Crisis Prevention Institute - The Art of Setting Limits Video Series

Description: Presents a practical behavior model that outlines and explores the behavior of an individual in crisis and the staff attitudes and approaches to that behavior.

Topics: Two volume series - Volume I: The Principles of Effective Limit Setting; Volume II: Managing Your Anger - Maintaining Your Professionalism

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 3 hours

NOTE: * In order to receive credit towards your CPI certificate, the videos must be administered by a CPI qualified trainer.

Workplace Violence Awareness - STOP Aggressive Client Behavior

Description: Provides an overview of workplace violence in the healthcare setting, and the foundation needed to develop workplace violence policies and procedures

Topics: Definition of workplace violence, work-related causes, four categories of workplace violence, signs to identify aggressive behavior

Audience: COOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers, Security Officers, Emergency Department Staff, Charge Nurses/Nurse Supervisors, Behavioral Health Nurses, Admissions Staff

Length: 1 hour

General Safety

Accident Investigation for Supervisors

Description: Discusses the common causes of accidents and presents an overview of accident investigation techniques

Topics: Supervisor's role, purpose of accident investigations, techniques of accident investigations, accident causes, employee involvement, importance of corrective actions, SREO form completion

Audience: CEOs, Department Managers, Supervisors, Safety Committee, Claims Coordinators, Risk Managers

Length: 1 hour

ARC Flash Awareness

Description: What is an Arc Flash, PPE needed, and how to identify sources per NFPA 70E

Topics: PPE, Proper LOTO

Audience: Maintenance/Engineering, Risk Managers, Safety Directors

Length: 1 hour

Avoid the Line of Fire - Machine Guarding 101

Description: Avoiding pinchpoints, proper machine guarding

Topics: Machine guarding, lockout tagout, human factors engineering

Audience: Maintenance/Engineering, Risk Managers, Safety Directors

Length: 1 hour

Behavior-Based Safety Overview

Description: Discusses the technique of behavior-based safety management, which is an observation and feedback process

Topics: What is a behavior (an observable act), what triggers a behavior, what results from a behavior, how this knowledge can be used to prevent at-risk behavior while encouraging safe behavior

Audience: Safety Committee

Length: 1 hour

Confined Space Awareness

Description: Awareness training on confined spaces in healthcare settings

Topics: What is a confined space, requirements for entering/working in a confined space

Audience: Maintenance/Engineering, Risk Managers, Safety Directors

Length: 1 hour

Confined Space for Supervisor/Permit Writer

Description: In-depth discussion of the OSHA requirements for confined space/permit confined space entry

Topics: Recognition of hazards, atmospheric testing, Personal Protective Equipment requirements, how to issue the correct permit, debriefing, rescue, etc.

Audience: Maintenance/Engineering, Risk Managers, Safety Directors

Length: 1 hour

Contractor Safety 101: What you need to know before selecting your next contractor

Description: Deals with criteria for selecting a contractor

Topics: Selection criteria for contractors including Emergency Management Response, written program evaluations, past work history, audits, etc.

Audience: CFO, COO, Construction Management Team, Risk Manager, Safety Director, Engineering Director

Length: 1 hour

Cylinder/Gas Regulator Safety

Description: Details the correct handling procedures, identification and use of various types of cylinders, including the hazards associated with the use of regulators

Topics: General cylinder storage requirements, safety procedures, hazards of compressed gas cylinders

Audience: Maintenance/Engineering, Laboratory Personnel, Security, Safety/Risk Managers, Employee Health, Safety Committee Members, Construction Coordinators, Infection Preventionist, Management Team Members, Employee Health

Length: 1 hour

Fire Protection - Extinguishers/Fire Safety

Description: Where the employer has designated to use fire fighting equipment as part of the emergency action plan, with training in use of the appropriate equipment, this training shall be provided annually.

Topics: Portable fire extinguishers, incipient fires, roles and responsibilities, hands-on fire training with the various types of extinguishers found in the healthcare setting.

Audience: Any staff member who may respond to an emergency situation

Length: 30 minutes

Fire Watch Training for Long Term Care

Description: Training needed to meet DHEC Life Safety Code Requirements

Topics: Fire watch responsibilities, documentation, what to inspect, fire system awareness

Audience: All staff, including Safety Director, Risk Manager, Maintenance/Engineering, Nursing, Security, EVS, Dietary

Length: 1 hour

Home Health Safety Overview

Description: Outlines the hazards involved in working in a home healthcare setting focusing on OSHA compliance

Topics: Preplanning for safety, workplace violence, safe patient/resident handling and movement, slips, trips and falls, etc.

