

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

Lucas Digman, CSP, Mayo Clinic

Jason Barry, BSI EHS Solutions & Services



**EHSSSENTIALS 2017**

Environmental, Health & Safety Symposium for Healthcare

# 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

# 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

 Jason Barry

RESILIENCE AWARD

LOSS CALCULATOR

SELF-ASSESSMENT

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



EHSSSENTIALS 2017

Environmental, Health & Safety Symposium for Healthcare

# 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**

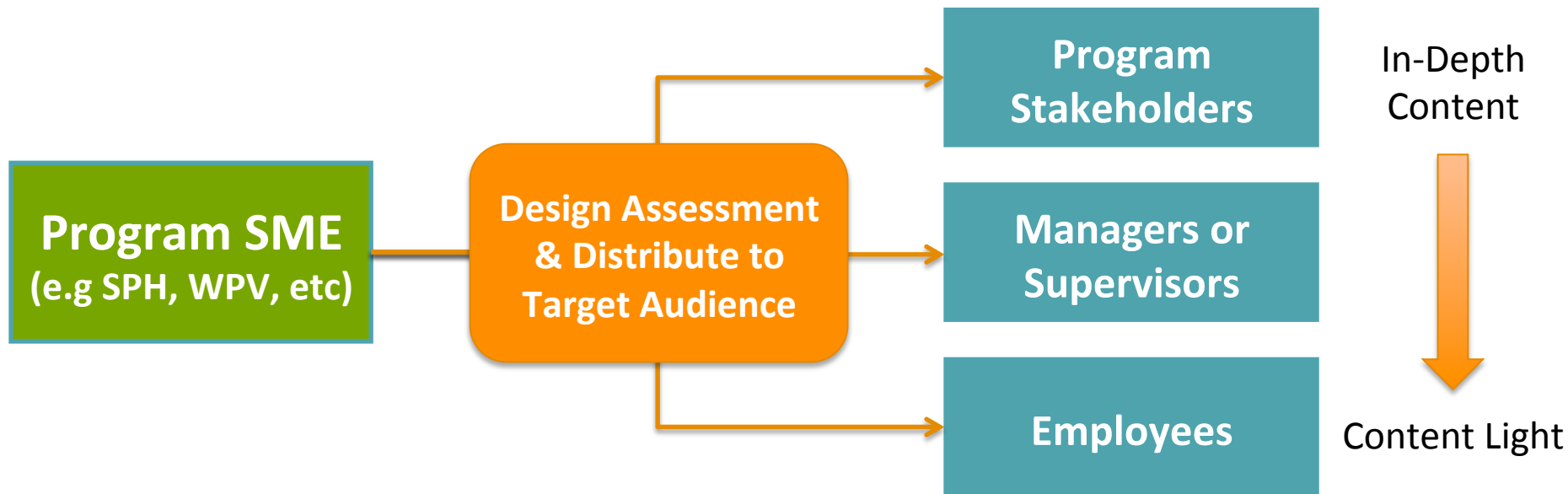
**Managers or  
Supervisors**

**Employees**

# Design Based on the Audience



# Design Based on the Audience



# 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

# All Together...

## **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



EHSSSENTIALS 2017

Environmental, Health & Safety Symposium for Healthcare



