



TLG and LMC 2016 Case Study Application

Future Ready Communities

DUE: September 4, 2015



Email to: Ryan Spillers at rspillers@transformgov.org

COVER PAGE

1. Case Study Title: ___Tulsa Fire Department Injury Review Board: Building Relationships and Reducing Injuries _____
2. Case Study Category (Select only one, selection identified by highlighting your choice):

Planning for Your Future	Creating an Inclusive Community
Reinventing Local Government	Community Networks
Blinders	
3. Jurisdiction Name: __City of Tulsa _____
4. Jurisdiction Population (US Census): ___398,121 _____
5. Would you like the application to be considered for our Rapid Fire Session? (Rapid Fire presentations are fast-paced, entertaining, interactive presentations. Each jurisdiction will have five minutes to make their presentations using 15 PPT slides set on auto-forward primarily containing photos/graphics. Participants will be seated at round tables to facilitate an energetic idea exchange. A cash bar will be available.)

YES	NO
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6. Project Leader (Primary Contact for case study notification):

Name: __Jeareld Edwards_____

Title: _Health & safety Chief _____

Department: ___ Fire _____

Phone Number: ___ 918-720-8914 _____

eMail: tfdsafety@cityoftulsa.org _____

US Mail Address, including zip code: _____

Twitter Account: __-_____

List additional presenters contact information below:

Scott Clark 918-230-6853

1. Presentation title and description of the innovation. *100 word maximum.*

Tulsa Fire Department Injury Review Board: Building Relationships and Reducing Injuries

2. When and how was the program, policy or initiative originally conceived in your jurisdiction? *100 word maximum.*

In 2013 the City of Tulsa reviewed it's OSHA Recordable Injuries and found a lot of room for improvement to catch up to peer cities. The city took on a major Safety Culture Transformation. As a response, the Fire Department created the Injury Review Board because we knew how important it is to keep our firefighters safe and on the job. We wanted to be proactive and see if there are regularly occurring injuries that we can prevent with early detection.

3. How exactly is the program or policy innovative? How has your innovation changed previous processes, products or services? *100 word maximum.*

Before the IRB the Department was not addressing injuries across the job and detecting patterns until they became major. Now with the injury data collected by the Health and Safety Chief we have a monthly review of 5 injuries with suggestions from the board passed on to the Administration and Training Division for Field personnel. Firefighters know that if they are injured they may be required to go before the IRB to discuss how the injury occurred, how it could be prevented in the future, and how the team can share that information with the entire department.

4. Explain how the program or initiative substantially stretched or improved the boundaries of ordinary governmental operations. *200 word maximum.*

The IRB has done a great deal to break down the silos in government. Previously, a recordable injury would be reported and a variety of individuals might review individually. But the IRB gets rid of that silo effect because it consists of a Supervisor, Fitness Counselor, Workman's Compensation representative and City Medical Doctor. Bringing all of these different disciplines together for the same conversation allows information to be shared at a greater rate and the firefighters to realize just how many groups are concerned with their safety. With all the disciplines together, suggestions for future improvements can be discussed more simply and can lead to earlier implementation of improvements. This has really helped to break down boundaries and expose limitless opportunities.

5. What individuals or groups are considered the primary initiators of your program? How does the innovation engage stakeholders or demonstrate high performance teaming? Were strategic partnerships and/or community networks developed as a result of the innovation? *200 word maximum.*

The safety culture initiative was primarily driven by the Mayor and his administration. The actual initiative to set up the IRB was taken by the administrative team within the Fire Department. The IRB brings all the stakeholders together in a central location for a central purpose – to make the workplace safer for firefighters. With a great purpose the team is able to set high standards and achieve them together. There was a dramatic improvement to the relationships between the Workman's Compensation team and employees within the Fire Department. Each side was able to see the other's perspective and understand issues and concerns they might not have seen without that

perspective. The teams have benefited individually and the members have benefited by a better understanding of the needs of entirely different work groups.

6. If a private consultant was used please describe their involvement, identify the consultant and/or firm and provide contact information. *100 word maximum.*

No

7. To what extent do you believe your program or policy initiative is potentially replicable within other jurisdictions and why? To your knowledge, have any other jurisdictions or organizations established programs or implemented policies modeled specifically on this project? Please provide verification of the replication. *200 word maximum.*

Other departments within the City of Tulsa have heard about the results of this IRB and have expressed an interest in seeing if a similar structure could help with their department's workplace injuries. We definitely think this is replicable in any team so long as the necessary stakeholders are involved and participate. We are not aware of any other jurisdictions establishing this sort of initiative.

There were no capital or operating costs associated with the program. All individuals involved in the IRB are employees of the City of Tulsa and are doing the review in their job capacity. We do not have hard dollar value for the savings of having 30% fewer recordable injuries. However, we know that has to equal a reduction in costs associated with workman's compensation claims, lost work due to time off, overtime associated with covering shifts for an injured employee, etc.

9. Please describe the most significant obstacle(s) encountered thus far by your program. How have they been dealt with? Which ones remain? *200 word maximum.*

The initial push back was from the members thinking that the program was punitive in nature. Over time the members of the department saw that the board was educational and a benefit to the members to see patterns of deficiencies across the job.

10. What outcomes did this program or policy have? What baseline data did you collect? How did you measure the change based on the intervention, and why do you believe in the credibility of this assessment? *200 word maximum.*

In FY 12-13, the Fire Department had 120 OSHA Recordable Injury Cases. This number dropped to 102 in FY 13-14 and down to 84 in FY 14-15. That is a 15% reduction in the first year and 17% reduction the following year. It equates to a 30% reduction in injuries over 2 years.

11. Has the program received any press or other media coverage to date? If yes, please list the sources and briefly describe relevant coverage. *100 word maximum.*

No

12. Please provide web links where the innovation can be seen/tested (in the case of something that is web-based) *100 word maximum.*

N/A due to HIPPA

13. Please provide any key references and their contact information who can be interviewed/called to discuss the innovation and its impact. *100 word maximum.*

Scott Clark Deputy Chief
Jeareld Edwards Health and Safety Chief

14. You've been to a lot of conferences. TLG should be a unique experience for everyone. Describe how your case study presentation will be different than other conference presentations. *200 word maximum.*
- How will you make the session creative and unique?
 - How do you plan to be both entertaining and educational?
 - Include a description of how your session will facilitate group activities and/or interaction.
15. Anything else you would like to add? *200 word maximum.*