EHSSENTIALS 2018

Environmental, Health & Safety Symposium for Healthcare

October 25, 2018
Stanford University Medical Center
Palo Alto, CA

PRESENTED BY

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Leading Indicators and Injury Prevention

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Leading Indicators and Injury Prevention

- Second largest employer in the City of San Francisco
- >1200 beds
- Small Safety Team
- Strong Collaborative Partnerships
- Engaged and Supportive Leadership

Injury Prevention Program Development

Lagging Indicators

- Injury Data and Investigations - Frequency
- DART Days (Days Away Restricted Time) - Severity

Leading Indicators

- *Hazard Identification & Risk Assessments*
- *Safety Rounds/Audits*
- Safety Behavior Observations
- Safety Trainings

Two Leading Assessment Tools at UCSF

Safety Assessment Survey

- Risk Assessment for various hazards
- Completed by manager
- Annual
- Qualtrics Survey

INSPECT Safety Rounds

- Multidisciplinary team – each with own focus
- Every 6-12 months and ad hoc
- Manager responsible party for resolution
- Unresolved Findings Escalated to Senior Leadership
- Risk and Safety Solutions Application

Safety Assessment Survey - Qualtrics

For Managers to Conduct Unit - Based Annual Safety Assessments
Replaces the paper-based version of this hazard assessment process

Pros of an online survey tool

- Online, brief, easy for clients to complete using multiple platforms: iOS, Android, mobile devices, desktop
- Step logic feature
- Results summary immediately emailed, link access

Cons of online survey tool

- Clunky reporting format for user/customer through the application
- Migration of data into MS Excel from Qualtrics is needed for improved visual trending

Data Analytics in Qualtrics

- Trend identification, focus FTE

Leading Indicator Assessment Tools: Value?

Does the manager view this as a checkbox item, or find value in the tool?

Quality of Response:

- How much training do managers have on the assessment?
- Do managers have immediate access to their prior years' harms to re-assess risk rates?

Staff Engagement/Knowledge:

- Do staff participate in the assessment, are they aware of the results, do they contribute to the action plan?

Accuracy of Information:

- How are these assessments updated after an event?

Let's conduct a unit based self assessment

From the email notification, "Please make sure that your unit's safety assessment survey and department-specific plans are up-to-date and located behind the appropriate tabs of your EOC manual." CLICK ON THE LINK and complete the survey.

Features:

- Uses CSV file of locations already in use by INSPECT
- User/customer can go back and forth within the survey prior to completing survey to make changes
- Custom logo/branding, email body and re-routing to a website upon completion is possible for customer notification

Safety Assessment Survey

EXPOSURE RISKS

- Aerosol Transmissible Disease Exposure
  - (i.e. TB)
- Bloodborne Pathogen Exposure
- Ergonomics Risk (workstation)
- Hazardous Drug or Chemical Exposure
- Body Mechanics (non- patient lifting/push/pull)
- Body Mechanics (patient handling and transport)
- Radiation Exposure
- Slips, Trips, and Falls
- Workplace Violence
- Other Hazards

MITIGATION

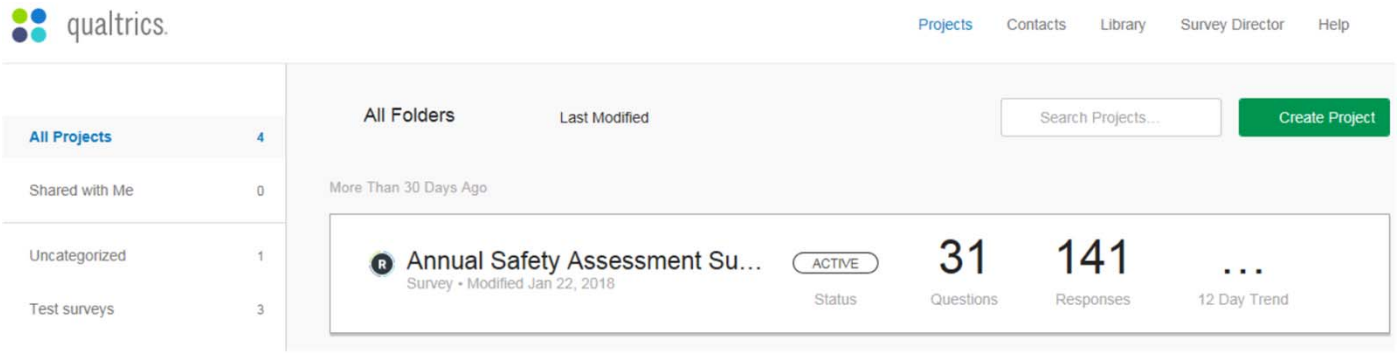
- Process Change Recommended
- Additional Training Recommended
- Additional PPE Needed
- Additional Policies and Procedures Needed

