

The Office of Risk Management (ORM) Loss Prevention Criteria:

LOSS PREVENTION UNIT

A. RESPONSIBILITY/AUTHORITY

Directs and monitors Third Party Administrator's (TPA) services in the following areas:

- Audits all state departments, agencies, boards, and commissions for compliance with the Loss Prevention Program, R.S. 39:1527- 44
- Conducts "Workplace Safety" training classes for all state departments, agencies, boards, and commissions
- Investigates claims and lawsuits against the state as requested by the agency, the Attorney General, or the Claims Unit

B. STAFF/QUALIFICATIONS/DUTIES

State Loss Prevention Manager

- Has held this position since 2003
- 30+ years of professional safety and health experience (25+ years in a management capacity)
- Certified Safety Professional (CSP)
- Bachelor of Science in Occupational Safety & Health
- Current duties include:
 - managing and exercising administrative oversight of the TPA, and ensuring all work in these administrative areas is executed in accordance with ORM and Division of Administration policies and procedures as well as State laws and Federal regulations, by:
 - providing quality control of the TPA's Audits, Site Inspections, Training, Consultations, and Investigations.
 - overseeing the Targeted Risk Improvement Program (TRIP) and working with the TPA and/or agency personnel to determine where each agency is having losses by line of coverage and makes recommendations on how to reduce or limit losses in the future.
 - communicating regularly with TPA regarding agency questions/concerns requiring TPA involvement.
 - analyzing the TPA's monthly reports to identify trends by cause and by agency and providing analysis to TPA.
 - responsibility for directing, managing, and coordinating all loss prevention functions, including: the assurance that all state agencies are in compliance with the statewide loss prevention program, consultation with agency personnel on methods of reducing future losses, and the administration of the safety training program statewide.

- establishing the policies and activities in keeping current the State's Loss Prevention Manual; monitoring the State Loss Prevention Manual to ensure that rules, regulations, and/or procedures are current per Division of Administration policies and procedures as well as State laws and Federal regulations.
- Conferring with executive and administrative officials of all departments, agencies, boards and commissions to evaluate agency-specific loss prevention program requirements, determining what loss prevention program enhancements can help the agency reduce losses which will ultimately reduce premiums, and explaining new Office of Risk Management (ORM) programs and decisions regarding proposed changes to the State's Loss Prevention Manual requirements.
- Tracking legislation for Loss Prevention during each Legislative Session.
- Administering the elevator contract and ensuring the vendor's adherence to the contract, overseeing the monthly elevator billing process to ensure staff and vendor are following guidelines, and working with the State Fire Marshal to identify state agencies and elevator vendors who are not in compliance.
- Directing the development of Requests for Proposals (RFP) and contracts pertaining to the selection and retention of qualified elevator inspection contractors. Providing input to Administration regarding the needs of the Loss Prevention Unit each time a new RFP for claims and loss prevention services is initiated. Assessing the need to contract for outside consultative expertise and ensuring completion of that process.

C. DEFINITIONS

Audit – A comprehensive review of an agency's safety and health programs/policies/procedures, training documentation, etc. in the areas of:

- | | |
|-------------------------------|--------------------------------------|
| 1. general safety | 4. equipment management |
| 2. driver safety | 5. Water vessels (if applicable) |
| 3. bonds, crime, and property | 6. Flight operations (if applicable) |

** Full audits are conducted once every three years based on a staggered schedule across all state departments (see 3-Year Audit Cycle).*



3-Year Audit Cycle
2018-2021.pdf

Compliance Review (CR) – An abbreviated version of a full audit that concentrates on certain core aspects within each of the areas listed above.

** CRs are conducted twice within a three-year period across all state departments (see 3-Year Audit Cycle).*

Walk Through (WT) – A visual inspection conducted by the LPO at any/all agency locations where there is the potential for state employee exposure to unsafe acts/conditions.

* *WTs are conducted every year, whether the location also receives a full audit or CR that year or not.*

LP CLIENT INSTRUCTIONS

AUDITS\COMPLIANCE REVIEWS\WALK THROUGHS

In accordance with R.S. 39:1543, the TPA shall conduct either an annual comprehensive safety audit or compliance review of every state agency with 15 or more employees. The audit shall follow the current manual and question sets for each of the following: general safety; driver safety; bonds, crime, and property; equipment management; water vessels; and flight operations (as found here): <https://www.doa.la.gov/Pages/orm/Loss-Prevention.aspx>

ORM will annually have the Statistics unit pull employee counts to determine which agencies have 15 or more employees. This will determine which agencies should be a part of the LP program per statute. If an eligible agency is currently not a part of the LP program, the LP auditor (“LPO”) will have a meeting with that agency to explain what is expected. The agency will not be audited until the next cycle.

