

# Job Safety Behavioral Observations (JSBO) - Food Services

Carol Clancy; Rob Seeley; Matt Rabesa; Brandon King, Kelsey Whalen; Elizabeth Haley; Gary Visnick, Stephane Ost

TAP TO GO BACK  
TO KIOSK MENU

## Introduction/Problem

Healthcare workplaces are among the most hazardous in the nation. In 2010 health care employees reported 653,900 workplace injuries and illnesses, more than 152,000 more than the next most afflicted sector, manufacturing. In 2013 we launched the first job safety behavioral observations process in the East OR. A technique and tool used in industry, Job Safety Behavioral Observations (JSBO) make the workplace safer through observations of work performed and subsequent mitigation of hazards recognized.

Building on the success of this first team, similar teams were launched in CPD, and Environmental Services. In 2016 we launched this JSBO Food Services Team, providing an opportunity to spread to Food Services the learning we developed and deployed in the OR, CPD and EVS which significantly reduced employee injury. It originally launched on east campus with great results so we implemented this best practice on west campus in 2017.

## Aim/Goal

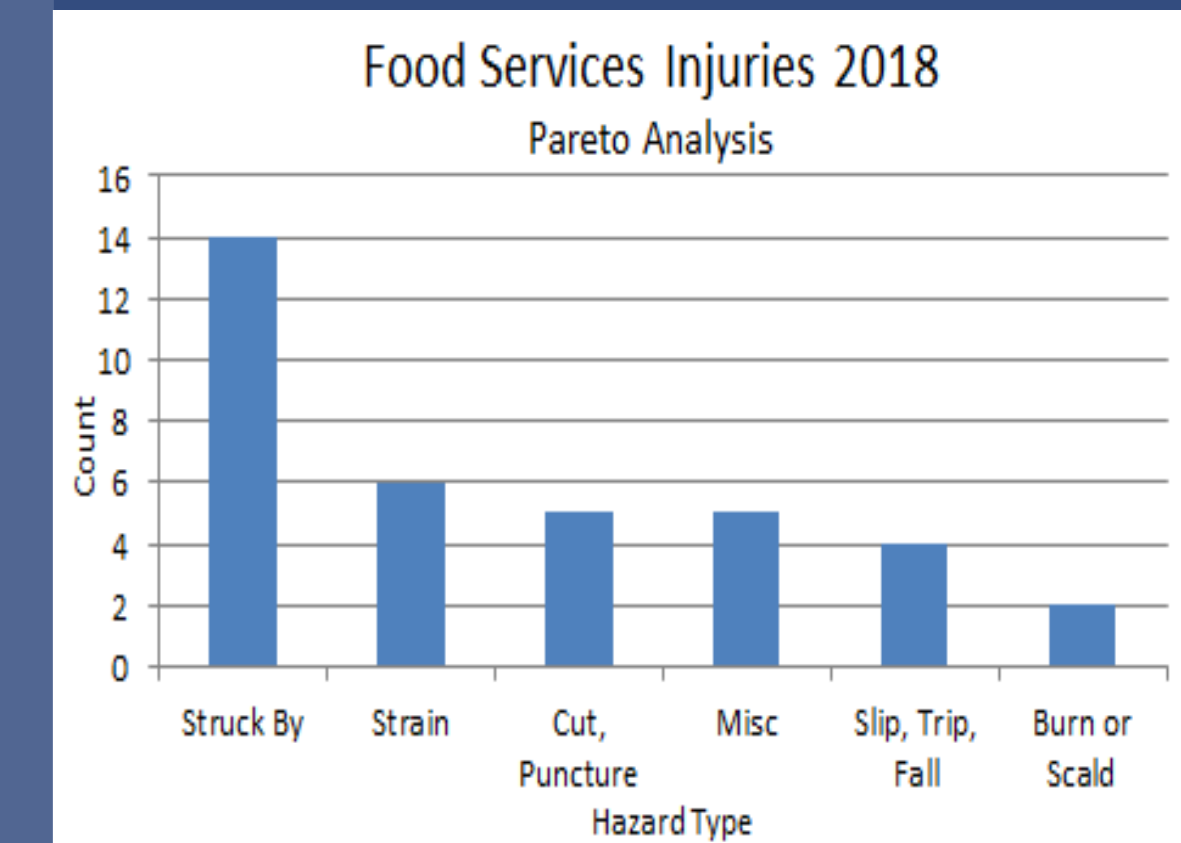
Less than 1.65 injuries per month (injury was defined as any treatment beyond First Aid).

