



Supporting the Healthcare Workforce:
Innovations in OHS

**Improving Safety Culture within
an Acute Health Care Setting
18 November 2010**



Government
of South Australia

SA Health



Workcover Performance Standards for Self Insurers

- > Standard 1
The organisation defines its OHS&IM policy & supporting procedures in consultation with their employees or their representatives



Workcover Performance Standards for Self Insurers

- > Standard 2
The organisation plans to fulfil the organisation's policy, objectives and targets



Workcover Performance Standards for Self Insurers

- > Standard 3

The organisation demonstrates the capabilities and support mechanisms that are necessary to achieve its policy objectives and targets in consultation with their employees or their representatives



Workcover Performance Standards for Self Insurers

- > Standard 4

The organisation measures, monitors and evaluates its performance in consultation with its employees or their representatives and takes corrective action where necessary



Workcover Performance Standards for Self Insurers

- > Standard 5

The organisation regularly reviews its OHSW&IM systems in consultation with its employees or their representatives with the objective of improving overall performance



2007 Evaluation Outcomes

- > Workcover Evaluation April 2007
- > Feedback from evaluator after interviewing HSRs indicated a need for greater support mechanisms
- > Non Conformances issued
 - Inadequate resources
 - Consultation Mechanisms
 - Training programs

2007 Evaluation Outcomes

- > Evaluation feedback
 - HSRs indicated they did not receive OHS information in a timely manner
 - HSRs felt unsupported by management and no time was given to undertake OHS activities
 - HSRs indicated training was irrelevant to the health sector and too focused on industry
 - Some HSRs indicated managers had no funding in their operational budget to attend training



Corrective Actions Taken

- > Developed Non Conformance Action Plan
- > Logged Non Conformances on to Risk Register
- > Held a planning session with OHS team to establish a workforce safety culture strategy

Workforce Safety Culture Strategy

- > Prepared business case for additional OHS resources
- > Executive request for allocation of paid time for HSRs (equivalent to 1 paid day per month)
- > Executive request for establishment of email accounts for all HSRs

Workforce Safety Culture Strategy

- > Reviewed organisation's HSR training funding model
- > Reviewed HSR training providers and ability to tailor programs for the health sector
- > Reviewed HSR training booking system
- > Reviewed HSR orientation information package



Workforce Safety Culture Strategy

- > Developed HSR toolbox calendar for each division
- > Developed OHSW Event Calendar for all staff (including annual HSR Forum)
- > Designed a safety mascot and associated promotional material



Workforce Safety Culture Strategy

- > Designated Safety Notice Boards
- > Commenced regular OHS articles in Vital Signs publication to lift profile of OHS department
- > Implemented Reward and Recognition Awards for influenza immunisation uptake and HSR achievements

Outcomes

- > Business case for additional resources supported (support officer, ergonomist, manual handling coordinators, divisional ohs facilitators)
- > Approval for release of HSRs equivalent to 1 paid day per month
- > All HSRs issued with email account and internet access
- > Approval to design and purchase safety merchandise