Audience: Home Health Nurses, Security, Risk Managers, Safety Directors, Nursing Administration

Length: 1 hour

Housekeeping Safety Overview

Description: An overview of the major hazards to EVS/Housekeeping workers

Topics: Contaminated work environments, equipment, laundry, slips, trips and falls, and hazardous chemicals

Audience: Environmental Services, Housekeeping Staff

Length: 1 hour

Industrial Trucks/Manlift

Description: Designed for employees who use, or occasionally use, this equipment

Topics: General hazards that apply to the operation of all or most powered industrial trucks, hazards associated with the operation of particular types of trucks, hazards of the workplace and training requirements

Audience: Employees who use, or occasionally use industrial trucks/manlifts

Length: 1 hour

Job Hazard Analysis (JHA): The Basics

Description: Provides the fundamental basics for a Job Hazard Analysis to be performed on particular tasks

Topics: What tasks need a JHA, how to break the job down into tasks, verification and validation process of JHAs

Audience: Safety Committee, Safety Director, Risk Manager, Supervisors, Managers, Employee health, Maintenance/Engineering

Length: 1 hour

Kitchen Safety Overview

Description: Reviews hazardous areas in kitchen and dietary environments

Topics: Fire extinguisher systems, ergonomics, slip, trip and fall prevention, hazardous chemicals, heat and steam burns

Audience: Dietary Staff, Safety Director, Risk Manager

Length: 1 hour

Root Cause Analysis

Description: Assists participants in determining the root cause of an accident or sentinel event, a systematic approach to getting to the actual causation of the event

Topics: Methods for completing a Root Cause Analysis

Audience: Safety Committee, Safety Director, Risk Manager, Supervisors, Managers, Employee Health, Maintenance/Engineering

Length: 1 hour

Sharps in the OR

Description: Provides methods of prevention for sharp injuries in the operating room, focusing on OSHA compliance

Topics: Methods of prevention for sharps injuries in the operating room

Audience: OR/OB-GYN Clinical Staff, Risk Manager, Infection Preventionist, Safety Director, EVS

Length: 1 hour

OSHA 10 Hour Trainings

Each OSHA 10 hour Training session is 1 hour in length and is taught by TRA GSC Risk Management Staff. These trainings cover OSHA policies, procedures, and standards, as well as general industry safety and health principles. Special emphasis is placed on the most hazardous areas using the OSHA standards as a guide. Upon successful completion of the course, each participant will receive an OSHA completion card from the Department of Labor. The target audience for these trainings is: Supervisors, Department Managers, Safety Directors, Risk Managers, Employee Health Nurses, Environmental Services, Maintenance/Engineers, Security Directors, Infection Preventionists, Laboratory personnel, and Safety Committee members.

Emergency Egress Subpart E&L

Description: Emergency Egress/Fire Protection

Topics: Exit Routes, Emergency Action Plans, Fire Prevention Plans, Fire Protection

Electrical Safety Subpart S

Description: Electrical Safety Basics

Topics: Basic requirements of SubPart S and electrical safety

Flammable and Combustible Liquids

Description: Flammable and Combustible Liquids Subpart H

Topics: Requirements of the Flammable and Combustible Liquids standards; NFPA 30

Hazard Communication

Description: HazCom Right to Know

Topics: Hazard Communication program requirements, Material Safety Data Sheet (MSDS), and labeling requirements

Introduction to Industrial Hygiene/Bloodborne Pathogens

Description: Intro to Industrial Hygiene/Bloodborne Pathogens

Topics: Basic industrial hygiene and bloodborne pathogens

Introduction to Industrial Hygiene/Ergonomics

Description: Intro to Industrial Hygiene/Ergonomics

Topics: Basic industrial hygiene and ergonomics

Introduction to OSHA (Mandatory 2 hour class for OSHA certification)

Description: Introduction to OSHA

Topics: OSHA Act, general duty clause, inspections, citations, penalties, recordkeeping

Machine Guarding Subpart O

Description: Machine Guarding Standard

Topics: Discussion of the machine guarding regulations, types of machine guarding, and how to reduce hazards that lead to injury

Personal Protective Equipment, Subpart I

Description: Program includes, eye, face, hand, head and foot protection, and respiratory protection

Topics: Personal Protective Equipment

Walking & Working Surfaces Subpart D

Description: Walking & Working Surfaces

Topics: Housekeeping, docks, aiseways, ladders, scaffolding

Workplace Violence

Description: A basic class on workplace violence that provides the program elements for an effective workplace violence program

Topics: Workplace Violence

OSHA 30 Hour Trainings

Each OSHA 30 hour Training session is 1 hour in length and is taught by TRA Risk Management Staff. These trainings cover OSHA policies, procedures, and standards, as well as general industry safety and health principles. Special emphasis is placed on the most hazardous areas using the OSHA standards as a guide. Upon successful completion of the course, each participant will receive an OSHA completion card from the Department of Labor. The target audience for these trainings is: Supervisors, Department Managers, Safety Directors, Risk Managers, Employee Health Nurses, Environmental Services, Maintenance/Engineers, Security Directors, Infection Preventionists, Laboratory personnel, and Safety Committee members.

Electrical Safety Subpart S

Description: Electrical Safety Basics

Topics: Basic requirements of SubPart S and electrical safety

Electrical Safety Subpart S Part 2

Description: Electrical Safety Part 2

Topics: More in-depth class, ArcFlash, etc.

