

# Incident Management

The Incident Management Account from MSDSonline is a Web-based solution designed to help safety professionals better identify, understand and correct potential hazards in the workplace.



*“The MSDSonline recordkeeping system gives me an indispensable tool to better understand and correct the safety risks in my workplace.”*

## Overview

The Incident Management application from MSDSonline<sup>®</sup> is a Web-based solution designed to help safety professionals better identify, understand and correct potential hazards in the workplace. It's ideal for mid- to large-size companies that strive toward creating a zero-incident culture and complying with I2P2 directives.

The powerful Incident Management application centralizes all of your incident data into one easy-to-use system, giving you a company-wide view of all your recordable and near-miss cases. This enables you to leverage the system's analytics to identify hazardous trends and proactively implement corrective actions, which can ultimately prevent accidents.

MSDSonline has integrated the often disparate processes of Incident Notification, Case Management & Recordkeeping, and Followup into a single collaborative application.



### Incident Notification

The application provides a number of features that enable you to promote broader safety participation across your organization. Our customizable Web-based Incident Notification Form provides employees with a simple tool to quickly notify supervisors or other key safety personnel of an incident. This speeds up the process of documenting cases and creates a culture of broader safety awareness.



### Case Management & Recordkeeping

Our built-in Case Manager provides a single place to record, manage and track all of your workplace incidents in order to streamline compliance with OSHA 29 CFR 1904 reporting requirements. Here you can easily create, search, view and update cases.

A simple 4-Step Case Creation Guide walks you through the process of recording cases for any workplace occurrence so that you can consolidate and manage all of your cases in one place. You can attach related files (images, videos, notes, accident reports, etc.) to a case for a single point-of-reference.

At-a-glance icons appear for cases that are deemed OSHA recordable based on the case type and other incident details, ensuring you have entered all the required incident information for filling out the appropriate OSHA Forms.

What's more, once you've entered the case information, you can quickly and easily generate OSHA Forms 300, 300A and 301, Sharps Injury Logs, First Notification Worksheets, etc. – all with a simple click of a button.



### Followup

The application's powerful analytics provide in-depth risk and root-cause analyses to help you better understand trends, identify high-risk and unsafe working conditions, and measure the performance of your safety initiatives.

## Benefits

- Put your company on a path toward zero incidents.
- Quickly identify safety risks and hazard trends in the workplace.
- More effectively push safety programs throughout your entire organization.
- Eliminate disparate and redundant paper-based recordkeeping processes.
- Lower costs associated with accidents and employee incidents.
- Save time and money in meeting OSHA compliance requirements.

## System Requirements

- Internet access & any standard Web browser (JavaScript and cookies enabled)
- Adobe<sup>®</sup> Reader<sup>®</sup> (v.9 or higher, recommended)
- Microsoft<sup>®</sup> Windows<sup>®</sup> 98, 2000 (SP 4) or XP (SP 1a)
- VGA resolution of 1024x768 or higher recommended

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## Features



### Incident Notification

**Incident Notification Form** Customizable Web-based form streamlines case management by enabling employees to notify key safety personnel of an incident; the form can be deployed throughout your organization via an easy-to-distribute Web link



### Case Management & Recordkeeping

**Case Creation Guide** Simple 4-step guide identifies what information must be recorded to meet OSHA requirements; built in intelligence ensures that all recordable information is captured

**Case Search** Search by incident date, location, type, status or corrective actions

**OSHA Recordable Flags** At-a-glance icons appear for cases deemed OSHA recordable based on case types and information relating to the case

**OSHA Report Generation** Quickly and easily generate OSHA Forms 300, 300A and 301, Sharps Injury Logs and First Notification Worksheets with the click of a button

**Phrase Builder** Creates clear and standardized case descriptions for use in OSHA Form 300, other reports, and trend analytics

**Employee Database** Securely stores employee information for quick access when creating new cases; application encrypts sensitive information to ensure employee privacy

**Physician/Hospital Database** Stores physician and hospital information for quick access when creating new cases

**Incomplete Case Flag** At-a-glance icons appear for cases deemed OSHA recordable but are incomplete according to recording requirements

**Annotate Notes** Post notes to a case for quick reference by others who need access to the case information

**File Attachments** Attach images, files, videos or other information relating to a case

**Case History Log** Comprehensive data tracking creates an ongoing audit trail of all changes, edits or amendments made to a case; tracks the date a change occurs and who makes the change



### Followup

**Trend Analytics & Reports** Case-type analysis, outcomes and contributing factors, incident location analysis, near-miss analysis and sharps & needle-stick analysis all output into easy-to-read and distribute charts and exportable spreadsheets

**Corrective Action Management Workflow** Create and assign corrective actions for each case and set follow-up dates that can be automatically populated into the built-in Safety Calendar or into an Outlook calendar

**Safety Team Interface** Allows other employees to view departmental cases and trends in order to better understand the risks and root causes, without the ability to change case data or view sensitive employee information

**Case Summary E-mail** Attach a spreadsheet summary of selected cases to an email message for quick distribution to supervisory, departmental or management staff

**Incident Rate Comparisons** Compare incident rates against the latest BLS data

**Analysis & Report Export** Create exportable, at-a-glance charts and reports

**Helpful Calculators** Quickly calculate employee work-hour counts and DART rates

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At the same time, built in corrective-action management workflow allows you to easily flag and assign corrective measures for each case and schedule follow-up dates that can automatically be populated into the system's built-in Safety Calendar or into your Outlook calendar.

Reporting tools let you generate easy-to-read charts and spreadsheets, which you can export and distribute to key safety-team personnel. Our unique safety-team interface allows employees to view — in a read-only format — departmental cases (with sensitive employee information suppressed), and trend information. This gives your employees a better understanding of the root causes for specific incidents as well as the risks associated with near misses.

When you're armed with better information, you can significantly impact your bottom line by improving productivity, lowering workers' compensation claims and reducing the risk of noncompliance. All of this adds up to a safer, more productive work environment for your employees, and ultimately, provides a path toward zero incidents in your workplace.

For pricing information, call us toll-free at 1.888.362.2007 (U.S. & Canada Only). Outside the U.S., call 1.312.881.2000.

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