

Environmental Services Job Safety

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Introduction

Working towards the BIDMC Operating Plan goal of improving job safety, this team continued to eliminate hazards that injure EVS employees. Maximizing productivity of employees is a priority; employees need to be here working safely in order to achieve the BIDMC's mission. By striving for a 10% or greater reduction in the number of incidents as compared with 2016, this team will support the Operating Plan goal

Goal

Reduce of number of incidents by 10% as compared with the average number of incidents over the previous 5 years

The Team

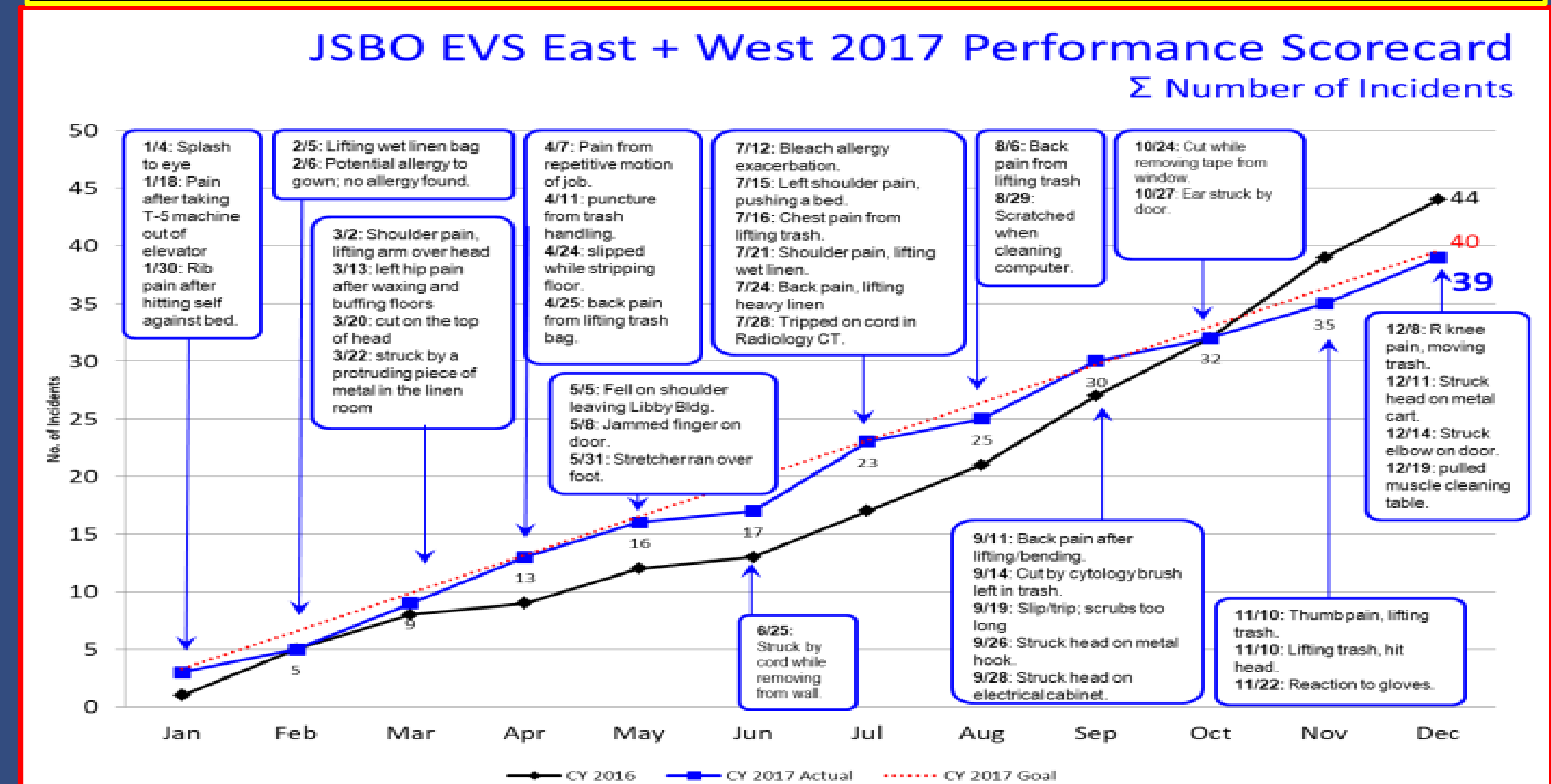
Core Team Members	Title	Department
Frank Barberian (Co-Leader)	Manager, EVS East	Environmental Services
Laurent Benedetti, MD	Medical Director, Employee Health	Employee Health
Mike Drew	EVS Supervisor, East	Environmental Services
Shane Egan	Finance Director, EVS	Environmental Services
TBD for Each Team Meeting	Environmental Services Associate or Lead	Environmental Services
Stephane Kpalou (Co-Leader)	Manager, EVS Evenings	Environmental Services
Chris Minette	Sr. Director, EVS	Environmental Services
Christina Prew	Safety Officer	Environmental Health and Safety
Matt Rabesa (Co-Leader)	Director, Employee Health	Employee Health
Ross Simon (Facilitator)	Sr. Management Engineer	Office of Improvement & Innovation, Perioperative Services
Kristine Viale	EVS Supervisor, West	Environmental Services