Outcomes



Outcomes

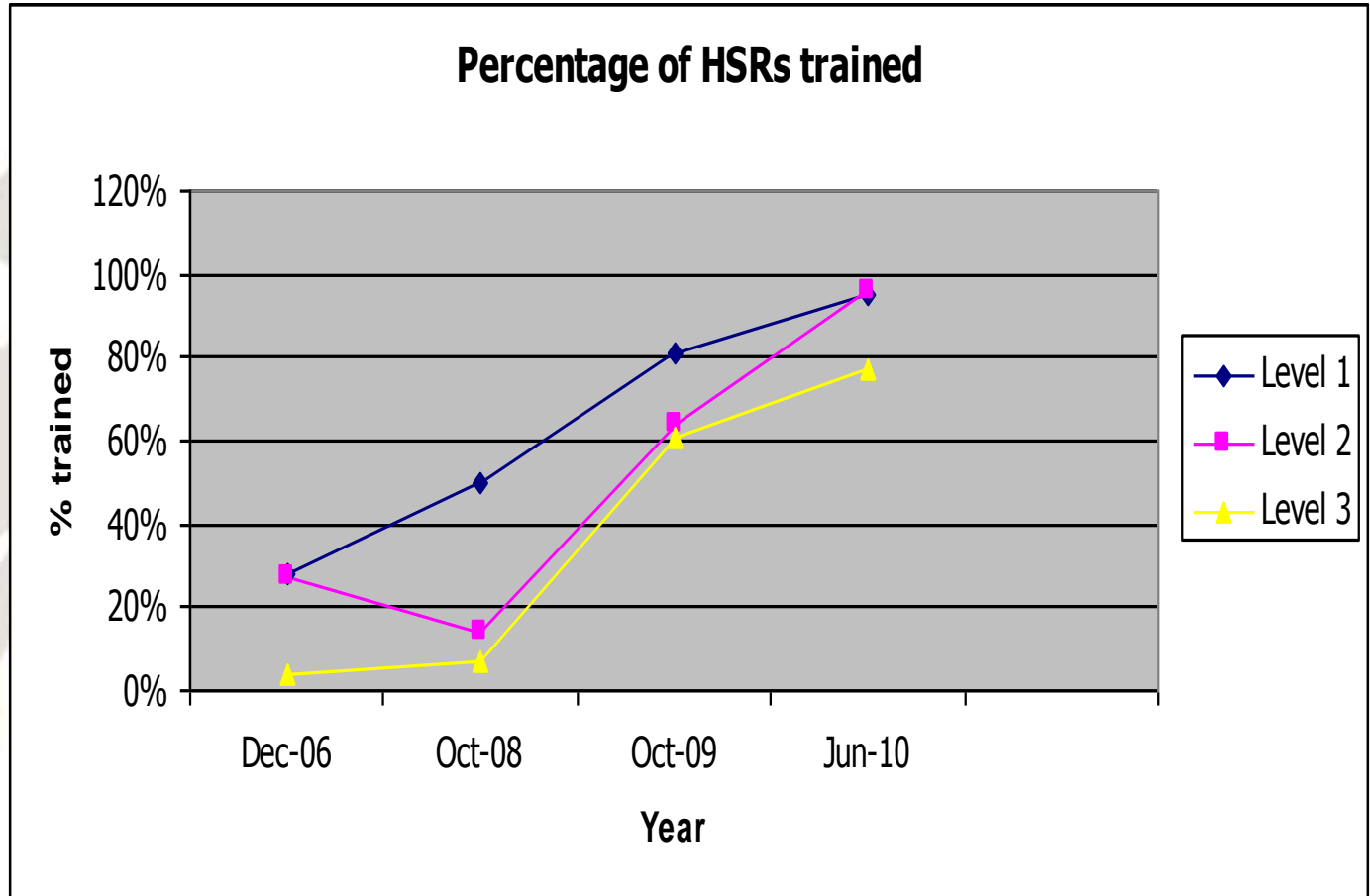
- > Centralised training budget for HSR training established
- > Centralised booking system for HSR training
- > Approved provider identified willing to tailor HSR training to health and RAH
- > HSR training program jointly delivered by external provider and RAH OHS staff



Outcomes

- > Financial savings of \$46,348 in the first year of centralising HSR training
- > Increase in training attendance across all levels
- > Increase in elected HSRs
- > Improved working relationships between HSRs and managers

Outcomes



Outcomes

- > Improved compliance against workplace inspection program from 26% to 95%
- > Improved timeliness of communication via email
- > Improved understanding of organisational OHS systems, risk assessment tools
- > Raised profile of OHS department and available services
- > Rewards and Recognition of HSR achievements at annual HSR forum



Evaluation

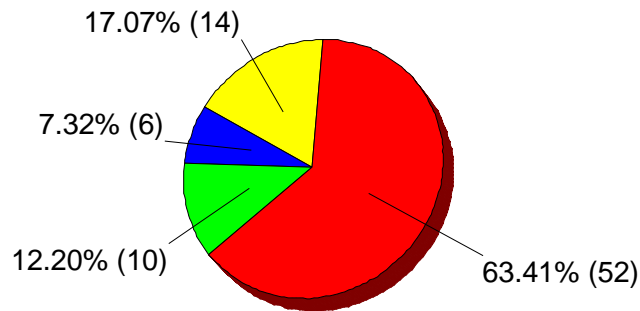
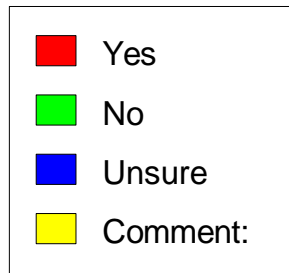
- > HSR training evaluation
- > Electronic HSR survey
- > Tailored training recently expanded across the whole of SA Health

Evaluation

HSR survey conducted in 2009

Have you noticed an improved safety culture within your work area in the last twelve months?

