



How to Handle Incident Reports at KI

- short manual for managers and personnel that will investigate work environment incidents

10 May 2017

Ingela Djupedal, Laboratory Safety Coordinator,
Security and Environment Unit

Margareta Bratt Carlström, HR-Consultant,
Competence Provision Unit

The University Administration

Preventing accidents and ill-health at work is mandatory according to Swedish law.

The following section is extracted from AFS 2001:1, Systematic work environment management:

Section 9⁴

In the event of an employee meeting with ill-health or an accident at work and in the event of a serious incident at work, the employer shall investigate the causes, so that risks of ill-health and accidents can be prevented in the future.

Section 10

The employer shall carry out, immediately or as soon as is practically possible, the measures which are needed for the prevention of ill-health and accidents at work. The employer shall also take such other measures as are needed in order to achieve a satisfactory working environment.

Measures not carried out immediately shall be put in a written action plan. The plan shall indicate when the measures shall be taken and who is responsible for making sure they are carried out.

In order to meet the legislative requirements, KI has implemented a web-based system for handling of incident reports related to work environment. This incident report system is accessible via "Internwebben".

All co-workers and students with a KI-id shall report work-related risks, near-accidents and work-related injuries (work-related accidents and work-related diseases) in the incident report system. All incidents related to work environment requires that the person making the report selects the accountable manager as recipient of the report.

As manager/leader you are responsible for the investigation and prevention of near-accidents and work-related injuries for your employees.

The following five pages is a manual for how you, as manager/leader, shall act when you receive an incident report via e-mail.

The Manager's Investigation part 1.

After a co-worker assigns you as his/her manager in a work environment report, you will receive an e-mail that looks like this:

Från: incidentrapportering@ki.se
Till: Ingela Djupedal
Kopia:
Ämne: Nytt chefsärende att hantera i KEY Concept

Hej!
En ny anmälan har skickats in till KEY Concept. Som ansvarig chef för den drabbade personen ska du utreda ärendet.
Du hittar rapporten under "Mina chefsärenden" via denna länk:
<https://incident.ki.se/?alias=Incidents&Target=10>.
Vänligen observera att det inte går att svara på detta mejl. Hälsningar från samordnarna för säkerhet och arbetsmiljö på KI.

When you click on the link in the e-mail you will arrive on the page **"My manager cases"** in the system.

New Report | My reports | My manager cases | My actions | My assigned actions | Admin | Language: English



My manager cases

| Serial number | Event type | Affected function | Reported date | Submitted | Took place date | Status | Archived date |
|---------------|-----------------------|-------------------|------------------|-----------|------------------|------------|---------------|
| I-2016-00039 | Occupational illne... | KI | 2016-06-14 16:11 | | 2016-06-14 16:09 | Acceptance | |

In the column **"Status"** you see where in the process this case is located. When you have accepted the case, the status will change to **"The manager's investigation"** and once you have finished the investigation the status will change to **"Assessment"**.

Click the serial number, in this case I-2016-00022, in order to open the report.

The Manager's Investigation part 2.

The original report is visible on the page including any files that have been attached to the report.

Your first decision is whether to accept, redirect or decline the case.

If you select "Redirect" you will be able to select the appropriate manager in a search window. If you select "Decline" the case will be directed to a central administrator. If you select "Accept" you will proceed to the next step in the process of investigation.

When you have made your decision, click "**Apply**" at the bottom right.

Incident Report - Education

Acceptance

Please, Accept or Decline this incident. If the incident should be directed to another person, then kindly select Redirect and apply your changes.

Do you accept this case?*

Accept

Redirect

Decline

Serial number: I-2016-00022

Reported: 2016-06-10 11:18

Message to reporter:

Reporter's name: * Ingela Djupedal

Reporter's email: * Ingela.Djupedal@ki.se

Reporter's phone: * 08-524 872 30

Type of event: * Near miss (no personal injury)

Affected function: * KI

Took place date: * 2016-06-10 11:17

Location: KI

Incident description: * Tripped on a banana-peel carelessly littered in the stairways, no injuries

Manager: * Ingela Djupedal

Cause of the near miss: * Biological material / substance, eg spills or s

Files

| Name | Note | Tag |
|-------------------|------|-----|
| No data available | | |

Apply

The Manager's Investigation part 3

After accepting the case, you will arrive at the investigation page.