The Interventions

- Proactively, conduct observations to identify hazards before they occur so the hazards can be eliminated
- Reactive observations after incidents to identify means to prevent reoccurrence
- Developed detailed work instructions and trained staff accordingly to reduce injury and improve quality of work
- Conduct internal audits to confirm that interventions put in-place to prevent injury are sustained

Results

We Exceeded our Goal to Reduce Injury by 10%!



For more information, contact:

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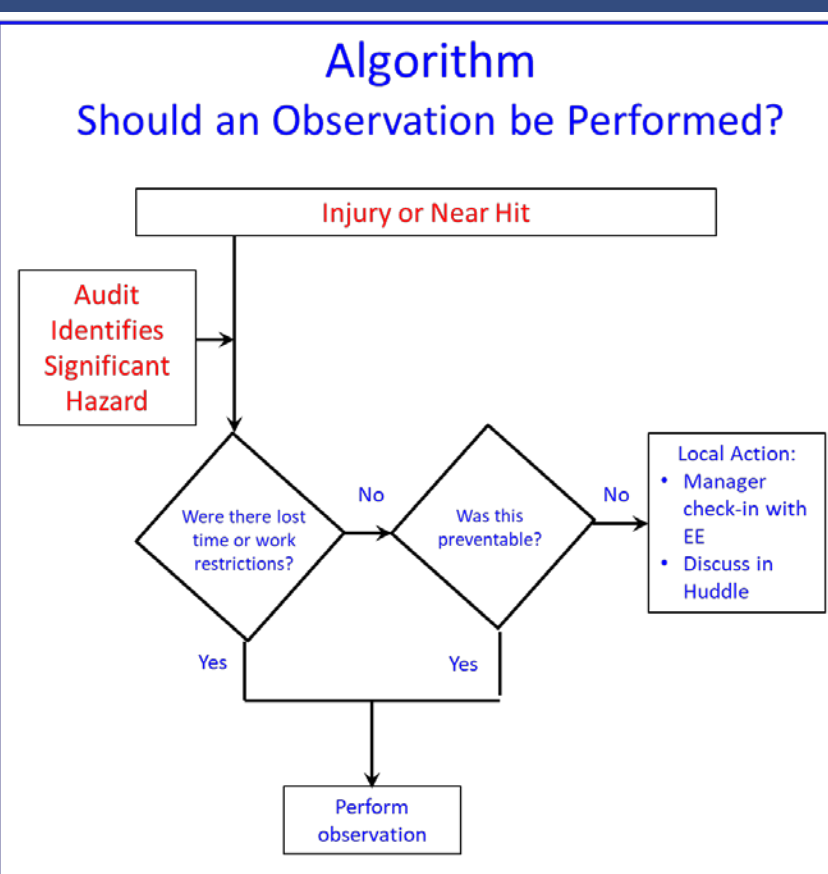
Environmental Services Job Safety

Analysis

Hazard Mitigation

Sustainment

Should a Structured Observation be Performed?



