

Culture of Early Reporting

Value of Early Reporting

Early reporting:

- Makes it easier to identify and address problems before they are problems
- Draws attention to process improvement opportunities
- Increases hazard recognition, vigilance and preparedness
- Enables continuous and systematic learning (more data to analyze)
- Improves productivity
- Reduces time and revenue lost due to incidents
- Helps create a proactive culture of safety

Challenges of Early Reporting

EMPLOYEES may perceive early reporting as something that is:

- Not part of their job
- Risky
- Futile
- Difficult or time-consuming
- Discouraging without knowing what to look for
- Less important than production

From a MANAGEMENT viewpoint, early reporting can be dwarfed by competing priorities.

Strategies to Encourage Early Reporting

Promote the Value of Early Reporting

Promote the value of early reporting by:

- Reviewing corrective and preventive actions to improve work systems
- Promoting information sharing
- Crediting those involved in identifying, reporting and acting upon issues

Create a Culture of Early Reporting

A culture of safety includes:

- Communication
- Learning
- Feedback
- Buy-in
- Teamwork
- Well-qualified, passionate staff
- Positive perception of safety
- High expectations
- Accountability for corrective actions and clear hand-off procedures
- Transparency about safety incidents

Managers/supervisors should:

- Never take the obvious for granted
 - Make sure employees know you have a reporting system
- Make sure employees are never “too busy” to report
 - Make reporting part of the routine/process/job
 - Schedule time for safety
- Demonstrate the value of early reporting
 - Engage employees in devising and implementing corrective actions
 - Communicate when and how problems were solved

Encourage Reporting

Frontline EMPLOYEES are more likely to report when their supervisors:

- Treat them as subject matter experts
- Take their suggestions seriously
- View safety as a critical priority
- Conduct safety briefings
- Frequently encourage reporting

Frontline SUPERVISORS are more likely to report to senior managers who:

- View safety as a priority
- Review safety data frequently
- Assign responsibility for the reporting system to a direct report

Convert Reporting to Learning

Increased reporting results in learning **ONLY** when it is part of a systematic approach.

For reporting to result in learning:

- A culture of safety has to exist
- Safety and learning must be infused into daily activities and routines