Staff Health and Safety Management at the Workplace

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Contents

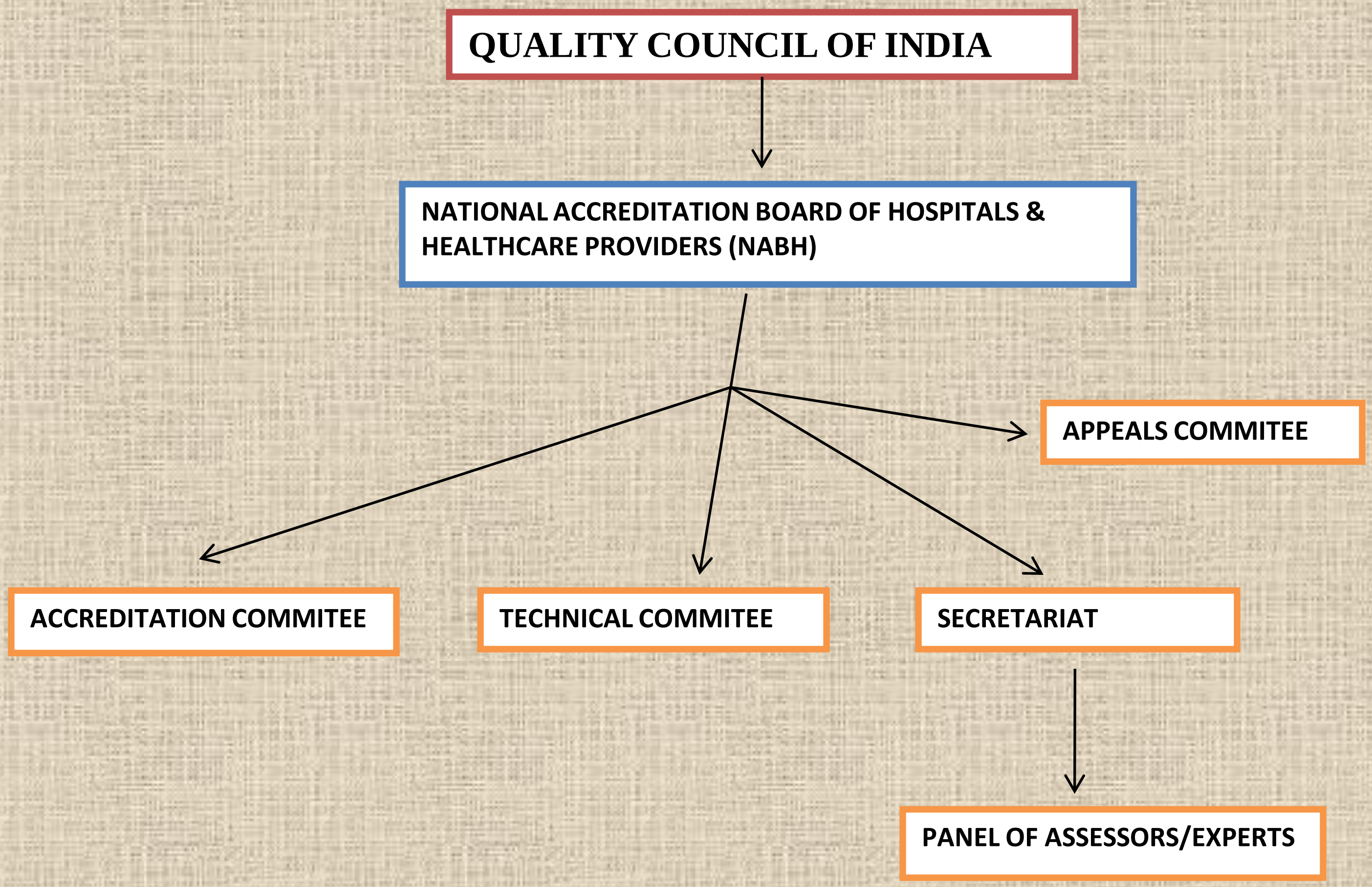
INTERNSHIP

Organization Profile

- ❖ NABH-constituent board of Quality Council of India
- ❖ cater to needs of consumers and set benchmarks for progress of health industry
- ❖ **Achievements & International Linkages:**

- institutional member of the International Society for Quality in Health Care (ISQua)
- ISQua has accredited “Standards for Hospitals” developed by NABH
- founder member of Asian Society for Quality in Healthcare (ASQua)