We created this algorithm to help us determine if a formal observation should be performed

Structured Observations

Site: BIDMC, Boston		Date: 11/01/17	
Department: EVS		Building: Rosenburg	
Observer: Laurent Benedetti, MD, P, Atrial		General Location: Q Outpatient	
Specific Location (Room/Floor): Biohazard Container (Std Room, Hallways, Loading Dock)		Task(s): OR waste removal, trash, recycling removal	
1.0	PPE	Person 1	Person 2
1.1	Arm	S / AR	S / AR
1.2	Body	S / AR	S / AR
1.3	Eye/Face	S / AR	S / AR
1.4	Head	S / AR	S / AR
1.5	Hand	S / AR	S / AR
1.6	Hearing	S / AR	S / AR
1.7	Respiratory	S / AR	S / AR
1.8	Availability of PPE	S / AR	S / AR
2.0	People	Person 1	Person 2
2.1	Caught in/between	S / AR	S / AR
2.2	Chemical exposure	S / AR	S / AR
2.3	Contacting hot surfaces	S / AR	S / AR
2.4	Eye on path/hands	S / AR	S / AR
2.5	Fall exposure	S / AR	S / AR
2.6	Blind corners	S / AR	S / AR
2.7	Strike Against by	S / AR	S / AR
2.8	Blind corners	S / AR	S / AR
3.0	Ergonomics	Person 1	Person 2
3.1	Awkward Postures	S / AR	S / AR
3.2	Forceful Exertions	S / AR	S / AR
3.3	Repetitive Motions	S / AR	S / AR
3.4	Carrying heavy loads	S / AR	S / AR
3.5	Over reaching	S / AR	S / AR
3.6	Use of force	S / AR	S / AR
3.7	Static Postures	S / AR	S / AR
3.8	Wrist deviation	S / AR	S / AR
4.0	Sharps	Person 1	Person 2
4.1	Needle stick	S / AR	S / AR
4.2	Reception	S / AR	S / AR
4.3	Safe sharps practice	S / AR	S / AR
4.4	Safety device in use	S / AR	S / AR
4.5	Use of Safe Zone	S / AR	S / AR
4.6	Sharp Edge	S / AR	S / AR
5.0	Job Posting / Procedures	Person 1	Person 2
5.1	Barrier/burdens	S / AR	S / AR
5.2	Biological	S / AR	S / AR
5.3	Chemical Use/Storage	S / AR	S / AR
5.4	Electrical	S / AR	S / AR
5.5	Flammable storage	S / AR	S / AR
5.6	Housekeeping	S / AR	S / AR
5.7	Noise Extreme	S / AR	S / AR
5.8	Radation	S / AR	S / AR
5.9	Slip/Trip Potential	S / AR	S / AR
5.10	Unlabeled Storage	S / AR	S / AR
5.11	Unlabeled Storage	S / AR	S / AR
5.12	Unlabeled Storage	S / AR	S / AR
6.0	Vehicle Use	Person 1	Person 2
6.1	Daily Inspection	S / AR	S / AR
6.2	Horn Usage	S / AR	S / AR
6.3	Looking/Indication of Intent	S / AR	S / AR
6.4	Safe Driving Speed	S / AR	S / AR
6.5	Seat Belt Use	S / AR	S / AR
6.6	Unobstructed Driving View	S / AR	S / AR

Key:
S Safe Behavior
AR At Risk Behavior



Changing the Way We Work:
Staking Biohazard boxes only 2-high instead of 3-high reduces lifting hazards

Patient Room Pre-Clean Safety Checklist	
Item	Picture
Check the isolation signs before entering the room.	
Wash your hands or use the Calstat outside of the room before entering.	
Check for cords and other trip hazards.	
Check for slippery surfaces or spilled liquids.	
Close all open drawers or cabinets to prevent bumping heads	
Be sure to have safety glasses	

