

Letter from the Editor

November 2006

“For 2006, the greater focus will be on safety and loss prevention” – those are my words from the Spring 2006 issue of *Risk Services Today*. This issue will provide you with information on some of the programs implemented reflecting the efforts towards maintaining that focus, not just at the Office of the President, but at other University locations as well.

- The formation of the Risk Management Leadership Council. This is an exciting new systemwide venture to address issues and develop solutions in areas of common impact.
- Launching of “Be Smart about Safety” Programs. Learn more about these programs promoting the focus on safety and loss prevention.
- Did you know that talking on a cell phone while driving is as dangerous as driving drunk? As part of the ongoing efforts to promote safety, the University issues new policy on cell phone usage.
- UC Riverside releases a new video focused on driver safety and responsibility. This is a great safety training tool.
- What a difference a mop makes! UC Davis Health System mops up savings in more ways than one by making a change.
- UC Irvine forms a collaboration effort group, Risk Partners. An example of people working together to accomplish a common goal.
- The University of California will be the first educational institution in the state to participate in the “Take-It-Back Partnership”. A step towards maintaining a clean and healthy environment.

And to my readers who are not in the field of Risk Management, do you wonder what Risk Management is and how it benefits the University? This issue of *Risk Services Today* will give you some insight into what we do here at the University.

Don't miss the feature article on the much-anticipated new certificate of insurance tracking system coming to your location in 2007: an outsourced insurance compliance management system and service which will be paperless and web-based. This is in response to a need identified by the campuses and medical centers and will benefit the University in many ways.

While I have only touched on a few of the safety and loss prevention programs that have been put into place so far, we'd like to share what other programs you may have and feature your location. This newsletter is a communication tool to let others know about programs that can serve to help all of us reduce the cost of risk at the University. Please tell the newsletter editor about your programs.

Until the next issue,



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What is Risk Management?

Each University campus and medical center has a dedicated Office of Risk Management on location. This office is responsible for assisting departments in implementation of the University's insurance programs, preserving assets of the University through applying techniques that will help minimize risks and liabilities to the University, and negotiating contract language that complies with University policy. Careful consideration of these areas will provide strategies that could avoid unnecessary costs and provide direction should a chance event occur. The responsibilities of a local Office of Risk Management may include:

- Management of the University's various insurance programs
- Claims and litigation management
- Risk assessments and recommendations for activities and programs
- Contract review
- Interpret University policy and procedures
- Consult with and provide guidance to departments on risk management issues
- Serve as liaison with insurance adjusters, brokers, and legal counsel
- Secure insurance for needs specific to a University location
- Provide evidence of insurance coverage to third parties
- Review and advise on waivers
- Issue Certificates of Insurance

How does Risk Management benefit the University?

Unplanned incidents and losses are costly, disruptive, and adversely affect the fiscal integrity of the University. Although the loss of some percentage of assets can usually be budgeted as an operating expense, incurring a major loss or multiple small losses can jeopardize current and future operations. Risk Management minimizes these costs and disruptions and is especially critical in a time of rapid growth and budget constraints on the University.

The activities which every department directs create loss exposures. Departments have some responsibility to prevent losses from happening and to bear part of the cost of those losses which may unavoidably occur. The University's insured and self-insured programs do not automatically pay for all losses. A deductible or specific policy requirements may leave a department responsible for an unexpected cost for replacement or repair. Minimizing loss exposures will help to reduce costs.

Information taken from UC Riverside brochure on “Office of Risk Management and Business Agreements” prepared by Campus Risk Manager Joan Dillon.

What a difference a MOP makes

UC Davis Health System has achieved a dramatic reduction in workplace injuries after switching to lighter microfiber mops



Travis Sava

From 1998-2000 it was found that injuries related to mop use were the cause of 15% to 20% of UC Davis Health System workers' compensation claims. In 2000, the medical center switched from conventional loop mops to microfiber mops in patient-care areas. Five months later only 2% of new claims were related to mopping duties. And of the 2% of claims related to mopped walking surfaces, most of the reported injuries were due to causes other than mop use.

Duane Hicks, Manager of Environmental Services, and Hugh Parker, Director of Workers' Compensation and Disability Management, said that UC Davis Medical Center made the switch from conventional loop mops to microfiber mops in patient-care areas after test found that microfiber mops did a better job of penetrating surface pores and removing dust particles than conventional string mops and cloths. Bacteria on a surface cleaned with conventional tools showed a 30% reduction, while microfiber materials reduced bacteria by 99%.

