

# True North Goal: Employee Health and Safety Annual Update



Department of Workplace Safety and Emergency Management

May 8, 2018



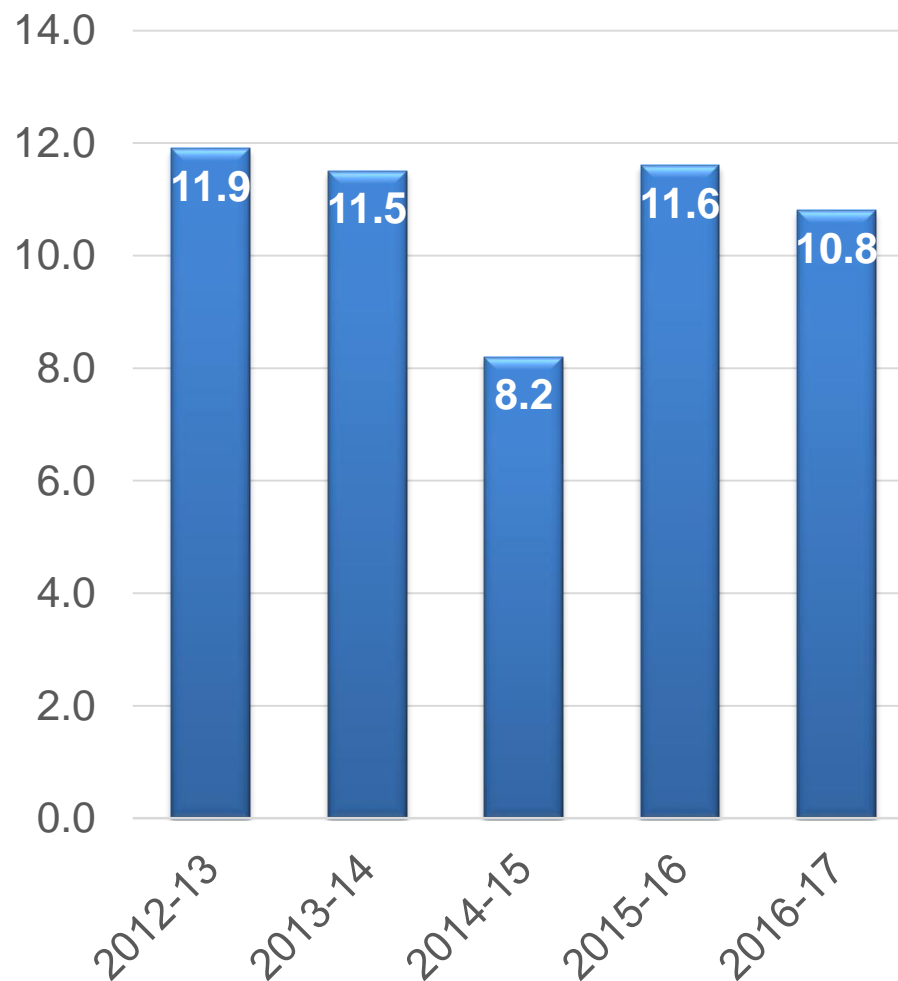
San Francisco  
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

