



# EHSSSENTIALS 2017

Environmental, Health & Safety Symposium for Healthcare

**NOVEMBER 9, 2017**  
**Stanford University**  
**Medical Center**  
**Palo Alto, CA**



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**HEALTH CARE**  
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# Healthcare injuries: The real costs

How to calculate staff injury costs and use that data to achieve dramatic improvement and savings



Christy Foster



**EHSSSENTIALS 2017**

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**317**

million

accidents occur on  
the job annually



**4%**

global GDP

The estimated cost of poor  
occupational safety and health  
practices each year

## Range of direct costs

1. Workers compensation payments
2. Medical expenses
3. Lost time, absenteeism, lost productivity
4. Legal services
5. Cost of fines, work stoppage

## Indirect Costs

1. Costs of injury investigation
2. Increased insurance costs
3. Business disruption
4. Replacing employees
5. Reduced employee morale
6. Impact on company image/reputation

## Hospital Staff Injury Costs

- **\$22,300** – Average cost of a lost-time workers comp claim
- The average hospital experiences \$0.78 in Workers comp losses for every \$100 in payroll



**\$1 Billion/year**  
Unnecessary cost:



**\$24,000**  
Avg. cost of each low  
back injury



**\$15,600 per claim**  
Avg. patient handling  
related WC claims

# Hidden Costs

- 24% of nurses and nursing assistants changed shifts or took sick leave to recover from an **unreported** injury
- 8 out of 10 nurses say they frequently work with musculoskeletal pain
- Staff Turnover impact



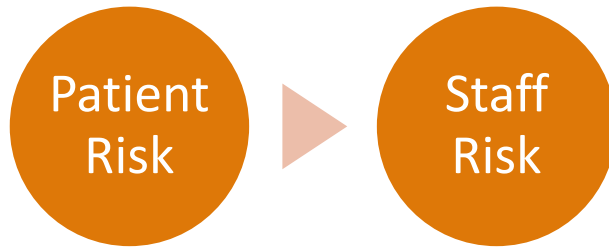
# Hidden Costs

- Injury Investigation time
- Labor costs for absences not covered by workers comp
- Increase use of employee healthcare benefits
- General deterioration of productivity and morale
- Under-staffed units increase risk of medical errors and patient infections
- Support Services Impacts
  - Room cleaning
  - Supply/equipment delivery

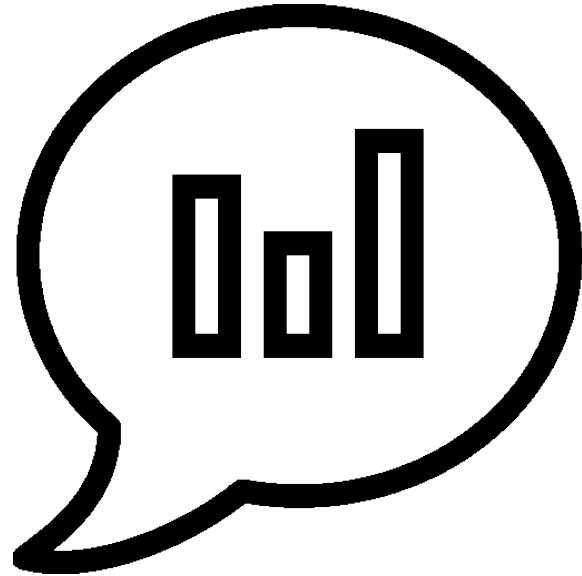


## Shared Hazards

- Manual lifting puts the caregiver at risk, and can also put patients at risk for falls, bruises and skin tears
- Slippery floors and trip hazards impact both staff and patient falls



**Interactive Poll – How aware of these costs is your site leadership?**





# Making the Case for Investment in Worker Safety



# Building Blocks



# Workplace Safety Impacts Everyone



## Direct Costs: Understand Your WC structure

- Self insured vs fully-insured
- Corporate vs site paid
- Insurance terms



## Direct Costs: Lost and Restricted Days and Workers Comp Claims

- Calculate the financial impact of lost and restricted time
  - Example: Avg hourly wage of \$31/hour, 8 hour work day, 500 lost work days = \$1.24M
- Undeveloped vs Developed costs