Microfibers, constructed of nylon fibers that are about 1/16 the thickness of a human hair, hold six times their weight in water. The positively charged microfibers attract dust particles and the tiny fibers are able to penetrate the microscopic surface pores of most flooring materials that conventional mops cannot.

The medical center first used the microfiber mops in a pilot test in summer 1999. Within one year, the medical center completely replaced conventional cloth mops with the microfiber version in all patient-care areas. The pilot program resulted in three measurable economic benefits:

- 60% lifetime cost savings for mops
- 95% reduction in chemical costs and water use associated with mopping
- 20% labor savings per day

There was an initial steep cost to implement the pilot program, because a microfiber mop costs over three times more than a conventional mop but because a microfiber mop head can be washed 500 times, compared to 55 for a conventional mop, the microfiber mop has a lower lifetime cost. Microfiber mops last up to 2 years while a conventional mop lasts 90 days.

The use of microfiber mops has resulted in cost savings and benefits to the University in many ways:

- **Reduce custodial staff injuries and workers' compensation claims.** Claims related to mopping duties were reduced to 2% (compared to 15-20%) of claims because microfiber mops weigh five pounds less than conventional mops and are less work-intensive to use.
- **Reduce labor costs.** Because they are easier and faster to use, the medical center saved 638 hours per year for each worker, or about \$7,665 in wages.
- **Less work-intensive.** The microfiber mop head is changed after every room is mopped, which benefits custodial staff in two ways. First, it eliminates the effort of wringing a conventional mop. Secondly, as long as the used microfiber mop head is not put back in the cleaning solution, the custodian does not have to change the solution between rooms. This reduces the need to lift a full bucket of cleaning solution, which can weigh 30 pounds or more.
- **Reduce chemical use and disposal.** Switching to microfiber mops reduced by 46% the purchases of quaternary ammonium chloride, a chemical used in floor cleaners. The amount purchased dropped from 513 gallons in 1999 to 283 gallons in 2000.
- **Eliminate cross-contamination risk** that floor mopping can pose for patients. Because the same mop water is not shared between rooms, contaminants are not spread from one room to another.

The microfiber mops are not used in areas contaminated with large amounts of blood or other body fluids, and mechanical floor-cleaning machines continue to be used in greasy, high-traffic kitchen areas.



Florina Villagomez

RISK MANAGEMENT LEADERSHIP COUNCIL

A new venture to address issues of common impact

Earlier this year, the Office of Risk Services helped to sponsor the inaugural meeting of the systemwide Risk Management Leadership Council. An organization composed of the Risk Management senior leadership from the UC campuses, medical centers, Office of the President, and Department of Agriculture and Natural Resources, the Council works in partnership with the UC leadership to articulate goals, strategies, priorities, and solutions that support the University missions of teaching, research, public service, and patient care. While respecting the essential independence of the individual UC entities, the Council seeks opportunities to address common Risk Management challenges and to advance the collective Risk Management priorities of its constituent organizations.

The Risk Management Leadership Council will meet periodically to collaborate on projects and programs shared in common. These meetings will produce valuable work products which will result in benefits to all participants. They will also sponsor workgroups on issues of common interest; these workgroups will engage individuals with expertise within the respective campuses and medical centers. The Council identified seven workgroups as well as some topics they wanted to retain direct responsibility for.

Workgroups	Campus /Medical Center Liaisons
Volunteer Clinical Faculty (oversight, tracking, coverage) and Community Affiliations	Anna Orłowski – UC Davis Health System Nance Hove – UC Irvine Medical Center
Student Related Risk (student run clinics, events, travel, copyright, student orgs/clubs, student/employee roles and responsibilities)	Diana Hedges – UC Los Angeles Medical Center Rick Coulon – UC Irvine
Fine Arts (control, inventory, values)	Joan Dillon – UC Riverside
Driver and Fleet Safety (licenses, certifications, verification, tracking, training)	Dean Malilay – UC Los Angeles
Summer and Sports Camp Practices	Pam Lombardo – UC Santa Barbara
Foundations and Support Groups	Bruce Flynn – UC San Francisco
Workers' Compensation	Jon Schmidt – UC San Diego

NEW INCENTIVE PROGRAM for the 2006-2007 fiscal year

The Office of Risk Services implemented a premium rebate incentive program for the Professional Medical & Hospital Liability Program for the fiscal year 2006-2007. Each medical center and medical school, as well as the UC San Francisco Fresno Medical Education Program and San Francisco General Hospital, have the opportunity to earn back 4% of the premium they were assessed for the 2006-2007 fiscal year.

