Caring for Our Caregivers
OSHA’s Guide to Worker Safety in Hospitals

November 17, 2016

Darrell G. Toenjes, ARM, CHSP, CWCP
Healthcare Practice Leader
Midwest Employers Casualty Company

- 25+ years in insurance industry
- Corporate Risk Manager, Employee Safety – SSM Health Care
- Operations Manager – Sedgwick CMS
- National Program Manager – Ascension Health
Objectives

• Review OSHA’s “Worker Safety in Hospitals” online tools.
  – Understand the problems that hospitals face.
  – Learn about safety and health management systems.
  – Discuss safe patient handling resources.
OSHA’s “Worker Safety in Hospitals”

- Released January 15, 2014.
- Online resource to help.
  - Prevent worker injuries.
  - Assess workplace safety needs.
  - Enhance safe patient handling programs.
  - Implement safety and health management systems.

Understanding the Problem

- Hospitals can be dangerous.
- Injuries and illnesses are costly.
- Workplace safety also impacts patient care.
Understanding the Problem

• Get the facts.
• Understand the data.
• Determine how you are doing.

Data source: Bureau of Labor Statistics
Understanding the Problem

• Get the facts.

Understanding the Problem

• Understand the data.

Understanding the Problem

- Understand the data.

[Bar chart showing cases per 10,000 full-time employees]

*Data source: Bureau of Labor Statistics*

Understanding the Problem

- Understand the data.

[Pie chart showing types of injuries]

Understanding the Problem

• Determine how you are doing.

Compare Your Score: TCIR in U.S. Hospitals

Cases per 100 full-time employees

- Upper quartile (25% of hospitals have a rate higher than 8.5)
- Average for all hospitals
- Median (50% of hospitals above; 50% below)
- Average for hospitals in OSHA’s Voluntary Protection Programs (VPP)
- Lower quartile (the safest 25% of hospitals have a rate below 3.1)

Understanding the Problem

• Determine how you are doing.

Compare Your Score: DART Rates in U.S. Hospitals

Cases per 100 full-time employees

- Upper quartile (25% of hospitals have a rate higher than 3.2)
- Average for all hospitals
- Median (50% of hospitals above; 50% below)
- Average for hospitals in OSHA’s Voluntary Protection Programs (VPP)
- Lower quartile (the safest 25% of hospitals have a rate below 0.6)
Learning about safety and health management systems

• Reducing workplace hazards.
• What is a safety and health management system?

Learning about safety and health management systems

• Tools and Resources.
  – Building a case.
  – The core elements.
  – Alignment with Joint Commission standards.
  – Self-assessment.
Learning about safety and health management systems

• Building a case.
  – Lessons from high-performing hospitals.

Learning about safety and health management systems

• Building a case.
  – Integrating patient and employee safety programs.
Learning about safety and health management systems

• The core elements.
  1. Management leadership
  2. Employee participation
  3. Hazard identification and assessment
  4. Hazard prevention and control
  5. Education and training
  6. System evaluation and improvements

Learning about safety and health management systems

• The core elements.
  – Management leadership.
    ✓ Articulate a policy
    ✓ Establish goals
    ✓ Allocate resources
    ✓ Expect performance
Learning about safety and health management systems

• The core elements.
  – Employee participation.
    ✓ Design
    ✓ Implementation
    ✓ Investigation of incidents
    ✓ Making recommendations for improvement

Learning about safety and health management systems

• The core elements.
  – Hazard identification and assessment.
    ✓ Collect information
    ✓ Observe hazards
    ✓ Assess identified hazards
    ✓ Prioritize hazards
Learning about safety and health management systems

• The core elements.
  – Hazard prevention and control.
    ✓ Identify and evaluate controls for workplace hazards.
    ✓ Select controls to eliminate, reduce or contain them.
    ✓ Implement them.
    ✓ Confirm use.
    ✓ Evaluate and improve.

Learning about safety and health management systems

• The core elements.
  – Education and training.
    ✓ Provide knowledge and skills to work safely.
    ✓ Enhance awareness of identifying, reporting and eliminating/controlling workplace hazards.
    ✓ Provide specialized training for especially hazardous areas/work.
    ✓ Ensure training is effective, timely and up-to-date.
Learning about safety and health management systems

- The core elements.
  - System evaluation and improvement.
    - Is it operating as intended?
    - Does it effectively identify and correct deficiencies?
    - Is it continuing to improve safety and health management?

Learning about safety and health management systems

- Self-Assessment Questionnaire.

<table>
<thead>
<tr>
<th>Section 4: Management Leadership</th>
<th>No action</th>
<th>Strongly disagree</th>
<th>Strongly disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The hospital management supports and promotes the safety and health management system.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The hospital management defines effective worker health and safety goals and expectations for the program.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. The hospital management assigns responsibility to one accountable individual for the implementation and maintenance of the program.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Discussing safe patient handling

• Hospitals have the highest rates of injuries.
• Many from patient interactions.
• Causing overexertion.
• Resulting in MSDs.
• Safe patient handling programs are the most effective way to reduce and prevent these.

Discussing safe patient handling

• Tools and resources available.
  – Developing a business case.
    • Statistics/data
    • ROI
    • Success stories
Discussing safe patient handling

- Tools and resources available.
  - Self-assessment.
    - Magnitude of the problem.
    - Injury information.
    - Effects on patient care.
    - Identify strengths and opportunities.

Discussing safe patient handling

- Tools and resources available.
  - Busting the myths.
    - “good lifting techniques are enough”
    - “it takes less time to manually move patients”
    - “lifting equipment is not cost-effective”
    - “patients are not as comfortable or safe with mechanical equipment”
Discussing safe patient handling

• Tools and resources available.
  – Checklist

Discussing safe patient handling

• Tools and resources available.
  – Safe patient handling program successes.
OSHA’s “Worker Safety in Hospitals”

Past

Present

Future

www.newmexicomutual.com

Patrice Antonio
Risk and Safety Management Assistant
New Mexico Mutual

Phone: 505-343-2860
patrices@newmexicomutual.com
Thank you for joining us!