Organizational Structure



Tasks undertaken

- Updating of NABH Assessors details
- Documentation of the Feedback received from hospitals and Principal Assessors
- Participation in the workshop on Implementation of NABH Standards
- Assisting in the NABH software development project " Dream Digitalization"
- Suggestions for the requirements of NABH Quality Dashboard
- Risk management of the work place
- Participation in "Clean Hospital Campaign- Sparkle" and implementation of 5S in hospitals
- Documentation of the Programs of Implementation conducted by NABH till date
- Preparing an Events calendar of the important days for NABH
- Assisting in providing evidence for standards of the Self assessment organization toolkit of ISQua
- Risk management for Staff Health and Safety

Reflective Learning

- Understanding the NABH Accreditation process
- Preparation of Terms of Reference documents
- Implementation of the NABH Standards in hospitals
- Procedure for handling of complaints
- Conducting risk assessment for an organization

DISSERTATION

Occupational Health and Safety Management at NABH

Introduction

❖ Scope:

- Health and safety risk assessment of the NABH workplace to identify possible risks to staff health and safety.
- Recommendations and guidelines are based on the specific staff health and safety related issues identified at NABH

❖ Rationale:

- NABH preparing for ISQua's external organization accreditation
- Staff Health and Safety standard (4.9)in ISQua's Organization Assessment Toolkit

❖ Research Problem:

- Do the buildings and facilities provide a comfortable, functional, secure and safe work environment?
- What are the possible hazards and the risks associated to them that might occur at the workplace?
- Are there mechanisms in place to deal with those risks?
- Is there an active policy on employee health and safety?
- Is there an active policy for minimizing adverse impacts on the environment?
- Are safety practices planned and communicated to the employees regularly?
- Is the staff trained/knowledgeable on health and safety practices?

❖ Objectives:

- **General Objective:**

  To provide evidence and progress of achievements at NABH, on the Staff Health and Safety standard/criterion for ISQua's Organization survey tool.

- **Specific Objectives:**

  To identify possible hazards and risks to health and safety in the workplace, their causes and solutions.

  To design a policy manual/document on Staff Health and Safety/Occupational safety.

  To design a policy/document on Environment safety and use of Energy saving techniques.

Data and Methods

❖ Study Design: Qualitative

❖ Study Variables:

- Issues, challenges, practices related to staff health and safety in the organizational workplace.
- Hazards to employee safety in the workplace
- Incident reporting, safety policy, risk management

❖ Methods:

- Key informant Interviews with the staff
- Participant observation
- Focus Group Discussions
- Secondary data source: Review of OSHA guidelines

Risk Management steps

Likelihood	Value	Severity
Highly Unlikely/Rare	1	Insignificant
Unlikely	2	Minor
Possible	3	Moderate
Likely	4	Major
Very Likely/Almost Certain	5	Catastrophic/Fatal

❖ **Measures of Likelihood:**

- **Highly Unlikely/Rare:** May only occur in exceptional circumstances
- **Unlikely:** Could occur at some time
- **Possible:** Might occur at some time
- **Likely:** Will probably occur in most circumstances
- **Very Likely/Almost certain:** Expected to occur in most circumstances

❖ **Measures of Consequences:**

- **Insignificant:** Low impact, no injuries
- **Minor:** Minor injuries, First aid required
- **Moderate:** First aid and ongoing medical treatment, probable lost time
- **Major:** Extensive injuries/possible multiple injuries or single fatality
- **Catastrophic/ Fatal:** Fatalities

Risk Matrix

Consequence						
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Rare	L	L	M	H	H
	Unlikely	L	L	M	H	E
	Possible	L	M	H	E	E
	Likely	M	H	H	E	E
	Almost certain	H	H	E	E	E

❖ **RISK SCORE= Likelihood *Consequence**

- **E** extreme risk; immediate action required **(17-25)**
- **H** high risk; senior management attention required **(10-16)**
- **M** moderate risk; management responsibility must be specified **(5-9)**
- **L** low risk; manage by routine procedures **(1-4)**

Hierarchy of Controls

Effectiveness	Control
Most	**Elimination** Eg. Discontinue use of product, equipment, cease work process
	Substitution Eg. Replace with a similar item that does the same job but with a lower hazard level
	Isolation Eg. Put a barrier between the person and the hazard
	Engineering controls Eg. Change the process, equipment or tools so the risk is reduced
	Administration controls Eg. Guidelines, procedures, rosters, training etc to inimize the risk
Least	**Personal protective equipment** Eg. Equipment worn to provide a temporary barrier