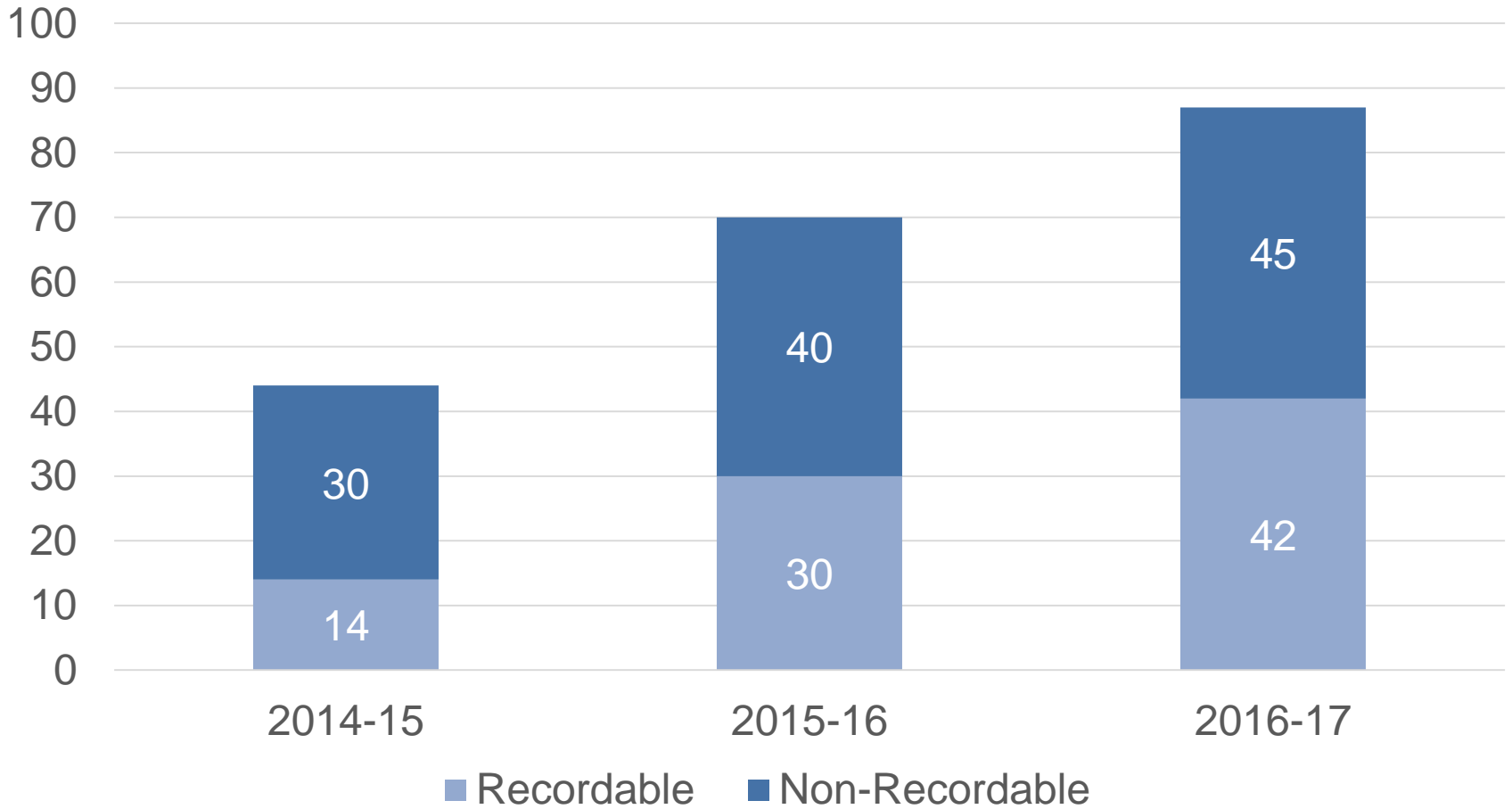
# True North Update

- True north goal is zero recordable injuries
- Annual target is 5% decrease from prior year
  - Met target of 11.0 in 2016-17
  - Target for 2017-18 is 10.2
  - Rate for first 3 quarters of 2017-18 is 9.8
- Long term target is to be below the national average rate for skilled nursing facilities, which was 6.9 in 2015.