# Our Journey: Electronic Safety Self-Assessment at Mayo Clinic in Rochester



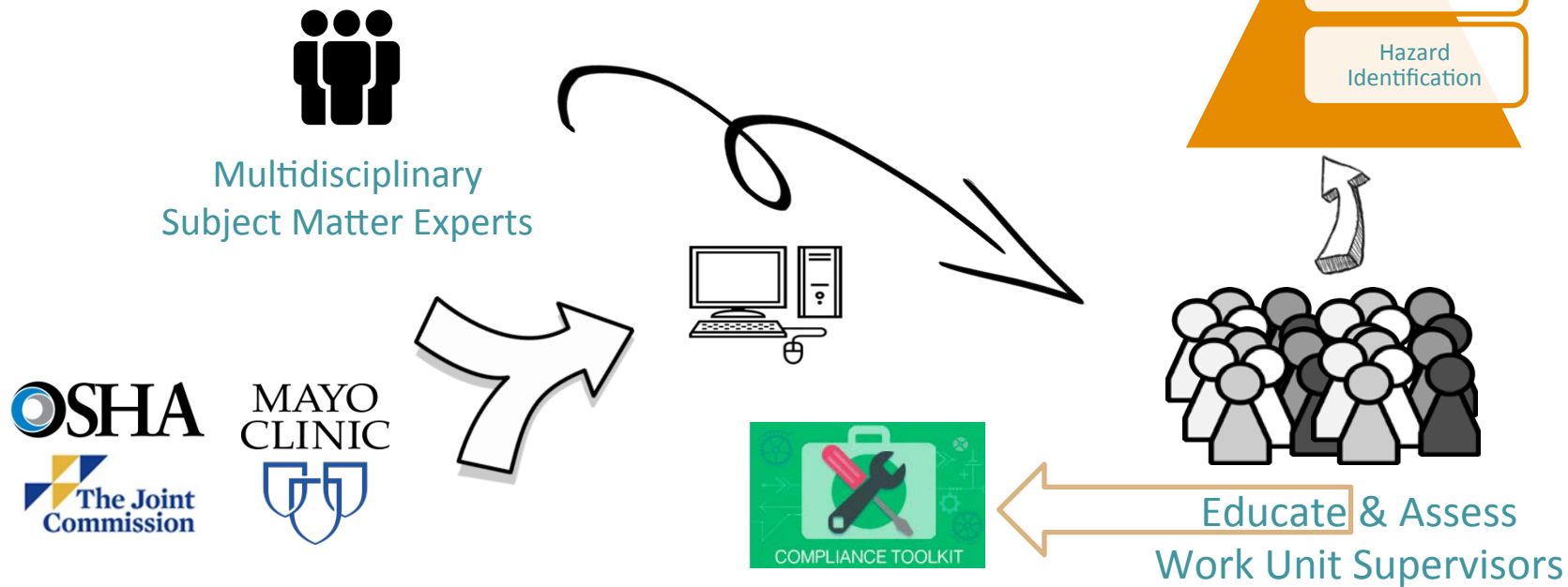
**EHSSSENTIALS 2017**

Environmental, Health & Safety Symposium for Healthcare

# Our Journey: Setting the Stage

- Supervisor centered and work environment-specific
- Provide value to supervisor and institution
- Multi-disciplinary content

# Our Journey: System Overview



# 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?

- Yes  
 Partial  
 No  
 N/A

Corridor Clutter Managers Toolkit:

<http://intranet.mayo.edu/charlie/emergency-preparedness-rst/fire/our-products/management-of-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



**EHSSSENTIALS 2017**

Environmental, Health & Safety Symposium for Healthcare

# 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



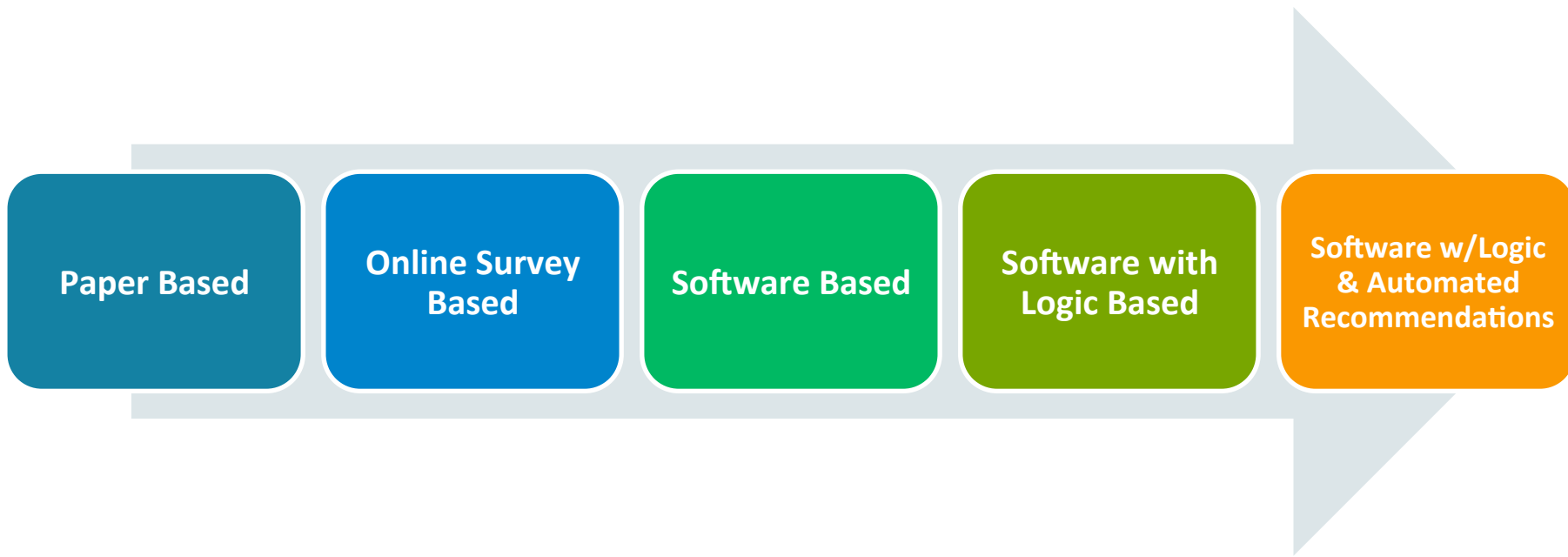
# Your Options For Hosting and Distributing Self-Assessments