7-Step Pt Room Cleaning	
Work Instruction WI-Pt Room Cleaning-100416	
Basic Job Step	Potential Hazards/Photos
1.0 PREPARE TO CLEAN	1.1 Hazardous waste
2.0 CLEAN THE ROOM	2.1 Hazardous waste
3.0 CLEAN THE ROOM	3.1 Hazardous waste
4.0 CLEAN THE ROOM	4.1 Hazardous waste
5.0 CLEAN THE ROOM	5.1 Hazardous waste
6.0 CLEAN THE ROOM	6.1 Hazardous waste
7.0 CLEAN THE ROOM	7.1 Hazardous waste

TECH FLOOR FOR FD-5, 6, ST-5 & 6	
7:00 AM ENVIRONMENTAL SERVICES OFFICES	
7:15 AM. OBTAIN ASSIGNMENT LIST	
7:15 AM. CLEAN ELEVATORS, LOBBIES & STAIRS	
8:30 AM. SOILED LINEN COLLECTION ALL FLOORS	
9:20 AM. BREAK	
9:40 AM. DRY MOP AND MOP ST-5 SOLARIUM	
10:00 AM. VACUUM ST-6 FD-5 & 6	
NURSES STATION, HALLWAYS	
SALARIIUMS, LOBBIES	
12:00 PM LUNCH	
12:45 PM. SOILED LINEN COLLECTION	
HELP WITH DISCHARGES AS NEEDED	
WORK ON YOUR CHECK LIST	
2:45 PM CHECK ALL DIRTY UTILITY ROOM	
ALL HALLWAYS FOR SOILED LINEN.	
3:15 PM. CLEAN AND RETURN ALL EQUIPMENT	
3:30 PM ENVIRONMENTAL OFFICE TO SIGN OUT.	

Internal Audits Performed Monthly Help Sustain the Gains

JSBO EVS Internal Audit			
Date: 12/12/17			
Auditors: Mike Drew (MB)			
Areas: Stamen 7			
Solution/Hazard	Conform?	Y	N/A
Cardboard boxes in trash carts are broken down			
No frayed edges on trash carts or edges are taped			
All trash carts equipped with working tie actuators			
Casters on BIDMC carts work perfectly			
Casters on Angelica carts work perfectly			
Staff push/pulls no more than one cart at a time			
When cleaning rooms, staff uses spray bottles rather than buckets & checks Calstat expiration date			
When dropping floors, staff uses non-slip footwear			
Safety eyewear is used when handling cleaning solutions			
Corner mirrors in place in basement to prevent struck-by injury			
Puddle for dumping hazardous waste into containers is plastic - has no sharp edges or splinters			
Staff checks/quits squeegee on auto scrubber before using - auto or other leaves no water trail on floor			
Ways have no linen carts with shelves that can fall and staff has to lift laundry high to load			
Drivers in hallway leading to dumpster are powered			
Dumpster loading dock does not leak water creating slip hazard			
Staff bends with knees			
Staff does not twist/tum with objects in hands			
Staff does not overreach and above head			
Staff keeps weight close to center of gravity			
Staff has situational awareness			

INCIDENT 3/20/17: Employee cut top of head on overhead cabinet in Security Office on West



Because managers recently discussed a similar previous incident with staff, a Housekeeper recognized that the shelf presented a hazard and should be removed. Wherever possible, we developed **engineered solutions** to prevent injury. With added side-piece, it's now very difficult to injure head on this overhead shelving unit



Environmental Services

CAUTION Slip hazard

This hall was cleaned and waxed overnight. If entryway is wet/slippy, please call SRC 5 9700 immediately.

Developed/implemented process for preventing slips/falls after cleaning and waxing floors

KEEP YOUR EYE ON SAFETY



SAFETY ON YOUR EYES

Getting staff involved with protecting employees from injury and continually emphasizing the requirement to **wear safety eyewear** helps keep staff safe at work

Lessons Learned

- Sometimes the best safety fixes come from the most minor injuries. The team has learned to focus less on severity of injury, and more on the nature of the injury and how to prevent it from happening again.
- Accommodating employees, and having them work, while they recover from their injuries has led to less overall time out of work.

Next Steps

- Create a process to assess near misses the same way we would assess actual injuries.
- Identify more visual queues so that employees can be aware of the potential risks present in a given work environment.

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