EHSSENTIALS 2018

Environmental, Health & Safety Symposium for Healthcare

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The University of Texas MD Anderson Cancer Center

Houston, Texas

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Contractor Safety in Healthcare

Sally Pawsat, CHSP
Principal Consultant, BSI

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Contractors in Healthcare – The Risks

- Potential safety and health risks to patients, visitors, staff, and contractors
  - Failure to observe Infection Control parameters
  - Slip, trip, fall hazards
- Impact to critical hospital operations
- Property damage
- Public perception

The Challenges

Open Campus

No Centralized Gate Keeping

Who is a contractor?

Subcontractors

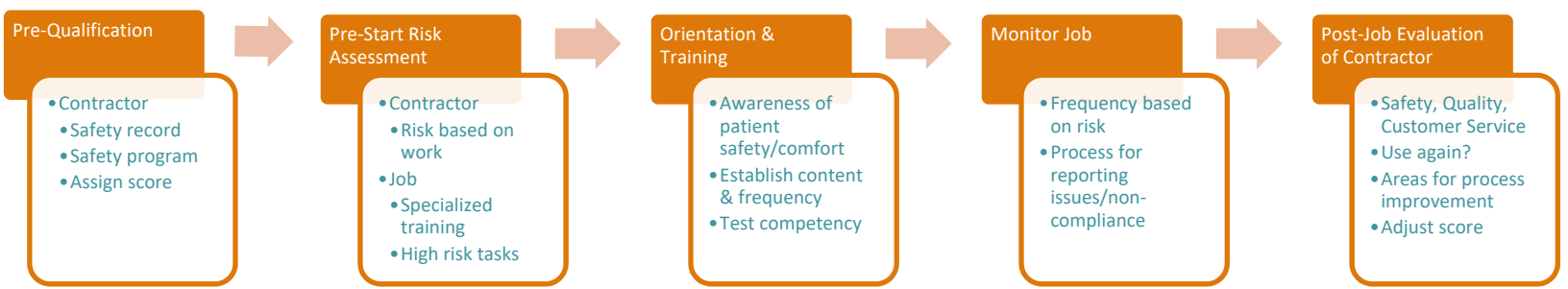
Accountability

No Post-Job Evaluation

Regulatory and Reference Drivers

- Joint Commission
  - EC.02.06.05: hospital manages environment during demolition, renovation or new constructions to reduce risk
  - LS.01.02.01: hospital protects occupants during periods of construction
- OSHA 29CFR1910: specific and general duty
- OSHAS 18001 standards: apply safety and health requirements to contractors
- ANZI Z10-2012 5.1.5: assess contractors based on previous safety performance

Contractor Process Overview



Contractor Process Overview

- Prequalification
  - Qualify contractors
    - Assess OSHA TCIR & DART - last 3 years
    - Evaluate safety and emergency policies & training programs
      - utilize safety questionnaire to identify leading indicators
      - includes contractors fire stop expertise, process, QA/QC
    - Verify safety training of workers
    - Require safety plan
    - Use internal checklist or scoring system

Contractor Process Overview

- Pre-start Risk Assessment: 2 types – contractor & job
  - Contractor: method to evaluate risk category of contractor
    - What experience/expertise is needed? e.g., fire stop, infection prevention
  - Job: identify tasks, assess and rate risks - assign score (e.g., risk tool)
    - Identify specific/specialized safety training requirements
    - Identify highest risk tasks and develop specifications (e.g., respirator fit testing, penetrations in fire walls)
    - Utilize risk tools: PCRA/ICRA/ILSM, ASHE
  - Assign hospital based project manager
    - One point of contact responsible for all aspects

Contractor Process Overview

- Orientation & Training: badging requirements (include expiration dates), how to report concerns, near misses, events
  - Training w/ test, with annual refreshers for routine contractors
  - Identify specialized training (LOTO, fall prevention, OSHA healthcare, etc.)
  - New workers get all, returning workers get refresher – establish content and frequency
  - Include awareness of patient safety and comfort

Contractor Process Overview

- Monitor: Inspect on-going work – establish frequency based on risk assessment, meet with contractor safety rep to asses any new risks and compliance to safety plan
  - Define how work will be assessed, how often, documented
  - How to report non-compliance or safety issues/concerns
  - Define course of action for non-compliance e.g., what will result in work being stopped, what will results in contract worker termination

Contractor Process Overview

- Evaluate upon completion
  - Assess safety, quality of work, timeliness, customer service (adherence to hospital policy and values)
  - Identify issues for correction and if contractor should be used again; if so, assess needed for contractor submit continuous improvement plan; if not, how is this communicated
  - Does risk score for contractor need adjusting?

Elements of an Effective Program

Policies and Procedures
- Water impact
- Infection control
- Interim Life Safety measures
- Noise and vibration
- Ambulance traffic, access to Emergency Department entrance
- Electrical and medical gas
- Hazardous materials management
- Planning and communications

Defines Requirements
- Qualifications
- Training
- Badging
- Permits
- Chemical safety and spill protocols
- Includes allowance for emergency work (e.g., may require hospital safety escort)

Defines Contractor Types
- Administrative
- Industrial
- Clinical

Defines Roles and Responsibilities

Outlines Actions for Non-Compliance

Best Practices

- Contractor Handbook – read and sign, practical information, succinct
  - Resources & contacts: sponsor, IP, Facilities or plant ops, biomed, EVS, safety, security, employee/occupational health
  - Clear communication of hospital mission, values, expectations
    - Also include in email, bulletin boards, face to face meetings
  - Definitions, acronyms
  - Standards of behavior/conduct
  - Environmental safety: emergency codes, response information
  - High-level elements of program: Hazmat, PPE, Infection Prevention, Life Safety, permits, PCRA, ICRA utilities, air quality, HIPAA
- Empowering hospital staff at every level to observe and report concerns related to contractors
- Vetting contractors - Obtain updates on lagging and leading indicators to assess performance and identify areas for improvement

Resources

- American Society of Hospital Engineers (ASHE)
  - Infection Control Risk Assessment Matrix of Precautions for Construction & Renovation www.ashe.org/resources/tools
- Campbell Institute at the National Safety Council: Best Practices in Contractor Management www.nsc.org
- SafeBuild Alliance http://safebuildalliance.com/
  - nonprofit organization promoting the transformation of workplace cultures to achieve an incident-free construction industry.
- Laborer's Health & Safety Fund of North America: Infection Control during Construction Operations in Hospitals Handbook www.lhsfna.org

Questions?

Today's Speaker

- Sally Pawsat, Principal Consultant, BSI EHS Services and Solutions
- Sally Pawsat has over 25 years of professional environmental, health and safety (EHS) experience in healthcare, semiconductor, petrochemical and consulting. Her experience includes project management, emergency management, waste management, OSHA Voluntary Protection Program and pre-certification auditing to ISO14001 and OHSAS18001. Areas of expertise include worker injury and illness prevention, environmental, health and safety program development, high reliability, Joint Commission readiness and management system implementation. Prior to BSI, Sally served as the Texas Regional Director of Safety & Emergency Management for Ascension Health. Sally is a certified hospital safety professional (CHSP).

Thank You!

- Sally Pawsat, CHSP
  sally.pawsat@bsigroup.com

- Please fill out our short survey