The rebate program is focused on loss prevention with the goal of reducing future claims. Locations can earn money back on their premiums in the four areas of risk education, patient safety, loss prevention projects, and risk management staffing and structure.

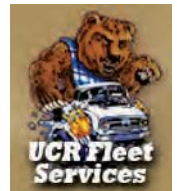
Direct questions about this program to Teresa Kielhorn, Risk Manager, Professional Medical & Hospital Liability Program, at terri.kielhorn@ucop.edu or 510-987-9822.

NEW RELEASE

UC Riverside Driver Safety Video

With more than 170,000 employees and a fleet of over 5,100 vehicles, driver safety is an extremely important issue across the UC System. While our safety and accident record indicates that we are managing this risk exposure in an adequate manner, the operation of motor vehicles is often taken for granted.

UC Riverside (UCR) has recently released a Driver Safety and Responsibility video that focuses on this important area to promote safety and help reduce the cost of risk. Larry Charlton, Fleet Services Manager, spearheaded the project and as Larry explains, "Joan Dillon (Campus Risk Manager) and I have been in favor of creating a training program for UCR for at least 10 years. We felt it was important that we personalize the training to reflect life in and around the campus and also to identify the local driving conditions." With support from Al Diaz, Vice Chancellor of Administration, Larry solicited assistance from James Brown, Director of Video Productions from Marketing and Media Relations. James helped prepare the script and film footage, as well as providing the voice over narration. We invite you to view the video, which can be found on the UCR Fleet Services website at <http://fleet.ucr.edu>



In addition to UC Riverside's outstanding work, the Risk Management Leadership Council (see feature article in this issue of the newsletter) has established a workgroup that will focus on issues surrounding Driver and Vehicle Safety with a goal to produce systemwide safety tools and procedures that will help UC in controlling the cost of risk.

UC President Robert C. Dynes behind the wheel of a right-hand drive, hybrid vehicle.



New University Policy on Cell Phone Usage

Nationwide, studies are being conducted looking at cell phone usage and how it distracts drivers and affects driver safety. As part of the University's ongoing efforts to promote safety, UC has made recent changes to Business and Finance Bulletin G-46 (Guidelines for the Purchase and Use of Cellular Phones and Other Portable Electronic Resources). Employees who are issued electronic communication equipment are now required to sign an agreement that states "In the interest of safety, I will exercise appropriate care and caution and will not operate a motor vehicle while using this equipment." These changes have created a lot of interest and conversation throughout the UC system. While discussions continue over this policy and considerations are being made in regard to the policy language, it is important to understand the impact that cell phones and other distractions have on driver safety.

There are many benefits to providing employees with communication equipment that assists them in their daily tasks, but there are serious safety issues involved regarding the use of the equipment while operating motor vehicles. There is an overwhelming amount of data being collected that shows that driver inattention is the leading factor in most crashes and near-crashes. In a recent study published by the National Highway Traffic Safety Administration (NHTSA) and the Virginia Tech Transportation Institute, research found that approximately 80% of crashes and 65% of near-crashes involved some form of driver inattention in the three seconds just before the incident. While a variety of distractions for drivers exist, the study found that the most common distraction for drivers is the use of cell phones.

California has recently passed a new law, SB1613, which is similar to existing laws in Connecticut, New Jersey, New York, and Washington D.C., which regulates the use of hand-held cell

phones while driving. The law takes effect July 1, 2008, and requires drivers to use hands-free devices while operating their vehicles. Drivers using their phones to call emergency service providers and emergency service personnel who are operating emergency service vehicles are exempt. The fine for the first offense is \$20 and \$50 for repeated violations. While these laws are aimed at improving driver safety, there are several studies that have concluded that the use of hands-free devices does not lessen the distraction, as it is the conversation itself that creates driver inattention. One such study conducted at the University of Utah and published in the 2006 issue of *Human Factors: The Journal of the Human Factors and Ergonomics Society* had subjects drive simulators under four different conditions: undistracted; talking on a hand-held cell phone; talking on a hands-free cell phone; and intoxicated to a .08 blood-alcohol level. The study concluded that talking on a cell phone while driving is as dangerous as driving while drunk, even if the phone is a hands-free model. An earlier study by researchers at the university found



that motorists who talked on hands-free cell phones were slower in braking and took longer to regain the speed they lost when they braked.