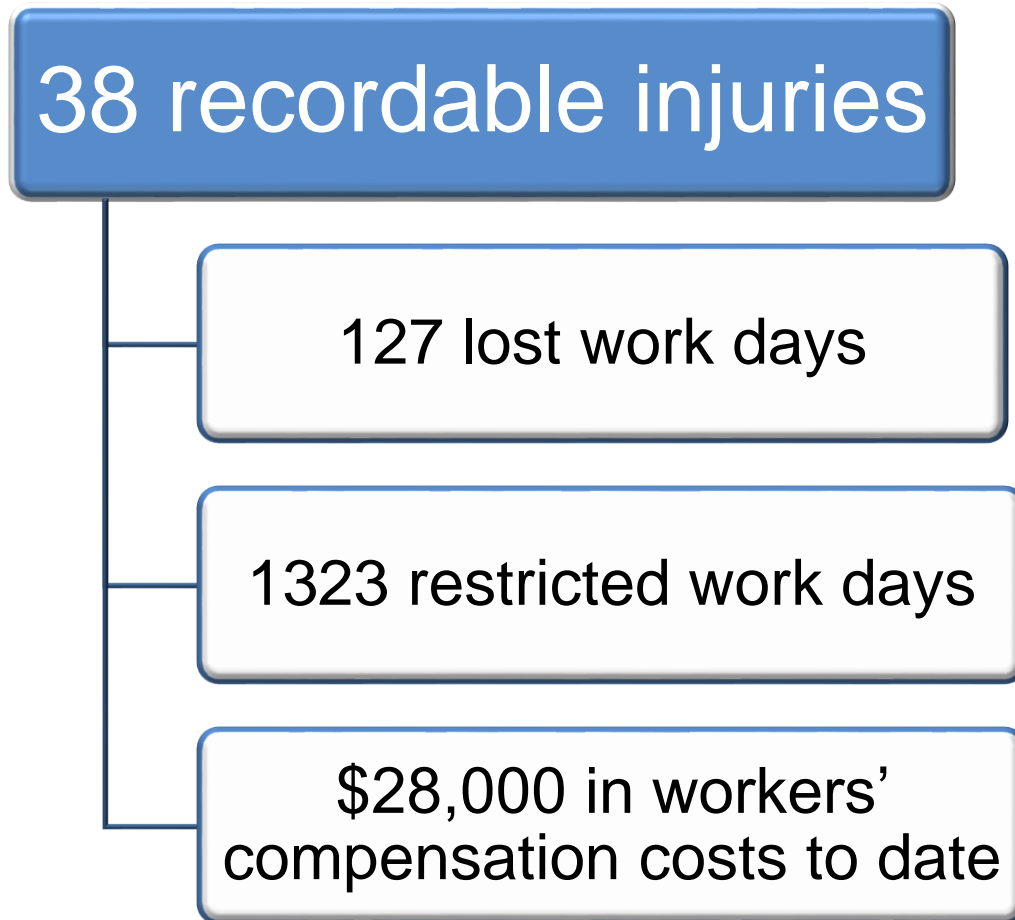
## Recordable Injury Rate



# Three Years of Resident Handling Injuries



# Resident Handling Injuries Q1-Q3 2017-18



# Kaizen Workshop - Resident Handling Injury Prevention

## Improvement Request:

A decreasing trend in both the number and severity of staff incidents associated with resident handling tasks.