Your investigation

As a manager to the affected person, you are expected to participate in the investigation. You see the original report in its entirety at the bottom of the page. You are expected to fill in the fields below. You are also able to add files to the investigation or distribute Actions to others. Do not forget to press Submit at the bottom of the page when you're done with the investigation. You can also choose to "Save" to possibly complete the work later.

Actions

| Action no | Assigned to | Description | Planned completion date | Action status | Actual completion date |
|-------------------|-------------|-------------|-------------------------|---------------|------------------------|
| No data available | | | | | |

Serial number: I-2016-00022
Reported: 2016-06-10 11:18
Assessment date:
Message to reporter:
Your conclusion: *

How to avoid in the future: *

Implemented measures: *

Planned measures: *

Participated in investigation? * No Yes
Report sent to Försäkringskassan? * No Not relevant Yes
Report sent to Arbetsmiljöverket (www.anmalarbetsskada.se)? * No Not relevant Yes

| Note | Tag |
|------|-----|
| | |

Fields from report

Reporter's name: * Ingela Djupedal
Reporter's email: * Ingela.Djupedal@ki.se
Reporter's phone: * 08-524 872 30
Reporters network ID: USER\inqedj
Property of: Health & Safety
Type of event: * Near miss (no personal injury)
Affected function: * KI
Took place date: * 2016-06-10 11:17
Location: KI
Incident description: * Tripped on a banana-peel carelessly littered in the stairways, no injuries
Name (assigned manager): * Ingela Djupedal
Cause of the near miss: * Biological material / substance, eg spills or s

At the top you may add "Actions" to the investigation.

The seven following questions are mandatory.

You may attach files here (e.g. photos, action plans, copies of the report to Arbetsmiljöverket and/or Försäkringskassan).

Further down on the page you will find the original report.

Down to the right you have the option to "Save" or "Submit" your investigation.

N.b.! You cannot edit the investigation after submission. If you plan to return at a later time to complete the investigation, select "Save".

The Manager's Investigation part 4.

You may assign actions to other persons within the organization. Select **"Add Action"**. Complete the fields **"Description"**, **"Planned completion date"**, **"Assigned to"** and press **"OK"**. Once the action has been completed by the assignee you will receive an e-mail.

Your investigation

As a manager to the affected person, you are expected to participate in the investigation. You see the original report in its entirety at the bottom of the page. You are expected to fill in the fields below. You are also able to add files to the investigation or distribute Actions to others. Do not forget to press Submit at the bottom of the page when you're done with the investigation. You can also choose to "Save" to possibly complete the work later.

Actions

| Action no | Assigned to | Description | Planned completion date | Action status | Actual completion date |
|-------------------|-------------|-------------|-------------------------|---------------|------------------------|
| No data available | | | | | |

Actions [X]

Assigned by: Ingela Djupedal

Assigned date:

Description: *

Planned completion date: *

Actual completion date:

Assigned to: *

Change to "Completed" when finished: [v]

Add note here when you complete the action:

Search for the correct person by entering full name.

Assigned to [X]

| Name | Department | Email |
|----------------------|------------|-------|
| <input type="text"/> | | |

Select a row in the list before clicking OK.

The Manager's Investigation part 5.

The seven mandatory fields (*) must be completed before submission.

Try to be constructive and describe the actions that have been implemented and planned in order to prevent a recurrence of the incident. There is room for detailed descriptions within the fields. As stated earlier, you can attach files, photos etc.

Regarding accidents to/from work there is no demand on a proper investigation. In this case managers only have the responsibility to report to Försäkringskassan and to the landlord if the accident occurs on a Campus area due to poor maintenance e.g. snow removal. Fill in the actions in the system.

Once the investigation is submitted, the case will be filed and included in the statistics used by both local Work environment groups and the university administration when planning strategic measures to improve the work environment at KI.

Serial number: I-2016-00022

Reported: 2016-06-10 11:18

Assessment date:

Message to reporter:

Your conclusion: *

How to avoid in the future: *

Implemented measures: *

Planned measures: *

Has Safety delegate participated in investigation? * No Yes

Is report sent to Försäkringskassan? * No Not relevant Yes

Is report sent to Arbetsmiljöverket * No Not relevant Yes
(www.anmalarbetskada.se)?