

Catoe to Review Employee Injury Reports; Will Demand Followup

(June 21, 2002) Beginning July 1, no injury to any employee of Metro Operations will go unnoticed - even at the highest levels of the MTA.

Because, starting on that date, Deputy CEO John Catoe will personally review with his General Managers the reports of injuries to any Metro Operations employee.

And, he'll demand action. At his staff meetings, Catoe will ask for the most recent injury reports, investigations findings, and the proposed action plans to prevent similar injuries from re-occurring.

"I expect every supervisor and every manager to follow up on every injury," he declares. "To make sure that occurs, I'm going to be following up on their actions."

Four key areas

The increased attention to injuries is part of a larger program aimed at creating a safe work environment. The program has four key areas: preventing accidents and injuries through the Safety's First program, improving management of injury cases, returning employees to work and preventing and prosecuting fraud.

These efforts also should help reduce losses from accidents and injuries. In FY 2002, the cost of workers' compensation claims is expected to reach almost \$60 million.

A major new initiative for the coming fiscal year is an agency-wide Occupational Health Services program that will include a focus on personal health risk assessments, disease prevention or management, quality of life and work-life balance.

Most valuable resource

"Our employees are our most valuable resource," stresses Catoe, "and we need to ensure their health and well being."

The MTA also will be re-vamping its claims management. A multi-department panel will review occupational illness and injury claims to keep track of the employees' progress.

An Injured Worker Advocate - Suzanne Marshall - recently was hired as a neutral third party to help injured employees resolve worker's comp problems and to help expedite claims processing. Her work has the support of all three of the MTA's largest unions.

At the same time, the MTA has begun working with the District Attorney's Fraud Prevention Unit to investigate and prosecute employees who abuse the workers' compensation system.

[Back to Bulletin Board](http://intranet1/mtanews_info/bulletin_board/injury_report_followup.htm)