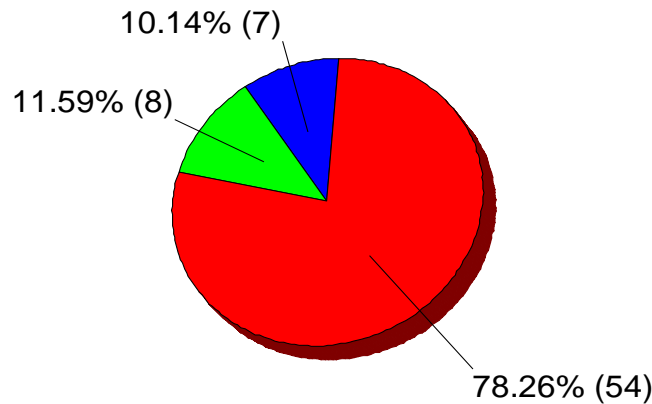
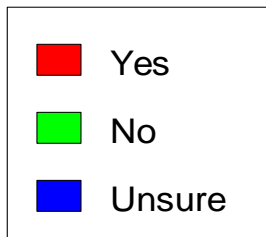
Average Choice: 1.78



Evaluation

> **Does your Supervisor/Manager adequately consult and value your opinion in relation to Risk Assessments?**

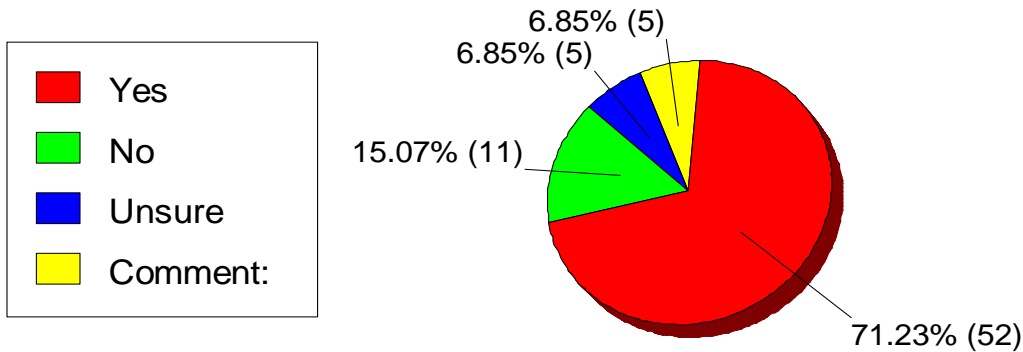
Average Choice: 1.32



Evaluation

> **Have you been able to negotiate the request for HSR allocated time with your area manager/supervisor?**

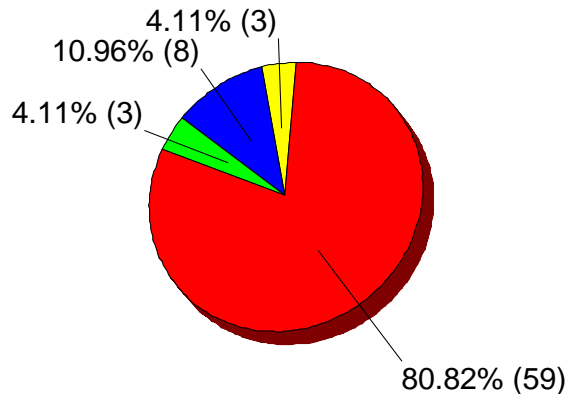
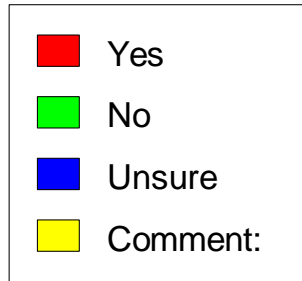
Average Choice: 1.49



Evaluation

> **Do you receive adequate support and information from the RAH OHS Dep?**

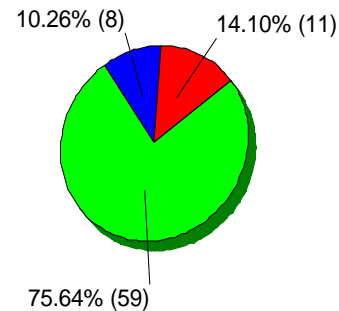
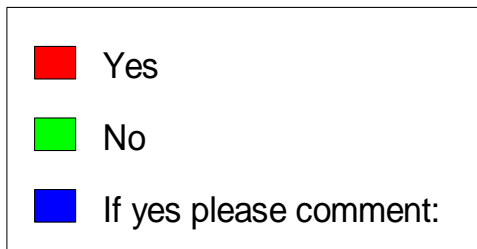
Average Choice: 1.38



Evaluation

> Have you had difficulty accessing training?