- TPA shall contact the appropriate agency safety coordinator to schedule the in-person audit.
- TPA shall review all written safety programs and driver/training records, and shall conduct a visual walkthrough inspection of each facility to make note of any safety and health concerns.
- TPA shall consult with all State agencies regarding safety related training in the areas of hazardous equipment, general safety, drug-free workplace, return to work, driver safety, and blood borne pathogens.
- TPA shall consult with state agencies to determine whether each employee authorized to operate a state-owned/leased/hired water vessel has taken the appropriate training (taught by LDWF) prior to operating such vessel.
- TPA shall conduct a closing conference to discuss the initial findings. A final score will be issued and a determination made as to whether or not the agency has passed the requirements of the audit.
- In addition to the time spent with the agencies during the audit or compliance review, the TPA shall remain in close contact with the agency throughout the year to ensure a successful continuation of its efforts to achieve compliance with the loss prevention audit program.
- All agency locations, whether receiving an audit/CR or not, that have the potential at any time for state employee exposure to unsafe acts/conditions shall receive a walk through inspection unless otherwise exempted by ORM.

A. AUDIT/CR/WT LOCATION NUMBERING PROCEDURES FOR LPOs

There is a numbering system in place, established by ORM, for the audit location account design.

ORM will set up audit/CR/walkthrough locations in the TPA's Loss Prevention system. If the location was created by legislation or statute, ORM will be responsible for acquiring the agency's contact information to initially update the system. Any further updates or changes to the audit location account design should be submitted to ORM by the TPA on the Audit Location Setup/Change Form.

The TPA's LPO and the ORM LP Manager, along with the agency safety representative/safety supervisor, will coordinate the audit structure for each agency. Specifically, agencies can dictate which locations will serve as audit locations and which ones will be walkthrough locations.

1. Audit/CR locations are either a:

- four- digit ORM location code (e.g., "####" – these are usually HQ level locations for the agency)

or

- four-digit ORM location code followed by a dash and a two-digit number starting with "01"

(e.g., "#### - 01" – these are usually field level locations for the agency).

Each additional field level audit location will contain the next consecutive two-digit number (e.g., "#### - 02", etc.) Once you reach "99", three-digit numbering begins starting with "100" and so on.

2. Walkthrough (WT) only locations (i.e., no audit/CR is conducted there) are either a:

- four-digit ORM location code followed by an alpha character starting with "A" (e.g., "####A" - these are usually HQ level locations for the agency)

or

- four-digit ORM location code followed by a dash, a two-digit Number starting with "01", and an alpha character starting with "A" (e.g., "#### - 01A" – these are usually field level locations for the agency).

Each additional WT only location will contain the next consecutive two-digit number and/or alpha character (e.g., "####B" or "#### -01B" or "#### - 02A", etc.). Once you reach "99", three-digit numbering begins starting with "100" and so on. Once you reach "Z", the next alpha character is "AA" and so on.

- If the TPA's LPO comes across a WT only assignment that is listed under either an FA/CR four-digit or a four-digit plus a dash and two-digit audit location code, this needs to be reviewed by the LPO along with the agency. If it is concluded that there is not an FA or CR that location, then that FA/CR location code needs to be inactivated and a new WT only location code needs to be created. This is achieved through submission of an Audit Location Setup/Change Form by the LPO.

- Similarly, if the TPA's LPO comes across an audit/CR assignment that is listed under a WT only four-digit with either an alpha character or a two-digit number plus an alpha character location code, this needs to be reviewed by the LPO along with the agency. If it is concluded that there should instead be a CR or FA for this location, then that WT location code needs to be inactivated and a new audit/CR four-digit (with or without the dash and two digits) location code needs to be created. This is achieved through submission of an Audit Location Setup/Change Form by the LPO.
- It is the LPO's responsibility to ensure that audits/CRs are being performed at audit/CR locations only and that WTs are being done at WT locations only.
- The TPA's LPO should be reviewing the address of the location that they are auditing compared to the location that is listed in the LP system. These should match. If they do not, the LPO is to complete the Audit Location Setup/Change Form to have the address updated in the LP system.
- The TPA's LPO should be reviewing the contacts tab in the LP system. The Safety Supervisor and the Safety contact are the individuals that receive the emails from the LP system. It is the LPO's responsibility to ensure that these are correct. If they are not, then the agency is not correctly receiving the emails from the system, which can cause issues during the audit cycle. The Audit Location Setup/Change Form must be submitted to make these corrections.
- A WT that is for a building in a city other than the agency's main audit location should be entered into the system under its own WT location. The Audit Location Setup/Change Form should be submitted to request a new WT location code.
- If an audit is done for a Higher Ed Institution, it should either be done at its roll-up location (which is its "bill" location on the audit location account design) or it needs to be done at each exposure location individually. So, if it is conducted at a "general operations" location as listed on the audit location account design, then you also need to look at the "affiliated" and "auxiliary" locations as well (if the agency has those).
- LPOs need to review the Property Exposure Report with the agency at each visit, along with the Audit Account Design, to ensure that each location that has employees is getting an audit/CR or a walkthrough (whichever is required/agreed upon for that location).

