SAFETY AND HEALTH INVESTMENT PROJECTS
FINAL REPORT

HSEQ-WA APP for Good Observation, Near-Miss and Accident reporting

Ship Grant #
2016ZC00314

Funding Period
6-30-16 thru 3-21-17

Project Contact Person
John W. Shervey, MS
John@safetytrainingprofits.com

Organization/Partners/Collaborators
John W. Shervey & Associates, Inc., Schuchart Construction, Mellora

Date of Report
3-21-17

Author of Report
John W. Shervey, MS

Washington State Department of
Labor & Industries
Division of Occupational Safety and Health

Cover Sheet for SHIP Final Report

PART I

Narrative Report

Abstract:

    Present a short overview of the nature and scope of the project and major findings (less than half a page).

Employee engagement is a critical component to maintaining a productive and safe work environment. Many Good Observations, Near-Miss and/or minor accidents are not reported due to complications of completing traditional reports in a timely manner as well as distributing them to the right individuals and locations. Research indicates in the range of 300 near miss incidents occur for every 30 minor incidents and every 1 serious accident. This does not include countless opportunities to recognize and share Good Observations/best practices which are lost for the same reasons; not having an available method of quickly creating a useful report that can be distributed in a timely manner to the right people in a format which can be immediately used. The grant and APP development and promotion will allow any phone used for company business to turn into an immediate on-the-spot reporting and distribution tool.

Purpose of Project:

    Describe what the project was intended to accomplish.

Provide an efficient, easy to use tool allowing prompt reporting of Good Observations, Near-Miss incidents and Accidents using a smart phone APP (Apple and Android). Reports completed on the spot can include pictorial representations with "finger-drawing" to accent highlights and immediately emailed to any number of pre-programmed recipients or others at local or distance worksites for training, risk analysis or process improvements. Reports are use/print ready and copies signed during training can be scanned for paperless documentation.

Statement and Evidence of the Results:

The original research leading up to writing the grant pointed out the need for improved methods of expeditiously capturing Observations, good or at risk, near miss incidents and accidents. Existing employees as well as those in the Millennial age group struggled to complete paper reports and get them into action. The app provides a tool that provides reports electronically from nearly any location. After the release employers using the app indicated that not only is it helping with the recording, having even minor accidents reported is providing the opportunity to take actions to prevent additional events. A reduction in injuries occurs when something "doesn't" happen. When dealing with a single company it's much easier to tract declining incident rates. It takes a long time and considerable research to document a reduction in injuries to large groups of multiple types of employers. One measure of success of a product of this nature is the number of users, which once again poses challenges to a large employer base. Without tracking use, which is not possible, the best source is the number of downloads and the "feel" of acceptance. WA HSEQ has been publicized by LnI News, the Association of WA Business, a national blog WorkCompWire as well as promoted by OSHA in the March 17 QuickTakes and others.

Measures to Judge Success:

As stated in Evidence of Results, most measures of success for safety are not realistically possible when working with a statewide release of an app over this timeline. However, with weeks of the announcement of the final release the number of downloads was approaching 600. Several emails of this nature have been received:

"We received a copy of Washington State's L&I NEWS and it referenced your app which was available at WA-HSEQ app. Please note the attached email. We did download a copy of the app and it looks promising. It looks like a valuable application and we would appreciate having some additional information on how we could become clients if that is a requirement for its use. Thank you."

"Steve Heist shared the WA ESHQ app with us at our Construction Advisory Council meeting, first of all great job on it! We have been looking at a couple apps that for us at our job sites that would be easy for our supervisors and employees to use and I think this app provides some real possibilities for us. We were curious if there is any availability of customization? (logo, terminology use) Fairly minor stuff, example could we change Near Miss to Near Hit? This would be to be consistent with our terminology. Also, is there anyway the reports for Near Hits can be sent in anonymously?

Thanks,
Mike O'Neil, Director of Safety | Lakeside Industries, Inc.

We received a copy of Washington State's L&I NEWS and it referenced your app which was available at WA-HSEQ app. Please note the attached email. We did download a copy of the app and it looks promising. It looks like a valuable application and we would appreciate having some additional information on how we could become clients if that is a requirement for its use. Thank you.

Best Regards,
Vin Johnsen
www.ecschem.com

Relevant Processes and Lessons Learned:

Be aware that time/costs issues with partners in different time zones should be considered, especially significant differences such as in Europe with a nine-hour difference. Costs for communication tools such as GoToMeeting or similar programs should be considered. Several varieties are available for about $20 per month.