# Indirect Quantifiable Costs

- Staff time investigating and managing injuries
  - EHS Professional making \$44/hour, 10 hours/week following up on injuries, \$440/week or \$22,000/year
- Time training new patient care or support staff in a new job
  - Estimate minimum and maximum time required to get new team members up to speed on the department specific procedures
- Talk to HR and get a sense of current turnover rates. Use these numbers to calculate additional costs due to loss of staff.
- Support Services
  - Hourly cost impact of OR uptime
  - Cost impact of delayed room turn-over (terminal clean)



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# Strengthening your case

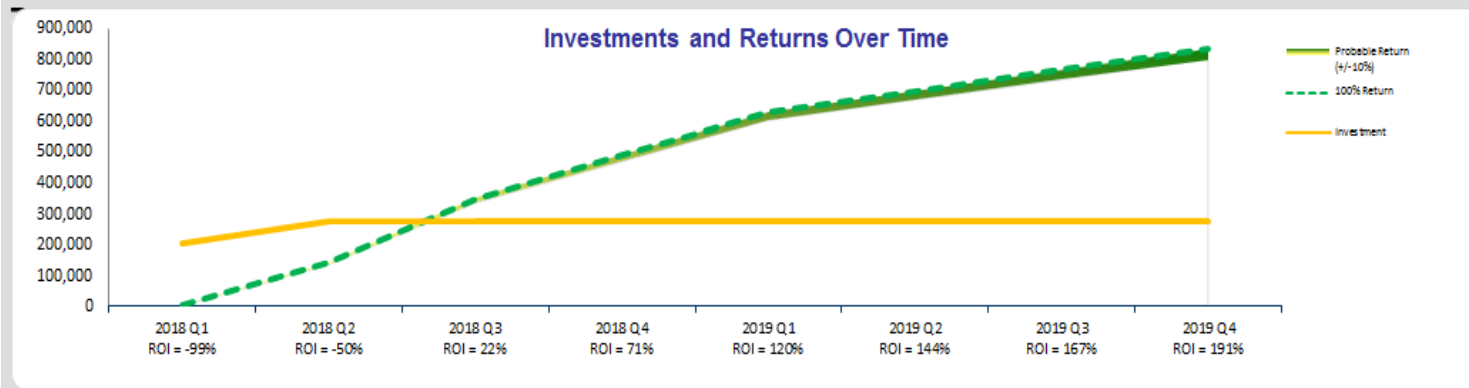
- Case Studies
- Patient Safety
- Patient Experience – patient satisfaction scores
- Organizational reputation



# Illustrate your ROI

$$\frac{(\text{Estimated Return} \times \text{Probability of Success}) - \text{Investment}}{\text{Investment}} = \text{ROI}$$

Estimated Return: \$697,490  
Probability of Success: 0.96  
Investment: \$274,950  
ROI: 144%





# Test Drive Your Business Case

- EHS Peer
- Support Services Leadership
- HR
- Financial Analyst



# Resources – Visit the RAPID website



The screenshot shows the BSI website header with the logo "bsi." and the tagline "...making excellence a habit.™". Navigation links include "Just for Customers | Careers | Help | Media Center | Contact Us" and a phone number "1 800 862 4977". A search bar is present with the text "Search BSI". The main navigation menu includes "Home", "Standards eg. ISO 9001", "Our services", "Industry sectors", and "About BSI". A red banner highlights the "Hospital Staff Injury Prevention Program - RAPID". Below this, a sub-menu includes "RAPID Program", "How we help", "Resources", "Training", and "Contact us". The main content area features a photograph of three healthcare professionals in a clinical setting. Text on the page reads "Costly hospital staff injuries" and includes a note: "\*Based on data from the Bureau of Labor Statistics". A small icon with a thumbs up and the text "Send feedback" is visible in the bottom left corner.

[www.bsigroup.com/rapid-us](http://www.bsigroup.com/rapid-us)

# Questions?