	IDENTIFY		ASSESS				CONTROL						IMPLEMENT		REVIEW		
S. No.	**Hazards Identified**	**Hazard Category**	**Risk identification**	**Risk Calculation**			**What is already being done**	**Risk Control**		**Residual risk**			**Person responsible for implementation**	**Agreed timeframe**	**Review date**	**Reviewed (Y/N)**	**Reviewed by**
				L	**C**	**R**		**a) Control**	**b) Action**	**L**	**C**	**R**					
		a) Physical															
1	Broken plugs, sockets, switches or unscrewed/damaged/frayed/ exposed wires, leads,cables	Electrical	a) Electric shock b)Short circuit,Fire	UL 2	Insig. to Major 1-4	2-8	Repair/Replace	Eliminate	Immediate replacement or repair				Mr. FC Srivastava (Admin)	As and when required	5-Oct-11		
2	Temporary leads or cords on the floor	Electrical	Trips and falls	UL 2	Minor to Mod. 2-3	4-6		Eliminate	Fix all permanent stray wires, cords to the wall.Remove all temporary cords from the floor when not in use				Mr. FC Srivastava (Admin)	10 days	15/5/2011		
3	Area in front of electrical circuit panels is not clear(atleast 36 inches open area)	Electrical	Fire	HUL / Rare 1	Mod./ Major 3-4	3-4		Eliminate	Keep area in front of all circuits clear, do not stack any items too close to plugs/ circuits				Mr. FC Srivastava (Admin)	10 days	30/4/2011		

DSE Risk Assessment

QUESTION	RESPONSE		COMMENTS
Average number of hours of computer usage	8-9 hours (approx.)		
Average hours of continuous use at a time	1-2 hours (approx.)		
	YES	NO	
Pain, discomfort or stiffness in neck, shoulders, arms or hands during or after using IT equipment			72 % of the respondents answered yes to this question.
Have you felt any of the above when working with IT equipment in the past?			60% of the respondents
Do you have comfortable levels of ventilation?			40% answered with a No
Is the workplace at a comfortable temperature?			20% of the respondents
Are there comfortable noise levels in the workplace?			8%
Training on DSE usage, risks, ergonomics			Only 2 employees have some training: 1 related to IT, and the other holds a OHSMS certificate
Do you have any other concerns or comments regarding your workstation or DSE use?			20% feel that there is less space for movement in their work station

Recommendations

- Control measures/Actions to be taken for the identified risks
- Development of a Health and Safety Policy
- Drafting an Environment Safety Policy
- Ergonomics guidelines for the staff

Control measures/Actions

- Electrical hazards: All broken switches/frayed wires/plugs to be replaced or repaired immediately.
- Fire safety (See Health and Safety policy document)
- Fire safety drill at the workplace has been suggested.
- Trips and falls: All stray wires lying across the floor, files, documents, papers etc. must be kept away from the walkways to avoid any obstruction, and pose as tripping hazards.
- Cigarette smoke (See policy on smoking under Health and Safety Policy document).
- Timely AC maintenance/checks and cleaning of AC vents to prevent growth of microbes in the AC system which might otherwise cause disease.
- Work place Ergonomics (See Ergonomics guidelines)

- Storage: Ensure all items stored above shoulder height are stable and suitably restrained. Arrange storage so that heavy items are at waist height and lighter items near floor level and lightest above shoulder height.
- First aid kit (See under Staff Health and Safety Policy document)
- Emergency phone numbers (nearby hospitals, fire department, ambulance on call, police etc.) must be displayed at all important areas and telephones so that no delays occur due to searching any important numbers during emergencies.
- Training (See Training section under Health and Safety Policy document)
- Development of an Evacuation plan for emergencies (See under Health and Safety Policy document).
- Timely preventive maintenance of Acs, elevator, equipments (Printers/Copiers)
- Signages need to be put related to location of the office, emergency exit, no smoking areas, elevator usage safety, fire safety etc. The demand for signages has been considered and they will soon be placed at the required locations.
- Proper documentation and reporting of hazards, risk assessments conducted, incidents at the work place, training sessions conducted must be done.

Health and Safety Policy

- Statement of intent
- Definitions
- Responsibilities
- Procedures
- Risk assessment
- Training
- Record maintenance and documentation

THANK YOU