



SAFETY FIRST, TECHNOLOGY NEXT



Technology proves to be missing link in facilitating a collaborative work environment and a culture of safety at the Port of Seattle

At-A-Glance

Customer's Business

Public enterprise in Washington State that runs Seattle's seaport and airport.

Opportunity

Enhance collaboration between risk and safety departments to reduce worker injuries and associated costs.

Solutions

Automated Incident Collection, Near Miss Reporting, and Task Assigning; Analytics and Dashboards; and investigations.

Results

Worker injuries are declining; safety culture is flourishing; risk and safety departments are collaborating more efficiently and effectively.



ABOUT THE PORT OF SEATTLE

The Port of Seattle is a public enterprise in Washington State that runs Seattle's seaport and airport. It employs approximately 1,750 people with varied jobs, including skilled trade workers, police, fire and airport personnel. In addition, the Port of Seattle experiences a high volume of visitors each year—with tens of millions of visitors flying in and out of the Seattle-Tacoma International Airport and hundreds of thousands of people taking advantage of its multitude of cruise lines and cruise ships traveling to Alaska and other parts of the world.



CHALLENGE

Despite seemingly having all the elements in place to create a first-class culture of safety—such as a collaborative risk and safety department, and an engaged workforce—the Port of Seattle, a public enterprise in Washington State, couldn't seem to overcome the procedural barriers inhibiting front-line supervisors and employees from proactively partnering with safety to analyze risk and prevent injuries. This kept the two groups from being completely transparent, and as a result, they struggled to meaningfully reduce worker injuries and contain associated costs.



SOLUTIONS

Ultimately, the Port of Seattle decided it needed to improve its risk and claims management technology to overcome the procedural barriers inhibiting internal communication; limiting data analysis; and hampering the prompt collection, reporting and investigation of incidents and near miss events—all problems that, once rectified, helped to improve collaboration and, in effect, workplace safety.

1 They determined the claim and incident information they needed to gather independent of one another, as well as the types of data they would benefit from sharing. Origami Risk tailored the port's system to capture the relevant and unique information each party or both parties needed in formats that served the purposes of everyone—without requiring duplicative data entry.

2 They worked alongside Origami Risk to develop a logical cadence of automated communication between internal groups and among stakeholders needing immediate knowledge of incidents or events in real time. They created an easy and efficient way for field workers to report incidents and near misses and then automatically alert any stakeholders who might need to intervene.

3 With help and guidance from Origami Risk, they determined how the captured data could be conveyed in graphical and easy-to-digest formats that would highlight any safety problem areas; prove out the effectiveness of any safety initiatives; and earn support from leadership around those initiatives.



RESULTS

✓ Fewer injuries and reduced costs

The Port of Seattle experienced measurable results within a nine-month period of formalizing safety processes and getting access to more robust safety analytics from Origami Risk. Improvements to how they captured and shared data—such as near miss and incident information—helped them to intervene with safety hazards sooner.

“Analytics give us pertinent information we need to intervene before a hazard causes an injury,” said Britney Gallagher, workers’ compensation manager for the port. “We’re able to focus our efforts on preventing incidents, instead of reacting to them. Being proactive and collaborating with our front line supervisors, tenants and employees has created a new culture committed to having our employee’s go home safely.”

Within a nine-month period of formalizing safety processes and getting access to more robust safety analytics from Origami Risk, The Port of Seattle experienced a:



19 percent reduction in its OSHA Incident Rate



15 percent reduction in lost workday injury case rate



37 percent reduction in costs

✓ Improved morale

Interestingly, the open communication fostered by Origami Risk’s automated near miss reporting, incident collection, alerts and task assignment features has encouraged employees to be more engaged with safety. They understand the impact their engagement has on workplace safety and injury prevention, said Gallagher.

“Our employees feel like we value their contributions,” she said. “With Origami Risk, they know when a near miss or hazard is reported, it won’t fall through the cracks because of communication breakdowns or procedural barriers. As a result, they report more, and we can prevent injuries. This engagement has had a positive impact on employees’ morale, which can often influence their commitment to workplace safety.”

✓ Further Collaboration

Gallagher and her colleague Sara Kern, the Port of Seattle’s risk claims manager, said she is amazed at how Origami Risk can be tailored to accommodate each department’s separate objectives while still facilitating collaboration between the two groups and with field users for their common goal of workplace safety. They said the system has really allowed them to look at safety holistically.

“There was never a question of whether we would use the same (risk and claims management) system,” Kern said. “We had to find one that worked for both sides of the house in order to further collaboration efforts. Origami Risk’s ability to tailor the system to fit both group’s needs, but still increase transparency among departments, has been critical to us working together to improve safety.”

ABOUT ORIGAMI RISK

Origami Risk is a leading provider of integrated SaaS solutions for the risk and insurance industry—from insured corporate and public entities to brokers and risk consultants, insurers, third party claims administrators (TPAs), and risk pools. Highly configurable and completely scalable, Origami Risk delivers a full suite of risk management and insurance core system solutions from a single secure, cloud-based platform accessible via web browser and mobile app.

Our software is supported by a service team of experienced risk and insurance professionals who possess a balance of industry knowledge and technological expertise. A singular focus on helping clients achieve their business objectives underlies Origami Risk's approach to developing, implementing, and supporting our risk management and insurance core system technology solutions.

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