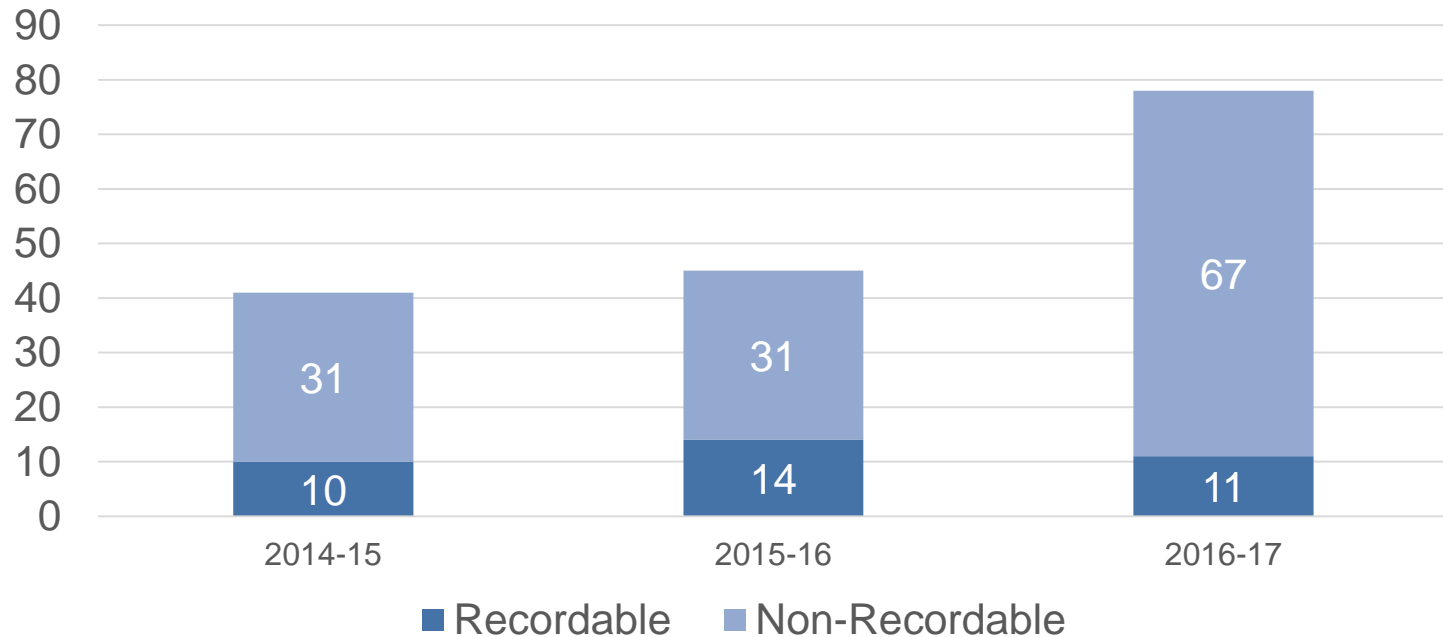


# Countermeasures

Root Cause	Countermeasure	Expected Outcome
Staff not available to help with 2-person assist.	Create standard work for a Buddy System	Functional buddy system ensuring that repositioning and transferring are never done alone when 2-person assist is needed.
Equipment not always working properly when needed for resident handling task.	Create a system for neighborhood to track work orders.	Equipment will be repaired or replaced in a timely fashion so that functioning equipment is always available for resident handling tasks.
Staff are using unsafe techniques and awkward body postures while transferring and repositioning residents.	Have regularly scheduled staff training on ergonomic methods to transfer or reposition residents and create competency checklist for pivot transfers	Staff will consider body mechanics prior to each repositioning or transfer task.
Difficult to transfer and reposition heavy residents even when proper body mechanics used.	Pilot use of tubular slide sheets for bed repositioning and bed to gurney transfers of residents requiring 2-person assist.	Decrease in amount of force exerted by staff during these tasks resulting in decreased likelihood of injury.