This grant involved three basic phases: 1. Development, 2. Creation and 3. Promotion, with each phase taking in the range of a few months. What wasn't realized was that while the actual app was competed at the end of phase 2, the requirements of the grant process needed to maintain an "in progress" status until the promotional activities were completed. Working with SHIP we were able to accelerate the promotional activities so employers would understand the app was in fact available. This is a challenge due the structure of the grant process and the rollout of something like an app. With assistance we were able to compete the final phase quickly. It's a bit of a challenge to see how this could be accomplished in an easier manner other than good cooperation of the SHIP agency. Perhaps having an available resource list of agencies that are best suited to announcing availability of the produce before starting the final phase would be helpful. Once the meeting/broadcast sources were identified the app was universally accepted as a simple tool that could produce significant information very easily.

Finally, when providing brief summary presentations, be aware of the chances of misinterpretation of the intent of the use of tools. Presentations need to be carefully structured and it's important to make sure there are ways of further communication to clarify issues.

Product Dissemination:

The WA HSEQ App is available as a free download and is in a ready-to-use format for any employer making getting it to employers is simple. The challenge was making employers aware of the download. Presentations were made at AGC, SMART, AWB, SHARP, LnI, WSIA and other groups. Availability of the app was publicized in the LnI News, posts from AWB and WA HSEQ was mentioned in the WorkersCompWire (national event) as well as in the March 17 OSHA QuickTakes.

Feedback:
The feedback has been universally outstanding for the most part. WA HSEQ does a simple task of providing an easy to use tool. Two examples include:

"Steve Heist shared the WA ESHQ app with us at our Construction Advisory Council meeting, first of all great job on it! We have been looking at a couple apps that for us at our job sites that would be easy for our supervisors and employees to use and I think this app provides some real possibilities for us. We were curious if there is any availability of customization? (logo, terminology use) Fairly minor stuff, example could we change Near Miss to Near Hit? This would be to be consistent with our terminology. Also, is there anyway the reports for Near Hits can be sent in anonymously?

Thanks,
Mike O'Neil, Director of Safety | Lakeside Industries, Inc.

and,

We received a copy of Washington State's L&I NEWS and it referenced your app which was available at WA-HSEQ app. Please note the attached email. We did download a copy of the app and it looks promising. It looks like a valuable application and we would appreciate having some additional information on how we could become clients if that is a requirement for its use. Thank you.

Best Regards,
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Project's Promotion of Prevention:
The Observation and Near-Miss reports provide excellent opportunities to engage employees in promoting good as well as bad worksite events. Resolving these before they become near miss incident is better than reporting accidents, but even then, the pictorial representations provide an opportunity to take the best steps to ensure there isn't a repeat event. Promoting best practices and providing the opportunity for employees to see a change being made is one of the most effective ways to increase a culture of safety in the workplace. Promotions of this nature don't have the unintended consequence of discouraging the filing of claims to achieve goals relating to "claim free" types of acknowledgement.

Uses:

The uses of the App are self-evident, reporting good/bad observations, near-miss and accidents. There are many other uses which such as documenting damaged incoming goods, documenting that safety procedures have been followed for other events. Use of the app for non-safety related issues only increase the chances of it being used as originally intended. Again, the app is usable by all industries and while the training is also provided in Spanish, additional versions could be done in any desired language.

Organization Profile:

John W. Shervey & Associates, Inc. has focused on improving safety through employee engagement for 33 years in WA. John Shervey has served on the Board of Directors for the Washington Self-Insurers Association for many years as the Chair of the Safety Committee and will continue in this role at least through 2017. Services focus on developing processes and products to promote engagement of employees in safety as well as methods of improving production.

Schuchart has excellent safety programs. Darrell Thomson has significant experience in developing safety programs within the construction industry and will promote gathering information and feedback from onsite site employees to contribute to the usability of the final product. Schuchart has agreed to provide staff willing to participate and allow the time necessary to evaluate and provide suggestions for modifications to this APP. The HSEQ-WA APP will be used within their company and they will provide examples of reports. The final product will be in a format suitable for use with any other industry/company in WA.

Mellora is the APP Development firm in Norway who developed one of the first HSEQ (Health Safety Environment and Quality) apps in 2012. Since that time employers throughout Europe have used the app and this should transition to WA state with the release of WA HSEQ.

Additional Information

<table>
<tr><td>

Project Type
- x☐ Best Practice
- x☐ Technical Innovation
- x☐ Training and Education Development
- ☐ Event
- ☐ Intervention
- ☐ Research
- ☐ Return to Work
- ☐ Other (Explain):

</td><td>

<u>Industry Classification</u> (check industry(s) this project reached directly)
- x☐ 11 Agriculture, Forestry, Fishing and Hunting
- x☐ 21 Mining
- x☐ 22 Utilities
- x☐ 23 Construction
- x☐ 31-33 Manufacturing
- x☐ 42 Wholesale Trade
- x☐ 44-45 Retail Trade
- x☐ 48-49 Transportation and Warehousing
- x☐ 51 Information

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<tr><td>

Target Audience:

All employers/employees in WA state.

