

# Continuous Improvement Model for School Risk Management

Prepared for  
Association of Governmental Risk Pools – Fall Conference  
Nashville, TN  
October 19, 2010

## Presenters:

**Mark McKinney** – Director of Risk Management, Florida School Boards Insurance Trust, Tallahassee, FL

**Catherine Bennett, CPCU** – Project Manager, Cost Control Concepts/Bennett Creative, Nashville

**Lee Gaby** – Executive Director, Public School Risk Institute, Athens, GA

**Mike Florio** – Risk Manager, Dekalb County Schools, Atlanta, GA (illness prevented Mike from attending)

## Learning Objectives

1. Understand what has been done so far, who has been involved and what the plan is for going forward from this point.
2. Be clear about the steps that the process of Continuous Improvement follows.
3. Understand what the model tries to accomplish.
4. Be aware of other models and how they compare/contrast.
5. Be able to see how can you use it.
6. Understand why this important and what result it can achieve.

## Continuous Improvement Model for School Risk Management

To download the full Introductory Paper, go to <http://www.schoolrisk.org> then search Resources/Helpful Links/Continuous Improvement Model

## Continuous Improvement Model for School Risk Management

**What has been done so far, who has been involved and what the plan is for going forward from this point. (See Project Timeline)**

- Identify task force members:
  - Risk group staff member
  - District risk manager
  
  - Selection based on perceived interest, work experience, qualifications, location, perceived ability to collaborate effectively
  
  - Declinations due to schedule conflicts and/or work load
- Pair up
- Make introductions
- Decide how to organize draft writing and editing – varies by task force according to personal style.
- Change/rename elements, add elements, edit/write new text
- First drafts discussed - see Phase 1 – Core Activities document (26 pp)
- Mobilize next set of task forces
- Continue refining initial drafts and submit to technical advisors
- Review material and project progress with Steering Group
- Begin planning for second showcase in March 2011. (TASBO Conference)
- Initial discussions about Employee Benefits model
- Additional outreach to associations, including AASA and ASBO

# Continuous Improvement Model for School Risk Management

The steps that the process of Continuous Improvement follows.

## 1. Start By Asking Good Questions.

### Incident Prevention Practices

- Have hazards and risks been identified and are measures in place to prevent accidents from occurring?
- Has the district incorporated a guiding philosophy for a safety culture that links trans-formational leadership behaviors with a foundation of behavior based safety actions?
- Has a scheduled school safety and workers' compensation inspection process been implemented to identify and correct unsafe conditions and behaviors?
- Is there a procedure in place to effectively investigate accidents and near misses?
- Do locations hold safety meetings?

## 2. Next, create a series of likely answers.

## 3. Find the answer that best fits your situation.

## 4. Recognize the gap between your situation and the highest-level response to the question.

## 5. Get everything into perspective, and then begin looking for ways to make the most impact.

## 6. Concentrate on a few things, and then keep moving to make improvements across the model.

## Continuous Improvement Model for School Risk Management

### What this model tries to accomplish.

- Form a community of risk management leaders for public education. (Goal = 150 activated professionals)
- Guide behaviors.
- Shape the community of leaders opinion about “best practices.”
- Raise levels of performance.
- Cultivate a sense of achievement.
- Illustrate what it means to be comprehensive and fully coordinated.
- Allow room for creative alternatives.
- Illustrate a balanced scorecard.
- Provide a consistence means for measuring risk management process, which can be used by risk groups for evaluative purposes, possibly incorporated into financial planning/underwriting models.

### Other Models and related resources

Det Norske Veritas (DNV)<sup>1</sup> - Municipal Safety Rating System

New Jersey School Boards Association Insurance Group  
Safety Questionnaire

ISO Schedule Rating Plan

ISO 9000, ISO 31000

Baldrige Awards

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<sup>1</sup> DNV is a global provider of services for managing risk. An independent foundation with 300 offices in 100 countries, with about 9,000 employees. The company purchased the International Loss Control Institute, founded in Atlanta/Loganville, GA.  
<http://www.dnv.com/moreondnv/profile/>

## Continuous Improvement Model for School Risk Management

“Best Practices” guides – numerous resources and consulting services for risk control and safety

Gap Analysis Studies – various consultants

Safety scorecards - various pools

Benchmarking and Dashboards – numerous resources

Accreditation programs - numerous resources

EPA, Homeland Security, Mitre Corporation (Federal Agency risk management)

### **How you can use it.**

1. Safety and Loss Prevention planning for pool.
2. Risk management organizational planning for district.
3. Gap analysis in programs.
4. Underwriting process – objective rate adjustments.
5. Grant award program criteria.
6. Education of new district staff and educational leaders.
7. Value added benefit – voluntary assessment services.
  - Training
  - Interpretation of results
  - Fulfillment of needs
  - Tracking progress over time
  - Recognition programs
8. All of the above.

## Continuous Improvement Model for School Risk Management

### Why this important and what results it can achieve.

1. Increase Depth of Understanding About Risk Management
  - Makes it easier for school administrators, staff and elected officials to understand the complex risks of a school district.
  - Shows how all the pieces of the puzzle fit together.
2. Reduce Injuries and Losses
  - Helps drive behaviors that result in lower claims frequency and severity over the long run.
  - Offers school districts and their risk groups a tool that can become part of the risk control and underwriting process.
3. Make Behavior and Process Benchmarking Possible
  - Gives school districts an in-depth scorecard about behaviors that can be used to complement loss data or claim benchmarking reports.
  - Gives school districts and their risk groups a method to work together on a consistent basis toward risk management best practices that are widely accepted, and avoid over emphasis on piecemeal and temporary programs.
4. Make it Easier to Communicate and Strengthen Support for the Role of Risk Management
  - Enables a wider and deeper degree of acceptance of safety culture and risk control programs across the school enterprise and up and down the chain of command.
  - Ties-in with efforts across education to provide balanced scorecards for accountability and transparency.
5. Improve Decision-making of Parties in Risk Financing Arrangements
  - Gives the individual district and school risk group a credible tool to use in marketing and placement negotiations with insurers and reinsurers.
  - Provides brokers, underwriters and insurance loss control representatives with credible information for risk evaluation and service planning.