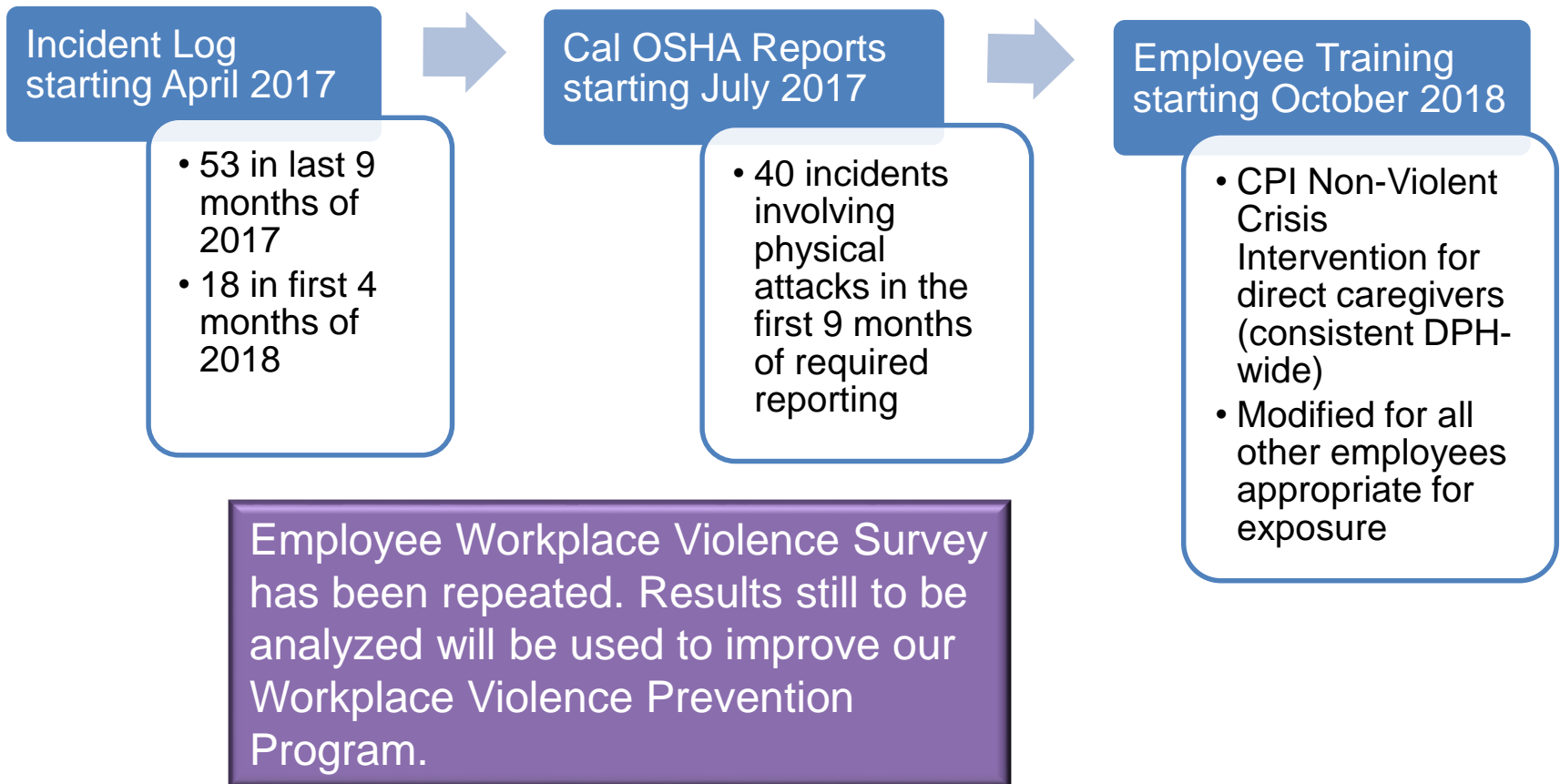
# Workplace Violence Prevention Update

## Three Years of Workplace Violence Incidents



In the first three quarters of 2017-18, there have been 42 incidents reported with 9 resulting in a recordable injury

