



VITALS

For Medical Transport Professionals

A Weekly Safety Newsletter

Factors That Help You Better Manage Risk



Risk management means that you must anticipate where losses stem from and then build systems to reduce or eliminate those perils. You must re-evaluate continuously with a major evaluation at least annually.

Organize

In business, realize that you MUST control all costs in order to be profitable. Good business plans include safety and, like all other facets of the business, good plans must be followed, changed as necessary and then continue to be followed. Results come later. Watch it closely, change if needed, but be patient. Regulatory agencies and insurance companies should be viewed as assistance to your efforts, not something to be feared. In fact, regular visits from insurance company loss control reps have spurred many companies to reduce losses and better profitability. Invite these people to look over your shoulder. This is great assistance.

Control

Control results. In fact, force programs to conform to plans. In effect, force results. Review programs regularly to ensure that they are getting desired results and then change anything that is proven to need change. Don't just drop a program.

Train

People WANT to do a good job. Give them the tools to do so. Many loss analyses reveal that accidents involved drivers or others who have lots of experience, good records, etc. Too many times, we resign ourselves to the perceived fact that an accident is "going to happen," regardless of what we do. That thought process will not produce the result you really want. Train for *prevention*.

Involve everyone and be sincere. When you care sincerely about your people, it will show every day, not just during "appreciation day."

Staffing

We all know it's important to recruit and select the right people for the right job, but are we really effective? Take a close look, use all the tools available and then ask yourself, "If this is the right person for the job, will that person stay?" Turnover costs are probably the highest. This is another entire topic for careful consideration.

Direct

Be a leader. Develop good programs with a purpose. Goals help because systems, methods and programs can be developed specifically to help reach certain goals. Get others involved, not only through informing them, but also getting them involved in the decision-making process. Everyone needs to be able to take ownership in the program. Be persistent and sincere.