B. Scheduling

An annual full audit or compliance review will be conducted for every qualifying agency, per the 3 Year Audit Cycle listing on ORM's web site under the Loss Prevention section.

<https://www.doa.la.gov/orm/PDF/3-Year%20Audit%20Cycle%202018-2021.pdf>



Audit, CR, and
Self-Audit PDF Report



Walk Through Report
Template.xlsx



Self-Audit 3.6.pdf

CONSULTATIONS

Typically, a consultation request is initiated by an agency, or ORM, the purpose of which is usually to obtain further clarification/guidance/assistance with either an existing component of the safety program or the establishment of new policies and procedures.

In addition, the TPA's consultations with state agencies (on safety/health matters that may result in a loss to the State), can include, but are not limited to: performing a trend analysis (e.g., agency, location, type of claim, type of injury and cause) and discussing the results, and audit deficiency recommendations.

- LPO will schedule a dedicated time to meet with the agency, discuss their concerns, and then enter into the TPA database his/her synopsis of the meeting, including: who requested the meeting, what was the issue(s), and what was the final resolution?
- TPA will establish and utilize metrics to identify agencies that would benefit from individualized attention. TPA will work with each of these agencies to identify problem areas, and propose/monitor implementation of solutions.



Consultation Report
Template.xlsx

INSPECTIONS

In order to protect state assets, personnel, and the general public, periodic inspections of certain pieces of equipment are required by various codes and conducted by vendors under contract with ORM.

If an agency is not adequately addressing/correcting the significant/serious condition(s) identified, the vendor shall provide written notification to ORM.

- At that point ORM will contact the TPA to request that the assigned LPO follow up, and remain in contact, with the agency until all issues have been resolved.

The main two types of inspections are:

- Heavy Equipment Inspections:

The inspections of boilers, generators, large motors, HVAC systems, electrical systems and other heavy mechanical equipment are currently conducted by XL inspectors. XL's inspections are continual, while "follow-up Inspections" by the TPA shall take place after the XL inspectors identify one or more significant/serious or unsafe problems that should be corrected. The TPA shall ensure that the agency has either initiated corrective

measures, restored the equipment, or taken the faulty equipment out of service until repairs are made.

- Elevator Inspections:

ORM shall coordinate and retain oversight of elevator inspections to determine code and maintenance violations and shall notify the State Fire Marshal as needed.

INVESTIGATIONS

In certain situations, there will be a need for a more in-depth review of what safety and health policies, procedures, equipment, etc., as well as other factors, were in place at the time of an incident in question. Such investigations are typically initiated in one of several ways: 1. at the request of an agency, 2. at the request of ORM, 3. by the TPA/LPO directly based upon information previously obtained, or 4. at the request of another public or private entity.

- The LPO will meet with the appropriate parties to:
 - Identify unsafe acts & conditions,
 - Gather and preserve evidence,
 - Determine contributing factors,
 - Take photos and measurements,
 - Interview witnesses (if applicable), and/or
 - Recommend corrective actions

as needed to obtain a complete understanding of what occurred.

- Afterwards, the LPO will enter the findings and supporting documentation in a report format to be housed in the TPA's database and made readily accessible for review by ORM.
- The LPO will perform additional consultation as needed with the agency until the investigation is concluded/rectified.

An investigation report or summary shall be provided by the TPA and shall include a Background, Findings, and Recommendations.



Investigation Report
Template.xlsx

TRAINING

ORM requires agencies to provide training for its employees on numerous topics, some: annually, on a three-year basis, or a five-year basis.

Mandatory:

BBP (high risk - annually; low-risk - once every three years)
Loss Control Program (every 5 years)
Driver Training (every 3 years)

Drug-Free Workplace (every 5 years)
Return to Work (every 5 years)

If requested by an agency, the LPO or other training professional assigned by the TPA will conduct instructor-led training on any topic(s) requested.