Emergency Egress Subpart E&L

Description: Emergency Egress/Fire Protection

Topics: Exit Routes, emergency action plans, fire prevention plans, fire protection

Flammable and Combustible Liquids

Description: Flammable and Combustible Liquids Subpart H

Topics: Requirements of the Flammable and Combustible Liquids standards, NFPA 30

Hazard Communication

Description: Discusses the Hazard Communication program requirements, Material Safety Data Sheet (MSDS), and labeling requirements

Topics: HazCom - Right to Know

Introduction to Industrial Hygiene/Bloodborne Pathogens

Description: Discusses basic industrial hygiene and bloodborne pathogens

Topics: Intro to industrial hygiene/bloodborne pathogens

Introduction to Industrial Hygiene/Ergonomics

Description: Discusses basic industrial hygiene and ergonomics

Topics: Intro to industrial hygiene/ergonomics

Introduction to OSHA

Description: Introduction to OSHA

Topics: OSHA Act, general duty clause, inspections, citations, penalties, recordkeeping

Machine Guarding Subpart O

Description: Discussion of the machine guarding regulations, types of machine guarding, and how to reduce hazards that lead to injury

Topics: Machine Guarding Standard

Material Management

Description: An overview of the proper handling and storage of materials as well as the equipment used

Topics: Materials Handling Subpart N

Permit Required Confined Space Entry

Description: An overview of the requirements of the Confined Space Entry standard, 1910.146

Topics: Confined Space Entry Subpart J

Personal Protective Equipment, Subpart I

Description: Program includes, eye, face, hand, head and foot protection, and respiratory protection

Topics: Personal Protective Equipment

Recordkeeping Requirements

Description: Discusses the OSHA recordkeeping requirements and how to maintain the OSHA log

Topics: OSHA Recordkeeping Requirements, OSHA 300/301 forms

Walking & Working Surfaces Subpart D

Description: Walking & Working Surfaces

Topics: Housekeeping, docks, aisleways, ladders, scaffolding

Welding, Cutting and Brazing

Description: Basic requirements for safety when performing welding, cutting or brazing, as well as the hot work permit requirements

Topics: Welding, Cutting and Brazing standard, hot work, Subpart Q

Workplace Violence

Description: A basic class on workplace violence, provides the program elements for an effective workplace violence program

Topics: Workplace violence

Additional On-Site Services

Team Meetings

- Claim File Review
- Benchmark Report
- Risk Reduction Objectives Status Report
- Stewardship Report
- Renewal Meeting

Reports and Trending Graphs

Claim and event data reports are available on TRA members-only website at *theriskauthority.com*. Click on “Members” at the top of the page, then click the “Login” button. If you need specific data graphs, please contact your PHT Risk Management Consultant.

Assessments

- Ergonomics
- Safe Patient/Resident Handling (Minimal Lift)
- Slip-Resistance Measurement (Floor Surfaces)
- Voluntary Protection Program (VPP) Readiness

Online Trainings

Safety National provides excess workers' compensation insurance coverage to PHT. Because of this relationship, PHT members are able to access Safety National's online training services. Safety National offers an alternative to traditional training through self-paced, online training. These modules may be used by single trainees or in group settings, and include employee interactions as well as post-test quizzes. There are a large number of titles to choose from and you may assign the appropriate titles to individuals or departments. Safety National also offers a learning management system to log progress, scores, and completion of training to help your organization comply with regulatory requirements. Topics include:

- Accident Investigation & Preparedness
- Behavior-Based Safety
- Bloodborne Pathogens & First Aid
- Confined Spaces
- Construction Safety
- Electrical Safety
- Elevated Work Safety
- Environmental Safety
- Ergonomics
- Fire Safety & Prevention
- Food Safety
- Hazardous Materials Communication & Procedures
- Heat & Cold Stress
- Heavy Machinery
- Laser Safety
- Machine Safeguarding
- Marine Safety
- Off-the-Job Safety
- Transportation
- OSHA-Accepted Training
- Personal Protective Equipment
- Pipeline & Valve Safety
- Office Safety/HR
- Slips, Trips, & Falls
- Welding Safety

Contact your PHT Risk Management Consultant for the latest offerings and sign up today!



WORKERS' COMPENSATION

Palmetto Hospital Trust (PHT) was founded in 1977 by South Carolina healthcare executives as a group workers' compensation self-insurance pool. The Trust's focus on worker safety, coupled with specialized risk management services, emphasis on prompt claims reporting, and superior claims administration, ensures that its members have the best possible solution for their workers' compensation needs. Trust members include hospitals, continuing care retirement centers, organizations dealing with special needs individuals, and other healthcare organizations.

PHT is a leading provider of workers' compensation coverage to the state's healthcare industry. Workers' compensation claims services, underwriting, and risk management services are provided to PHT members under a contract with The Risk Authority, and through business alliances with other best practices companies.

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