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- x☐ 52 Finance and Insurance
- x☐ 53 Real Estate and Rental and Leasing
- x☐ 54 Professional, Scientific, and Technical Services
- x☐ 55 Management of Companies and Enterprises
- x☐ 56 Administrative and Support and Waste Management and Remediation Services

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Languages: The App is in English but could be translated to any language.

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- x☐ 61 Educational Services
- x☐ 62 Health Care and Social Assistance
- x☐ 71 Arts, Entertainment, and Recreation
- x☐ 72 Accommodation and Food Services
- x☐ 81 Other Services (except Public Administration)
- x☐ 92 Public Administration

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Please provide the following information - - *(information may not apply to all projects)*

</td><td>

List, by number above, industries that project products could potentially be applied to.
Since the app contains a generic outline which is made industry specific by the user, it will work with any employer.

</td></tr>
<tr><td>*# classes/events:*</td><td></td><td rowspan="4"></td></tr>
<tr><td>*# hours trained*</td><td></td></tr>
<tr><td>*# students under 18*</td><td></td></tr>
<tr><td>*# workers*</td><td></td></tr>
<tr><td>*# companies represented*</td><td></td><td rowspan="3">

Potential impact (in number of persons or companies) after life of project?
All employees in WA.

</td></tr>
<tr><td>*# reached (if awareness activities)*</td><td></td></tr>
<tr><td>**Total reached**</td><td></td></tr>
<tr><td colspan="3">

Have there been requests for project products from external sources? Yes

If Yes, please indicate sources of requests: Requests have come from many US states and as far away at Nigeria.

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PART II

Financial Information
Budget Summary

Project Title: HSEQ - WA App

Project #: 2016ZC00314   **Report Date:** 3-21-17

Contact Person: John W. Shervey   **Contact #:** 253-630-1656

Start Date: 6-30-16   **Completion Date:** 3-21-17

1.	**Total original budget for the project**	$ 45,735.00
2.	**Total original SHIP Grant Award**	$ 45,735.00
3.	**Total of SHIP Funds Used**	$ 45,735.00
4.	**Budget Modifications (= or - if applicable)**	$ 0
5.	**Total In-kind contributions**	$ 0
6.	**Total Expenditures (lines 3+4+5)**	$ 45,735.00

Instructions:
- Complete the Supplemental Schedule (Budget) form first (on the next page).
- The final report must include all expenditures from date of completion of interim report through termination date of grant.
- Indicate period covered by report by specifying the inclusive dates.
- Report and itemize all expenditures during specified reporting period per the attached supplemental schedule.
- Forms must be signed by authorized person (see last page).
- Forward one copy of the report to **Caprice Catalano, SHIP Grant Manager** at **PO Box 44612, Olympia, WA 98504-4612**

Financial Information
Supplemental Schedules (Budget)

Project Title: HSEQ-WA App

Project #: 2016ZC00314   **Report Date:** 3-21-17

Contact Person: John W. Shervey   **Contact #:** 253-630-1656

Total Awarded: $45,735.00

ITEMIZED BUDGET: How were SHIP award funds used to achieve the purpose of your project?

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	$20,250	$20250	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	25,000	25,000	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	485.00	485.00	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES			
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS			
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
F. OTHER			
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	45,735.00	45,735.00	0
	Budgeted for Project	Amount Paid Out	Difference
TOTAL INDIRECT COSTS			
	Budgeted for Project	Amount Paid Out	Difference
TOTAL SHIP BUDGET	45735.00	45735.00	0

	Budgeted for Project	Amount Paid Out	Difference
G. IN-KIND	20	80	60
Explanation for Difference and other relevant information: The number of calls and requests for presentations exceeded anticipated requests and a reasonable percent of additional promotional time might be considered as it's not required to be used if not needed.			

I hereby certify that the expenditures listed on this report were made with my approval:

3-21-17   *John W. Shervey, MS*
_____   _____
Date   Signature of Project Manager

Provide resources such as written material, training packages, or video/ audio tapes, curriculum information, etc. produced under the grant.

Washington State Department of Labor & Industries | **NEWS** Communication Services
360-902-5400 ■ www.News.Lni.wa.gov

February 21, 2017   #17-005

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From: Keeptruckingsafe.org [mailto:guea235@LNI.WA.GOV]
Sent: Thursday, March 9, 2017 8:47 AM
To: TRUCKING-NEWS@LISTSERV.WA.GOV
Subject: Keep Trucking Safe E News: Trucking Industry Safety

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Small Business Liaison Office
WA State Department of Labor and Industries

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Association of Washington Business:
http://www.awb.org/newsletter/index.php?article_id=19688

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WorkCompWire

MARCH 21, 2017

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Osha QuickTakes
March 17, 2017 · Volume 16, Issue 7

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WA HSEQ is available for iOS and Android operating systems at their respective sources.

PDF of publication should be provided. SHIP also needs the original publishing

REMINDER!!: All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.

documents (design documents), .eps, and .psd (if any illustrations/graphics are used)