Safety Assessment Surveys

- Manager Assesses Risk of Harm (0-4 scale) for each Hazard Risk
  - 0: No Risk
  - 1: Minimal Risk
  - 2: Moderate
  - 3: Significant Risk
  - 4: High Risk

Data Analytics through Qualtrics

Access Qualtrics through myacccess.ucsf.edu using SSO



Data and Analysis – export / import file types (CSV, etc.)
Reports – generates a summary report of all responses

Data Analytics through Qualtrics

Data date range: March 2017 – March 2018

About 10 depts. w/ risk rank 3 or 4

Locations: All licensed medical center locations

-In Patient, Outpatient, labs, pharmacy, ancillary groups, etc.

Trends

- BBP/sharps exposure is common and mitigation is added training, PPE and policy/procedures
- Patient handling greater than 30 lbs. and mitigation is added training, policy /procedures and change on work
- Radiation Safety at select areas, e.g. Radiation Oncology
- Hazardous material exposure at select areas, e.g. hematology – oncology, BMT

In Summary and Next Steps

Unit based safety assessments can be conducted online using Qualtrics.

Advantages include ease of client access and completion and immediate summary reporting enabling trends identification and opportunities for increased hazard elimination or mitigation.

Survey submissions are aggregated in Qualtrics enabling compilation of results and trends identification to focus FTE with hazard mitigation needs of the client.

NEXT STEPS:

Consider using our internal UC RSS Assessment tool instead of Qualtrics

Target: improved client reporting and data analytics reporting

Surveillance using INSPECT

- Multidisciplinary survey group: Regulatory Survey Readiness Rounds, EC/LS compliance Rounds, SPHM and WVP Environmental Rounds
- Paperless survey using mobile device
- Direct to Manager notice of findings
- Automated service ticket generation for work orders with facilities*
- Engagement of subject matter experts (SME) from the time of survey through a ‘tag’ notification
- Data populated Business Analytics Portal enables identification of trends, leadership reports, ‘hot spots’ and tracking of unresolved findings

Goal of INSPECT: Early Identification and Resolution of Safety Hazards to Prevent Harm

Leading Indicator Metrics:

- Number of Surveys Completed
- Number of Findings
- Number of Fix/Repair Tickets Issued
- Time until Findings Resolved

How does the survey tools prevent harm?

Does the assessment tool lead to measureable action plans?

- Can you create an immediate ticket for a fix of a safety deficiency?

Does the assessment tool drive work?

- Are injury prevention teams tasked to areas of high risk?

Does an event trigger a re-assessment?

Additional Assessment Tools:

Safe Patient Handling and Workplace Violence Plans

Best Practice:

- Moving from a Cal-OSHA compliance document to a leading indicator for harm.
- Can adding 1-2 more questions make it an assessment tool of risk vs. a plan of action?
- Can this information be integrated into other assessment tools?

Challenges: Integration of Information

When there are too many different software/data systems?

- Is there a way to compare the results of the survey vs. the injury rates?
- Is there a way to compare the survey's with similar items to each other?
- Is there a way to consolidate the hazard assessments if similar?

Wins

- Launch of Zero Preventable Harm at Executive Level
  - Pushing the team for those leading metrics
- Support of Execs for Escalation of Unresolved Findings
  - Unresolved findings are reported to VP after 30-60 days
- Resources for Building Leading Indicator tools and analytics
- Strong collaborative team that meets 2-3 times per month to compare leading and lagging indicators
  - Safety Manager and Officer, EHS, Occupational Health, Ergonomics, Workers Compensation, Security, and Injury Prevention

Thank you! Any questions?