The NHTSA has issued the following policy on the use of cell phones while driving: "The primary responsibility of the driver is to operate a motor vehicle safely. The task of driving requires full attention and focus. Cell phone use can distract drivers from this task, risking harm to themselves and others. Therefore, the safest course of action is to refrain from using a cell phone while driving." The University's policy is created in the best interest of safety, not only for its employees, but for the public as well, thus serving one of the components of the UC mission, public service.

TAKE-IT-BACK PARTNERSHIP

"Let's all pitch in and do our part to maintain a clean and healthy environment"

In an effort to make a positive impact on the environment, the University has adopted a new program to recycle its employees' hazardous waste. The University of California will be the first educational institution in the state to partner with the California Department of Toxic Substances Control. The program, called California Take-It-Back Partnership, is a collaborative effort among businesses and state and local agencies to provide safe and convenient methods for consumers to dispose of universal wastes such as used batteries, used cell phones, and mercury thermometers.

Universal wastes are goods that contain heavy metals such as lead or copper. These are typically electronic items, but can include items such as mercury thermometers. The disposal of these type of items in landfills has the potential to leak metals and contaminate soil and ground water which can create negative health effects.

At this time, Take-It-Back programs have been established at Office of the President. The goal is for each campus and medical center to participate and become a Take-It-Back partner.

For more information about hazardous waste recycling programs, contact the Environment, Health and Safety office at your UC location.



Be Smart About Safety Program



With the 2006-2007 focus on safety, funding has been approved for various loss prevention and loss control programs throughout the University. Currently \$10.7 million has been earmarked for programs that vary from location to location and in differing degrees. Following are some of the specific areas being targeted for "Be Smart About Safety":

- Ergonomic programs, equipment, online training and self-evaluations
- Wellness programs and initiatives
- Incident/injury investigation and prevention
- Soiled linen handling program
- Safety equipment, educational material, seminars and classes
- Incentive and recognition programs for safety
- Specialists in key areas, e.g. safety, ergonomics, wellness and fitness, return to work, injury prevention, accident investigation, industrial hygiene, biological safety, lab safety, and other related environment, health & safety
- Lift team program
- Safety staff and program support
- Safety awareness programs
- Patient transfer rollboards and patient transfer slip sheets

For more information about the "Be Smart About Safety" programs related to a specific UC location, contact the Environment, Health & Safety office at the campus or medical center.

In March of 2006, the University of California Office of the President (UCOP) initiated their "Be Smart About Safety" Program. This is UCOP's integrated safety and environmental management program where safety, health, and protection of the environment are incorporated into day-to-day operations. The major elements of the program are:

Department Safety Officers: To implement the "Be Smart About Safety" Program, each department has designated a Department Safety Officer who will facilitate monthly safety meetings, deliver monthly safety trainings, and oversee implementation of periodic safety inspections. Over 37 Department Safety Officers have been trained by Office of Risk Services since March of 2006.

Monthly Safety Meetings/Safety Training: Each department is required to hold monthly safety meetings. Short 15- to 20-minute safety trainings are conducted as part of these meetings. The safety training includes topics such as ergonomics, of-

fice safety, fire prevention, emergency preparedness, environmental stewardship, and more. All employees are required to attend their department safety meetings.

Identification of Unsafe Conditions or Work Practices: Periodic inspections are a key component in the "Be Smart About Safety" injury prevention program. The inspections help to identify unsafe conditions and work practices. Correcting the unsafe conditions or work practices is the responsibility of the supervisor and/or manager.

Safety Incentive Rewards: To nurture a positive safety culture, safety incentive rewards are given to employees. Rewards such as mugs, water bottles, and \$5 gift cards are given to employees for their participation in safety training, following safe work practices, or making recommendations to improve the safety program. Larger-impact recognition rewards are also given to employees and departments to recognize long term sustained safety performance.

Environmental Protection: Environmental stewardship is another key component of the "Be Smart About Safety" Program. To make a positive impact on the environment, UCOP has implemented environmental protection initiatives such as used battery collection, cell phone recycling, paper cup reduction, and mercury thermometer exchange programs.

Office of Risk Services is pleased to introduce Larry Wong, the UCOP Safety Officer. Larry joined our office on January 30, 2006. He has over 30 years of experience in the environmental health and safety field. For 5 years Larry was the Program Manager for the UC San Francisco Office of Environmental Health and Safety; before that he was the Northern California Section Chief for the Cal/EPA Department of Toxic Substances Control. He also worked as an industrial hygienist for Cal/OSHA for more than 10 years. Larry will be responsible for managing and implementing the UCOP "Be Smart About Safety" Program and developing training materials.