# Cal OSHA Workplace Violence Standard





# Health and Safety Training Program

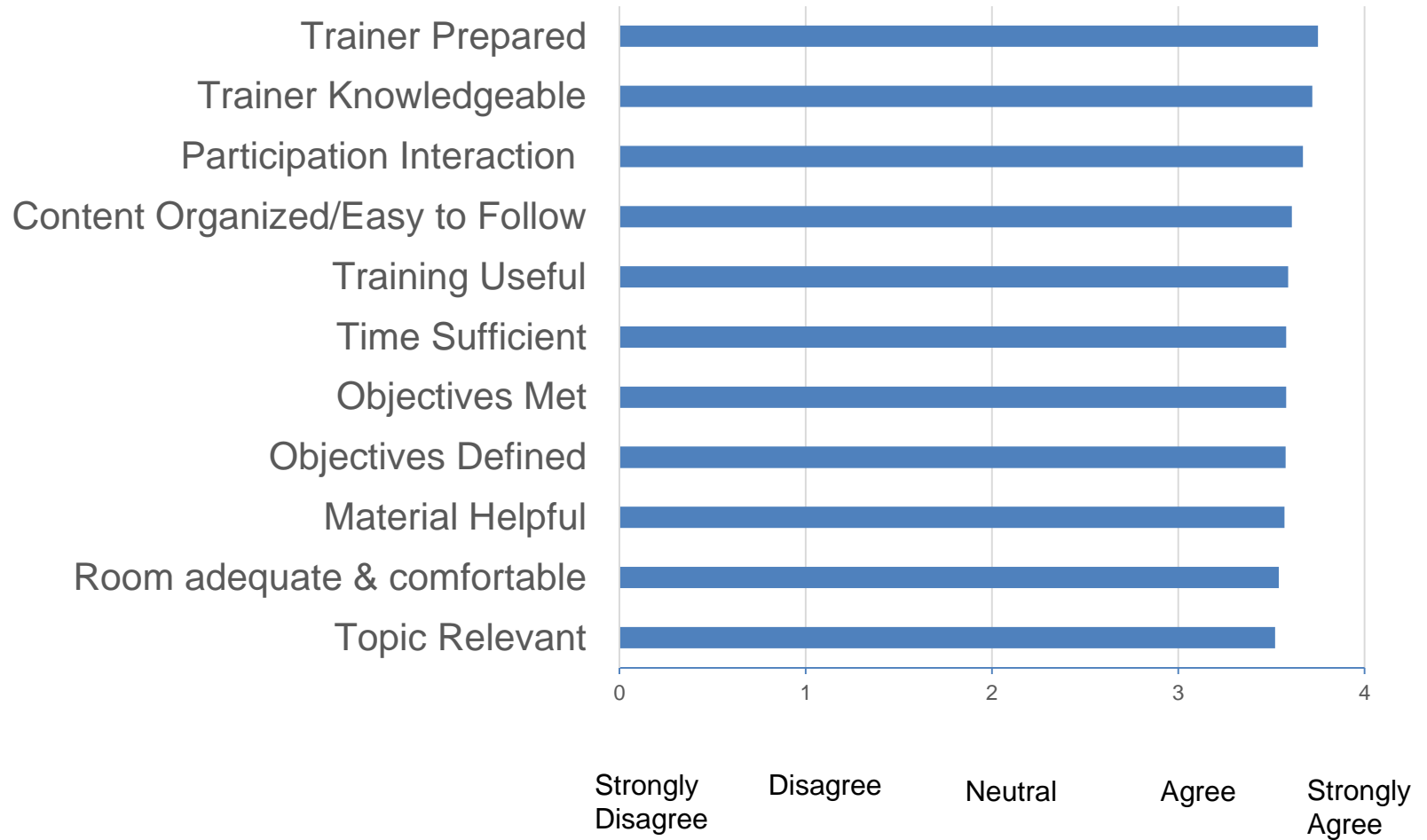
New Curriculum rolled out in July 2017



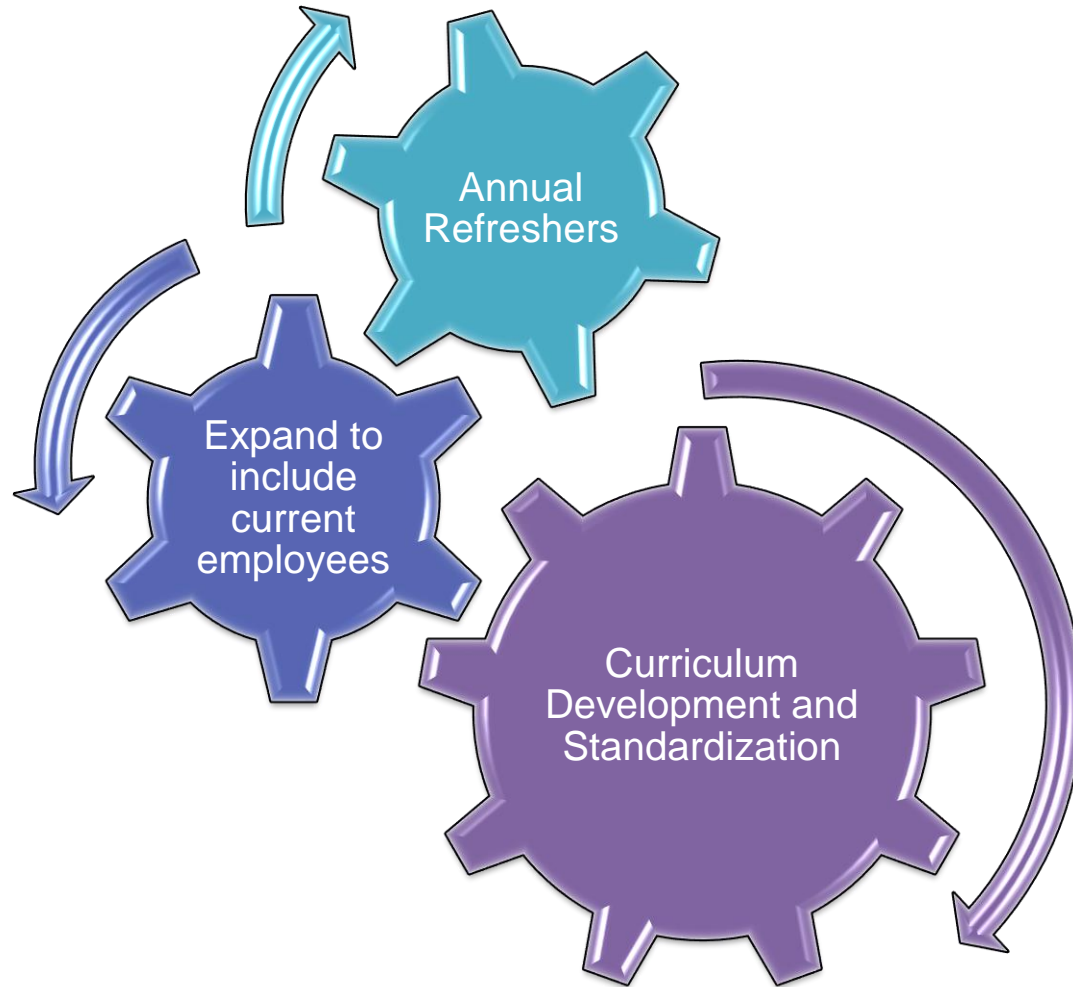
# Training Numbers in First Nine Months

Group	Number of Sessions	Number of Employees Trained
Activity Therapy	2	34
Rehab/Social Services	4	29
EVS	4	19
Nutrition Services	6	19
Nursing	7	37
Facility Services	1	23
Pharmacy	1	11
<b>Total</b>	<b>25</b>	<b>172</b>

# Participant Evaluations



# Further Improvements to Training for FY18-19



# Enhanced Ergonomics Program

Increased Staffing in WSEM

New Intranet and SharePoint

Online Sign-Ups for Evaluations by WSEM Staff

Baseline Self-Assessments

Chair Adjustments for all new Employees with Workstations

# Questions/Comments



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