

How Edmonton Police Reduced Incidents by up to 65%

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Case Study

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safety through excellence in the prevention, intervention and suppression of crime and disorder.

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Case Study

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Company Overview

Industry

Government

Region

Edmonton, Canada

Operation Scope

Policing a Population Under 1 Million People

Solutions

Occupational Health, Safety

About

Edmonton Police Services is the municipal police force for the City of Edmonton, in Canada's province of Alberta. EPS' vision is to increase public safety through excellence in the prevention, intervention and suppression of crime and disorder.

The Challenge

Nicole Wetsch is an Occupational Health (OH) and Safety Consultant who works with the OH nurses at Edmonton Police Services (EPS). She and her team look after the health and safety of everyone in the organization, regardless if they're a sworn officer or civilian. Her job involves incident reporting and investigations, and she works closely with disability management consultants and the Workers' Compensation Board (WCB).

Incident reporting is an important part of managing health and safety; however, EPS' processes used to be inefficient and ineffective. "We were doing a paper system and there was a lot of back and forth," Nicole explains. "With the paper system, we would create a preliminary report that didn't have a lot of information, just so we could meet our timelines, then we'd flush out the actual investigation later. If we had questions, there was lots of back and forth and multiple pieces of paper. It was a bit of a time waster."

The actual tracking of incidents was done manually, meaning there was a lot of data entry on their behalf. In addition, Nicole's team often had to fill out the same paperwork twice,

for incident and WCB purposes. This led to inconsistencies in data and was a major time commitment. These painful processes made it clear that EPS needed a better solution.

The Solution

EPS had been using Cority's OH solution for a while when they decided to implement the Safety solution to complement their OH application. When Nicole joined the team in November 2015, they were just starting to get the incidents project going. EPS now uses Cority to track and report incidents.

Her use of Cority's business rules also helps to make the process more efficient: "The other plus was that some of the mistakes that would happen on a paper form were alleviated thanks to the business rules in Cority. This cuts down on our need to send stuff back."

Supportive supervisors have helped promote adoption of the system to their respective staff. Users appreciate that they can use Cority's advanced dashboard to regularly export to PDF division-specific results, which further

Challenges

Inefficient and Ineffective Reporting Processes

Results

A Complementary Safety System that Properly Tracks Incidents

Impact

Up to 65% Less Incidents



drives adoption of the system. In addition, the integration between the OH and Safety systems has drastically reduced the amount of time required to investigate incidents and for nurses to look up incident information related to a clinic visit.

The Results

Since implementing Cority's Safety solution, a couple of EPS divisions have shown a dramatic reduction in incident occurrence. "We just did our third-quarter stats, and about 4 or 5 divisions have seen anywhere from a 15% reduction up to a 65% reduction in their number of incidents," Nicole says.

"One of the reasons I think Cority is having an effect on [the reduction of incidents] is Root Cause Analysis. Our staff are actively recording and thinking about root causes, which has allowed us to see trends to make impactful changes. Better identification of the root causes through using the system has helped us to address them and reduce incidents."

EPS is doing several initiatives to help decrease incidents; although these dramatic numbers are not solely attributed to Cority, the system is definitely a big part of it. As Nicole explains: "What I'm noticing is some of the work areas that have really embraced Cority, and are really doing well in producing higher quality incident reports, are also the ones that are seeing a higher reduction in the number of incidents."

"Forcing [our users] to examine the root cause in more depth is making them think about how they're doing business, and that's helping them come up with appropriate corrective actions that are creating a positive effect on the numbers."

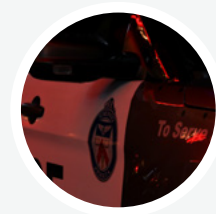


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"When we switched over to Cority, one of the things that was really nice about it was we didn't have to do that back and forth with WCB. Lots of fields would automatically populate. It cut down on the time involved in doing the work."

Nicole Wetsch

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