If you have any questions about the UCOP "Be Smart About Safety" Program, contact Larry Wong at 510-987-9772 or larry.wong@ucop.edu or visit the website at http://www.ucop.edu/riskmgmt/bsas/bsas_op/

Save the Date **February 21-23, 2007**

Risk Summit 2007

Hyatt Regency, Newport Beach, CA

“Risk Partners” A joint venture at UC Irvine

An example of people working together to accomplish a common goal

At the Irvine campus, the “Risk Partners” group brings together Environment, Health & Safety, Workers’ Compensation, Risk Management, and Campus Recreation departments. Many times issues cross paths with various departments and the best solutions can be achieved by a combined effort of all these departments. Each department is specialized in their own particular area and the expertise of one can greatly enhance the expertise of another. This enables better management, increased efficiencies, increased communication, all working towards the goal of reducing the cost of risk.

For example, Workers’ Compensation receives notice of all employee injury incidents and provide data to Environment, Health & Safety who can then identify and trend types of injuries and frequencies. From this analysis the focus can be directed towards training in the key areas to reduce losses, and Campus Recreation can provide their expertise in developing programs targeted to prevent injuries.

“Risk Partners” at UC Irvine has pro-



UC IRVINE “RISK PARTNERS” Pictured left to right Top Row: Harry Gunther, Director of Materiel & Risk Management, Rachel Gamby, Risk Analyst, Rick Coulon, Risk Manager Middle Row: Jill Schindele, Director of Campus Recreation, Pam Wilson, Disability & Return to Work Consultant, Susan Pihl, Worker’s Compensation Manager, Sandra Huang Conrad, EH&S Safety & Injury Prevention Manager Front: Sharon Culpepper, UCOP Environment, Health & Safety liaison.

duced results. Some of the programs implemented by the group include:

- Campus Walking and “Step Up UCI” – employee wellness programs
- Campus Trip Hazard Program
- Ergonomic Program Investments
- Fire & Life Safety Inspections
- TED “Learning Management System”
- an on-line training program emphasizing safety and loss prevention
- Integrating Safety into the Workplace – Safety On-Site
- Transitional Work Program

In a two year time period, this program resulted in a 51% reduction in Lost Time Cases, 72% reduction in Loss Days, and 43% reduction in Recordable Cases.

COMING TO YOUR LOCATION IN 2007: A CERTIFICATE OF INSURANCE TRACKING SYSTEM

Earlier this year Office of the President Risk Services (OPRS) issued a Request for Proposal seeking a vendor to provide an Insurance Compliance Management System and Service (ICMSS).

The main purpose of an ICMSS would be for tracking certificates of insurance received from the numerous vendors that the University conducts business with. In discussions with various departments at the locations, such as Purchasing, Contracts, Real Estate, Facilities Design and Construction, etc., there is no consistent and reliable mechanism, manual or otherwise, to capture this information. The method that currently exists at the University is manual filing of paper hard copies received by mail or fax; these files are being kept within various departments throughout the University with no central coordination. In addition, there is no consistency in review for compliance, follow-up on non-compliant certificates, or even the receipt of a certificate. We found there was considerable interest in using a paperless web-based system and much need for some kind of tracking mechanism. The benefits to having an ICMSS would be:

- Provide a centralized source for all certificates on a system-wide basis.
- Elimination of paper: no more paper files, no more manual filing.
- Reduce administrative time and cost and create work efficiencies.
- Provide tracking and search capability.
- Allow for automatic updates: no need to follow up when a certificate expires.

- Create efficiencies in the certificate of insurance compliance review to ensure contract requirements are being met. The system will automatically check for compliance, thereby eliminating the need for UC personnel to do this.
- Increase subrogation potential on claims with the ability to track and readily locate certificates issued by a vendor.
- Eliminate duplicate certificates across the UC system.
- A move in the right direction for the University as many industries conduct business on-line.

The cost for the ICMSS will be borne by the OPRS General and Professional Liability programs. The cost benefit of this will be that the ICMSS will provide search capability for certificates of insurance for vendors that may have some responsibility for claims filed against the University. The ICMSS will provide the University with the information that will enable subrogation against a vendor, thereby reducing or eliminating the cost of the claim to the University. It takes the cost of only one significant claim each year for the system to pay for itself.

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