Division *of* Risk Management

Transcript for Webinar Series: “The New Risk Reduction Survey”

Date: February 12, 2025

Speakers: Karen Peterson (Liability Prevention Specialist – Loss Control)

Introduction to the New Risk Reduction Survey

[Visual: Title slide reading "The New Risk Reduction Survey, also known as the Self Inspection Survey or SIS." Presenter Karen Peterson is visible on webcam.]

Karen Peterson: ...also known as the Self Inspection Surveys. We haven't been doing the self inspection surveys for the last couple of years due to technical issues, but those have been resolved into much smaller bites, and we'll go through all that today.

Why does Risk Management have a self inspection program? The R37 Risk Management General Rules state specifically that each entity needs to do the self inspection program for their premium coverages. And in the risk control standards 4B, they're also required to review the hazards and corrective actions identified during the annual risk management self-inspection surveys. So this is something that, according to statute, needs to be completed by all entities. And Ron's going to drop a link to the administrative code R37 into the chat so that everybody has access to that.

Changes to the Program

[Visual: Slide changes to "CHANGES" listing the differences between the old and new programs.]

Karen Peterson: So, changes we've made to the program. The old program was completed once a year. The new program will be completed monthly by a targeted audience. You will not receive the survey each month. The old program, everyone completed the survey for all of the different subcategories. The new program, you'll receive the survey when the questions are relevant to your agency, but each entity should receive a survey at least quarterly.

The old program, every location was required to answer all of the questions. And with the new one, your entity's risk representative will choose the location within their entity as to who answers the questions, and then they can just forward the email to the people within their organization that need to complete it.
With the old program, it was the same questions each year. With the new one, the questions will be tailored to specific entity types, the claims data, or current trends that we're seeing in the insurance area. The old

program was 300-plus questions each year. The new program will be 5 to 10 questions per survey, so it won't take up an exorbitant amount of time to do this. In the old program, there was little or no follow-up from State Risk, and in the new program, your Loss Control Representative will contact you for any items that you may need or that you request assistance with.

Sample Topics and Goals

[Visual: Slide changes to "Samples of survey topics and their intended audience"]

Karen Peterson: Samples of topics and their intended audiences: If we send out one specific to playgrounds, it would go out to the K-12 schools and also to the State Parks. OSHA compliance would only go to the State Agencies. Access controls would go to everyone. So we're trying to break this down into much more manageable bites rather than somebody sitting down and answering all of the questions at once.

[Visual: Slide changes to text: "Our goal is to make the survey more useful and less burdensome for everyone."]

Karen Peterson: Our goal with this is to make the survey much more useful for everyone and less burdensome as well.

How the Program Works

[Visual: Slide changes to "How the Program Works"]

Karen Peterson: So how the program works. The risk coordinators will receive an email from SIS@utah.gov. The email will outline the topic of the survey and its responders. Your risk coordinator makes the determination who in their agency completes the survey. So if we send out one specific for playgrounds, we'll send it out to all of the K-12, and then their risk managers would send them out to the elementary schools to have them done, and then they won't have to worry about all of the rest of the... And then a QR code is provided with a link to the survey each time.

[Visual: Slide changes to "Sample Email" showing a QR code and instructions.]

Karen Peterson: So a sample email will tell you what the title is, who should answer it, and then give you a QR code.

[Visual: Slide changes to text about February's survey questions.]

Karen Peterson: February's survey is based on the risk administrative rule R37. And I really want to say thank you for all of the people that we used as a focus group that went ahead and answered these before, so that we could test the system.

Tips on How to Complete the New Survey

[Visual: Slide changes to "Tips on how to complete the new survey" followed by screen captures of the SafetyCulture mobile app.]

Karen Peterson: Tips on how to complete the new survey. It's very easy, you can do it from your phone each time. So when you first log onto it, the SafetyCulture app comes up and asks you if you want to map your current location. If you click "Allow", it will map your location. If you click "Don't Allow", you can map to a specific location so that it will show exactly where you are or what location you're going to be answering the questions for.

And then you go down through the survey questions. There's Yeses, there's Nos, and then there's Unsures. On most "No" questions, they will give you a place where you can add in any comments. And then the very last is your reporting information.

Julie, yes, we will put a link to the survey into the email each time as well when we send it out. So you'll be able to go through a link or through the QR code.

And then you just click submit on the bottom and then you're done with the survey.

Live Survey Testing and Q&A

[Visual: Slide changes to display a large QR code reading "Risk Reduction General Questions".]