**EHSSSENTIALS 2017**

Environmental, Health & Safety Symposium for Healthcare

# Can Be Simple Or Complex



# Example – Paper Based



Paper Based  
Self-Assessment

<b>A. GENERAL</b>	<b>Yes</b>	<b>No</b>	<b>If No, Implementation Date</b>
1. There is a written policy identifying an individual, designated by leadership, to coordinate the development, implementation and monitoring of Security Management activities.			
2. There is a current hazard vulnerability analysis (HVA) that is reviewed/ revised at least annually.			
3. There is a plan to improve those areas of the HVA that the facility has identified as requiring improvement.			
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.			

# Example – Software w/ Logic & Auto Recommendations

Self Assessment Tool

 Jason Barry

RESILIENCE AWARD

LOSS CALCULATOR

SELF-ASSESSMENT

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

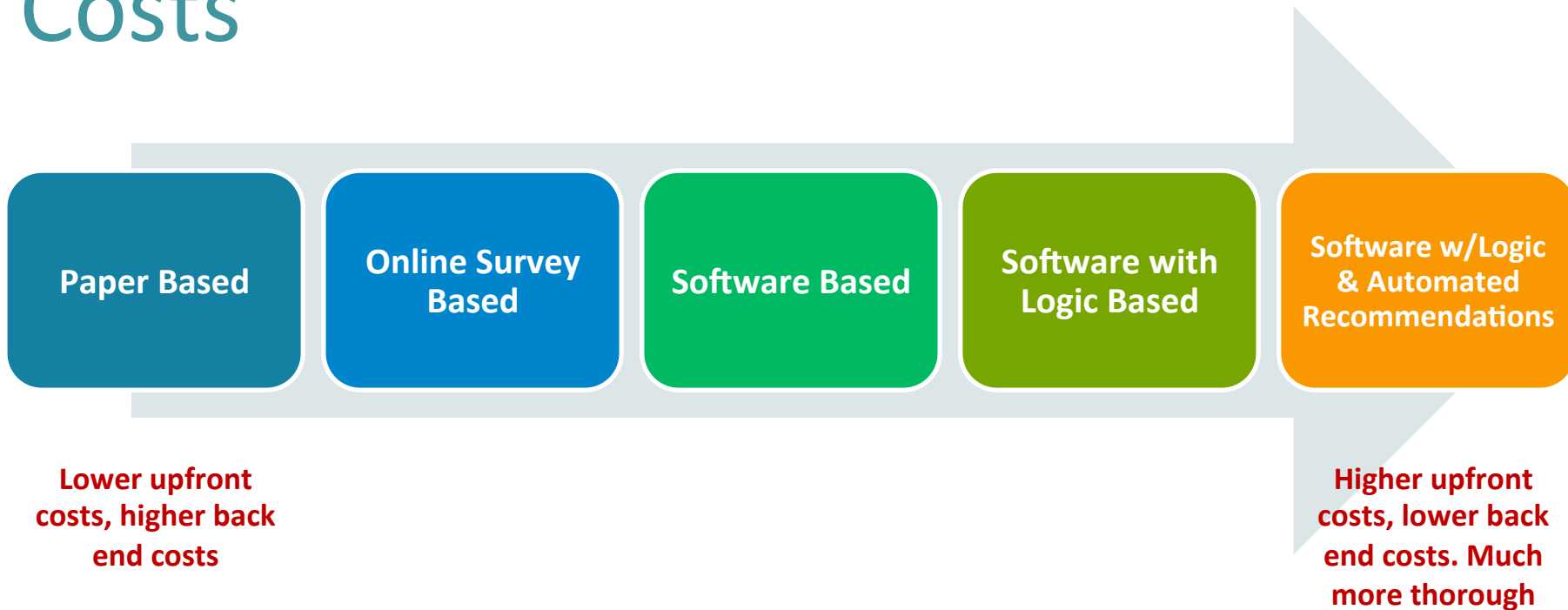
No

Are employee safety results or metrics reviewed and discussed routinely at executive meetings?

Yes

No

# Costs



# 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!

Lucas Digman, CSP

Jason Barry, BSI EHS Solutions & Services



**EHSSSENTIALS 2017**

Environmental, Health & Safety Symposium for Healthcare