Using Self-Assessment Tools to Cost Effectively Improve Your Injury Prevention Program

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Agenda

1. Review what self-assessments are, and how they are designed
2. Case Study
3. Review options for implementation
Leading Statement

• As a safety professional, self-assessments are:
  – The most cost effective way to assess your program(s)
  – One of the best ways to extend your reach to more areas and/or sites
  – A necessary tool to drive your EHS strategy
Consider This

• How much time would it take for you/your staff to assess a site’s safety program?
Consider This

- How much time would it take for you/your staff to assess a site’s safety program?
- How about 5 sites? 10?
Consider This

• How much time would it take for you/your staff to assess a site’s safety program?
• How about 5 sites? 10?
• What ball would be dropped if you focused your time on assessments?
Consider This

• How much time would it take for you/your staff to assess a site’s safety program?
• How about 5 sites? 10?
• What ball would be dropped if you focused your time on assessments?
• Say you need outside help... how much would consultants charge to assess your site(s)?
So, What Are Self-Assessments?

• Self-driven questionnaires designed to measure performance against a set standard or goal
They Are a Combination of:

• Best practice standards
• An interview by a Subject Matter Expert (SME) where they “drill down” into specific content
What Does That Mean?

• Self-Assessments are the result of taking a standard, or goal, and converting it into a series of questions
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Example

Standard:
The organization/business unit/department has an effective process to identify hazards, establish controls, and measure effectiveness of controls over time.
Example

Break the Standard Down Into Elements:

1. A process to identify hazards
2. A process to establish controls
3. A mechanism to measure effectiveness of controls over time
Example

Create Questions That Verify If Elements Are In Place

1. Is there a policy/procedure in place for hazard ID?
2. Are hazards controlled in accordance with the hierarchy of controls?
3. Is there a mechanism in place to track hazards and controls?
4. Are job tasks periodically assessed to determine if controls are effective?
5. etc....
Example

• Need 2 Volunteers
Example

• Need 2 Volunteers

• Ask questions based on this standard:

  “The organization maintains a process to track hazards. This process includes mechanisms to track the potential controls considered, and actual controls used.”
Live Example

Self Assessment Tool

Self-Assessment

Hospital Staff Injury Prevention Core Elements Self-Assessment

At your organization...

Section 1 - Organizational Values

Is employee safety clearly viewed by staff and leadership as an organizational core value on the same level of importance as productivity, quality and patient safety?  
- Yes
- No

Is there a written employee safety policy or plan in place?  
- Yes
- No

Are employee safety results or metrics reviewed and discussed routinely at executive meetings?  
- Yes
- No
Designing Self-Assessments
First, Understand Your Audience

• It is important to know about your audience
  – Your audience dictates how you design questions
First, Understand Your Audience

• It is important to know about your audience
  – Your audience dictates how you design questions
• There are 3 groups that provide very different insights into your program
Design Based on the Audience

- Program Stakeholders
- Managers or Supervisors
- Employees
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Design Based on the Audience

Program SME (e.g. SPH, WPV, etc)

Design Assessment & Distribute to Target Audience

- Program Stakeholders
- Managers or Supervisors
- Employees
Design Based on the Audience

- Program SME (e.g., SPH, WPV, etc)
- Design Assessment & Distribute to Target Audience
- Program Stakeholders
- Managers or Supervisors
- Employees

- In-Depth Content
- Content Light

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Design Based on the Audience

Stakeholder Self-Assessments:

• Best for understanding program level management systems (e.g. are the key program elements in place?)
• Helps to communicate program level expectations in a non-threatening way
Design Based on the Audience

Manager/Supervisor Self-Assessments:

• Best for understanding:
  – High level hazards at the unit/area level
  – The effectiveness of program communications
  – Management understanding of programs

• Is also a tool for subtle education of managers/supervisors
Design Based on the Audience

Employee Self-Assessments:

• Best for understanding:
  – Day to day hazards and challenges at the unit/area level
  – If program elements are understood and followed down the line

• Is a tool for subtle education of employees
Sequencing is Important

The order in which you develop and assign Self-Assessments is very important
Sequencing is Important

Stakeholders first
(unless you already have a really good sense of where your programs stand)

– Allows you to see if the best practice program elements are in place to start with
– Helps set goal/desired state for programs
Sequencing is Important

Managers/Supervisors second

– Allows you understand how programs are received and used at the unit/area level
– Begins education of Managers/Supervisors
– Hopefully causes them to ask questions
Sequencing is Important

Employees last

- Allows you to see if strategies and management systems are effective
- Begins education of employees
- Begins taking you into “the weeds” of program management
Self Assessments can help drive your EHS strategy

– In depth understanding of program elements and operations at 3 different levels

– Helps to identify areas of highest opportunity
The Benefits

- Set your standard for safety performance and measure against it (including to show progress over time)
- Show progress against EHS operational components, and not just against Work Comp losses
- Self-assessments are quick, easy, and cost effective to implement, and result in an in depth analysis of program(s)
- They are scalable and consistent across multi-site systems
Case Study
Our Journey: Electronic Safety Self-Assessment at Mayo Clinic in Rochester
Our Journey: Setting the Stage

- Supervisor centered and work environment-specific
- Provide value to supervisor and institution
- Multi-disciplinary content
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Our Journey: System Overview

Multidisciplinary Subject Matter Experts

- Prioritization
- Conformance Data
- Hazard Identification

Educate & Assess Work Unit Supervisors
Our Journey: The Tools

• General survey software
• Configured using branching-logic
• Questions educate and assess

Are exit doorways and hallways free of obstructions to allow for clear visibility and exit?

Corridor Clutter Managers Toolkit:
Our Journey: The Tools

Pros
• Cost effective
• Easy configuration
• Step in the right direction

Cons
• Limited data analysis
• Static distribution list
• Manual follow up
Our Journey: Looking Forward

• Dedicated software solution
• Integrated data analytics
• Enhance features
• Expand scope
Let’s Recap
Let’s Recap

Self Assessments allow you to:

• Set a standard for safety performance and measure against it
• Cost effectively identify gaps across one, or many, sites
• Measure progress against the set standard over time

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Your Options For Hosting and Distributing Self-Assessments
Can Be Simple Or Complex

- Paper Based
- Online Survey Based
- Software Based
- Software with Logic Based
- Software w/Logic & Automated Recommendations
# Example — Paper Based

## A. General

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>If No, Implementation Date</th>
</tr>
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<tbody>
<tr>
<td>1. There is a written policy identifying an individual, designated by leadership, to coordinate the development, implementation and monitoring of Security Management activities.</td>
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<tr>
<td>2. There is a current hazard vulnerability analysis (HVA) that is reviewed/revised at least annually.</td>
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<td>3. There is a plan to improve those areas of the HVA that the facility has identified as requiring improvement.</td>
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<td>4. There is evidence of proactive risk assessments that evaluate the potential adverse impact of the external environment on the security of patients, visitors and staff.</td>
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</tbody>
</table>
Example – Software w/ Logic & Auto Recommendations

Hospital Staff Injury Prevention Core Elements Self-Assessment

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Costs

- Paper Based: Lower upfront costs, higher back end costs
- Online Survey Based
- Software Based
- Software with Logic Based: Higher upfront costs, lower back end costs. Much more thorough
- Software w/Logic & Automated Recommendations
Don’t Re-create the Wheel

• Free Resources
  – OSHA
  – NIOSH
  – ASHRM
  – And more...
  *most free resources are paper based

• Paid Resources
  – Several options from simple survey tools to in-depth software tools
  – Many paid resources cost less than designing on your own
Thank You!

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