Examples of Additional Training Offerings:

Accident Investigation	Incident/Accident Investigation	Safe Lifting
Confined Spaces	Inspections	Safety Data Sheets
Emergency Preparedness	JSA (if Applicable)	Stairwell Safety
Forklift Training	Lockout/Tagout	Supervisor Responsibilities
Hazard Communication	Respiratory Protection	Violence in the Workplace

- TPA shall develop and maintain training materials for agencies' use in their training programs. Materials appropriate for instructor led, self-study, and online learning shall be provided as agreed upon by ORM.
- TPA shall conduct training for all agencies, as appropriate, on the Loss Prevention program itself, as well as "train-the-trainer" instruction for agency LP coordinators.
- TPA must maintain database with all classes taught during each fiscal year, including the attendee list (i.e., attendee full name, agency name, date training took place, and signature of attendee). The topic(s) presented, as well a copy of the sign-in sheet(s) will be entered by the LPO into the TPA database.
- TPA shall have a training schedule on their website and available to state agencies so that agency personnel can see upcoming training opportunities.
- TPA shall provide loss prevention training at the ORM Annual Regional Conferences. The TPA shall conduct such training at individual Department/agency locations, if necessary, to accommodate their needs. The TPA shall further conduct training for new Department coordinators/agency representatives as necessary. "Train-the-trainer" instruction includes: "Hands-On" Forklift training of departmental trainers and training of Driver Trainers for "Next Step Coaching."
- For all training to be provided by the TPA, the State reserves the right to pre-approve all training content, topics, and materials.

REPORTS

- Top Ten Report [Most missed questions]

Required fields:

- Rank, # of audits [in which question was missed], Question, Answer, Recommendation

Must be able to run report:

- by: Compliance Review, Full Audit, or Both
- by: Fiscal Year(s) with date range indicated on report
- with report name [type] at top

- Pass/Fail Report

Required fields:

- Compliant [yes/no], score, exception [yes/no], exception reason, agency code, agency name, site visit date, audit type, audit contact [name], loss prevention officer

Must be able to run report:

- by: Compliance Review, Full Audit, or Both
- by: Fiscal Year(s) with date range indicated on report
- with report name [type] at top

- Audit Statistics Report

Required headers with categories underneath:

- Audits Scheduled by Type: compliance review, consultation, full audit, investigation, self-audit, walk through
- Audits Performed by Type: compliance review, consultation, full audit, investigation, self-audit, walk through
- Audits by Status as of xx/xx/xxxx [**start of date range**]: cancelled, complete, hold, pending agency info, pending appeal, pending correction, pending response, QC ready, QC in progress, response review, scheduled, site visit complete
- Audits by Status as of xx/xx/xxxx [**end of date range**]: cancelled, complete, hold, pending agency info, pending appeal, pending correction, pending response, QC ready, QC in progress, response review, scheduled, site visit complete

Must be able to run report:

- by: Fiscal Year(s) with date range indicated on report
- with report name [type] at top

- Contacts By Agency Report

Required header with required fields under each:

- [4-digit location code – agency name]: contact name, contact title, contact type, mailing address 1, mailing address2, mailing city, mailing state, mailing zip, physical address 1, physical address 2, physical city, physical state, physical zip, contact email address, contact phone number, fax, interoffice [yes/no], active [yes/no]

Must be able to run report:

- by: Active, Inactive, or Both
- with report name [type] at top
- Agency Status

Required header with categories underneath:

- agency status as of xx/xx/xxxx [current date]: agency code, agency name, agency status [active/inactive], safety audit [yes/no], inactive date, inactive comment, physical address 1, physical address 2, physical city, physical state, physical zip, loss prevention officer

- Audit Status Report

Required fields: agency name, site visit date, first date of audit data input, audit status, audit begin date, audit end date, audit type, loss prevention officer, agency status, agency physical address 1, agency physical address 2, agency city, agency state, agency zip

Must be able to run report:

- for ALL agencies at once
- with report name [type] at top

OTHER

- TPA will carry out their loss prevention services under the direction and control of ORM.
- TPA should respond to urgent requests within four (4) hours for calls received during normal business hours.
- As part of the Targeted Risk Improvement Program (TRIP), summary and detail level reports that support analysis of loss data for loss prevention purposes must be provided. Users must be able to select and sort by data fields such as loss date, injury status, cause code, etc.
- TPA shall meet with ORM representatives at least quarterly to provide progress updates on all routine loss prevention activities, as well as any special projects assigned by ORM. Verbal progress updates may be required to be supplemented with reports and documentation as needed.