Average Choice: 1.96

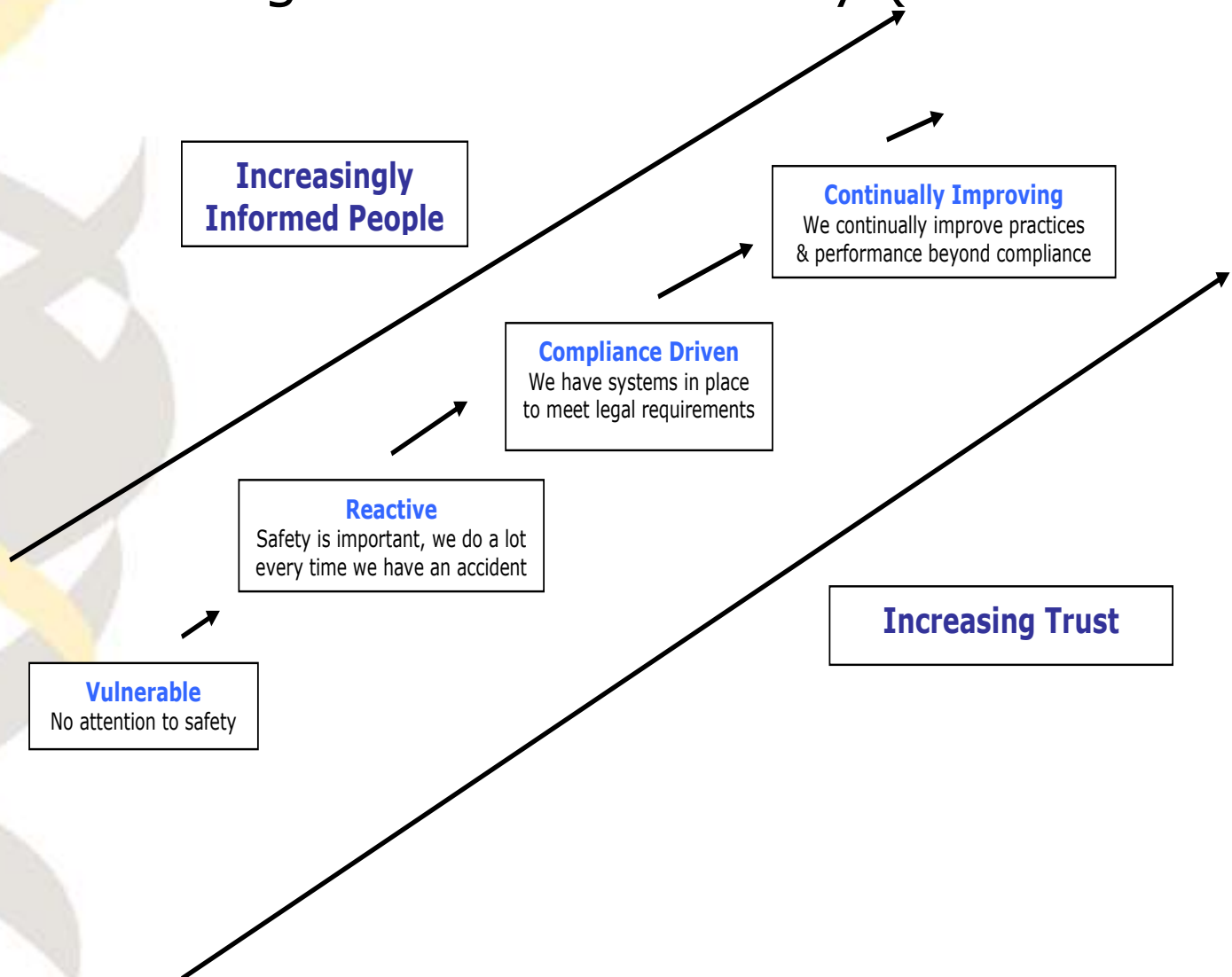




Evaluation

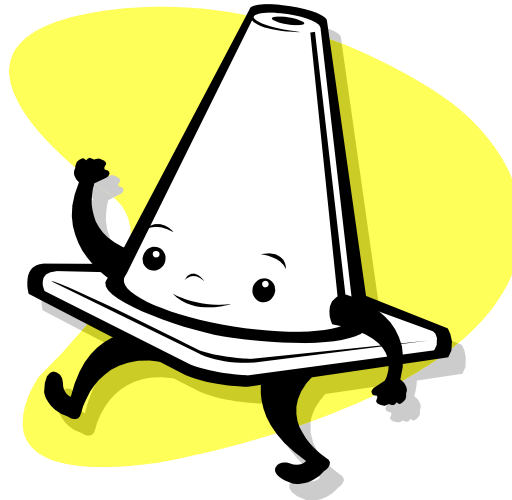
- > OHS Committee Training held Aug 2010 rated organisational maturity as beyond compliance driven and towards continually improving

Organisational Maturity (Hudson 2001)



Future directions

- > Participating in safety climate research project with University of SA's Centre for Sleep Research



Questions?





Government of South Australia

SA Health