Karen Peterson: So, if you would all pull out your phones, follow the QR code, and go ahead and answer the questions. There's only a couple of quick questions that can be answered very easily on this, and we'll give you just a minute to do that.

[Visual: Long pause as attendees test the survey via the QR code on the screen.]

Steven R Thompson: Karen, I have a quick question for you.

Karen Peterson: Yes.

Steven R Thompson: What does it mean by title? Title of the survey or title of the person doing the survey?

Karen Peterson: Title of the person answering the survey. Thanks for the question, Tyson. *(Note: Speaker is identified on screen as Steven R Thompson)*

[Visual: Another pause while attendees finish the survey.]

Ron Boshard: Does anyone have any problems that we're not aware of? If there's any problems or questions, please just ask.

[Visual: Pause continues.]

Ron Boshard: Ron, Julie has a question in the message. Yes, we did tell her in the email that will go out, it will have a link as well as the QR code. So that will be on there.

[Visual: Slide changes to "Questions?" showing the Utah Department of Government Operations logo.]

Karen Peterson: Okay, so are there any questions at all with this new process?

Ron Boshard: The whole idea, we understand the old system was burdensome. A lot of questions, usually 50% didn't pertain to you. We hope that by isolating questions for each agency that we're addressing specific concerns and issues that you might be having, so that we're not addressing the whole world, we're just dealing with those problems. Staci?

Staci Taylor: Are you able to hear me?

Ron Boshard: Yes, ma'am.

Staci Taylor: Great. I love this idea, by the way. It's fantastic, very innovative. I'm interested in, when we as a group complete these and you tabulate the results, will there be any analysis around those results and feedback to the entities in order to help us to know what we can do to improve?

Ron Boshard: Karen, do you want to run with that?

Karen Peterson: Staci, I only heard about half of what you said, sorry.

Staci Taylor: Do you want me to repeat it? Or...

Karen Peterson: Would you please?

Staci Taylor: Yes, so that's okay, I got a new computer so that might be the part of the problem. When everything is tabulated and you have the results, will there be feedback to the entities in order to help us to know what we can do to improve?

Karen Peterson: Yes there will. That's kind of why we've set this up this way, is so that we can go in, we can see what each entity is answering for each of their locations, and then we can come back to you and work with you on any areas that you may need assistance with.

Staci Taylor: Awesome. Thank you very much. And I don't know if you missed the part of, "Well done!"

Ron Boshard: Thank you. Kelly Wilson has asked if the PowerPoint will be available. Yes, each of our webinars are recorded and then we put them on our web page under "Latest News", and you can watch those anytime you have a spare moment. We will also be completing some additional training—step-by-step type instructions that will be on our website shortly. Gary is having some trouble with the location not working. Oh, great. I was gonna say Gary, we might need to dig into the software here and get back to you on that, but if it's working, great.

Karen Peterson: Okay, any other questions that we can help you with today? If not, feel free to call any one of us anytime. If the survey comes out and you have any questions, please feel free to call us and let us know. I'm sure there'll be a bug or two that we need to work out, but we're excited that this is focused on you and your agency. And I hope that by doing that, you see that we're focused on you and your concerns and your issues and the claims that you are having. Rachel Terry?

Closing Remarks

Rachel Terry: Hi, thanks everyone for being on this and for working with us on this much streamlined self-inspection survey, risk reduction survey. Karen and Ron and their team are going to be working directly with you to make sure that these questions help direct your efforts and also hopefully get more buy-in from those in your organization who need to be part of those loss control efforts. And please give us whatever feedback you think is appropriate and we'll make changes as needed and share that information with you. So thank you for being here. And Ron, I see someone else has a question.

Ron Boshard: Kelly asked how do we obtain past information? Kelly, are you referring to the old SIS system? Unfortunately, the old system... part of our problem with it was the software crashed. It was old and outdated. I can try and see what information I can obtain for you, but the majority of it is gone. I will call you Kelly, and we'll see what we can find for you.

Anyone else have any questions, concerns? Please, like Rachel said, play with it. If there's things that you don't like or aren't working right, please let us know. We want to make this as easy as possible for you and your staff. And if there's no more questions, we'll end our webinar a little early. We're thankful for all that you do and your dedication to safety and risk, and we do appreciate everything you're doing. Have a wonderful day.

Karen Peterson: Thank you for your support as we continue to work together to resolve risk. We appreciate you. Have a wonderful day.