## The Team

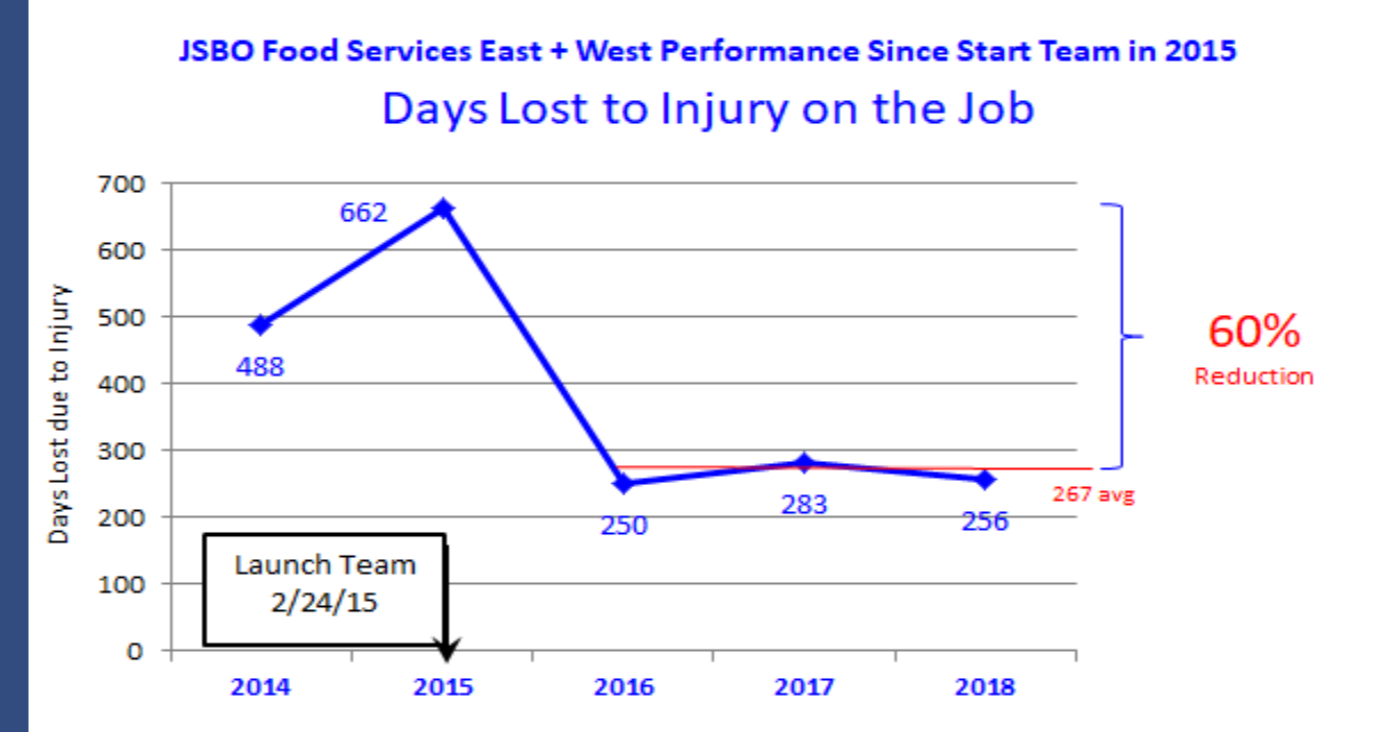
Team Member	Title	Department
Carol Clancy, MSN, ANP-BC (Co-Leader)	Nurse Practitioner	Employee Occupational Health & Safety
Gary Visnick	Executive Chef	Food Services
Rob Seeley	Safety Officer	EH&S
Elizabeth Haley, RD	PFS Manager	Food Services
Matt Rabesa	Director, Employee Health Management	Employee Occupational Health & Safety
Stephane Ost	Assistant Director, Food Services	Food Services
Brandon King (Co-Leader)	PFS Manager	Food Services
Kelsey Whalen, RD	PFS Manager	Food Services

## The Strategy

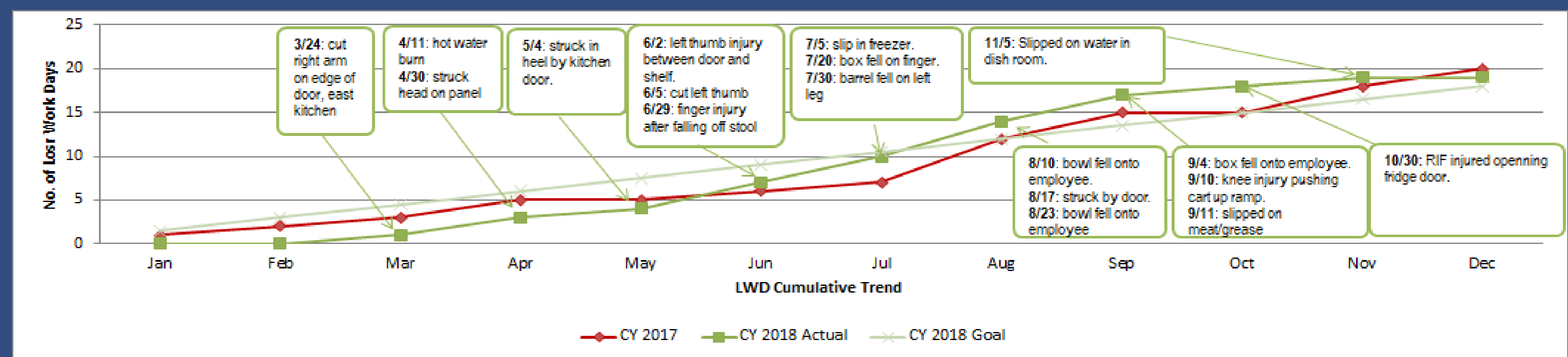
- Determined lost work days for Food Services in 2015. Categorize injuries appropriately (i.e.: sharps, MSK, slips & falls, etc.)
- Delivered "Job Safety Behavioral Observations Tool Kit" to the team and Food Services staff.
- Developed and launched a survey for Food Services staff to solicit their input on causes of injuries.
- Performed observations; create a schedule for these to include common hazards
- Utilized Food Safety Handler's Guide, OSHA and NIOSH standards as they apply to this project.
- Utilized Food Services Huddles on Wednesdays as a forum for safety call-outs, specifically near misses and injuries.



## Results/Progress to Date



220 employees in our department and only 19 injuries in 2018.



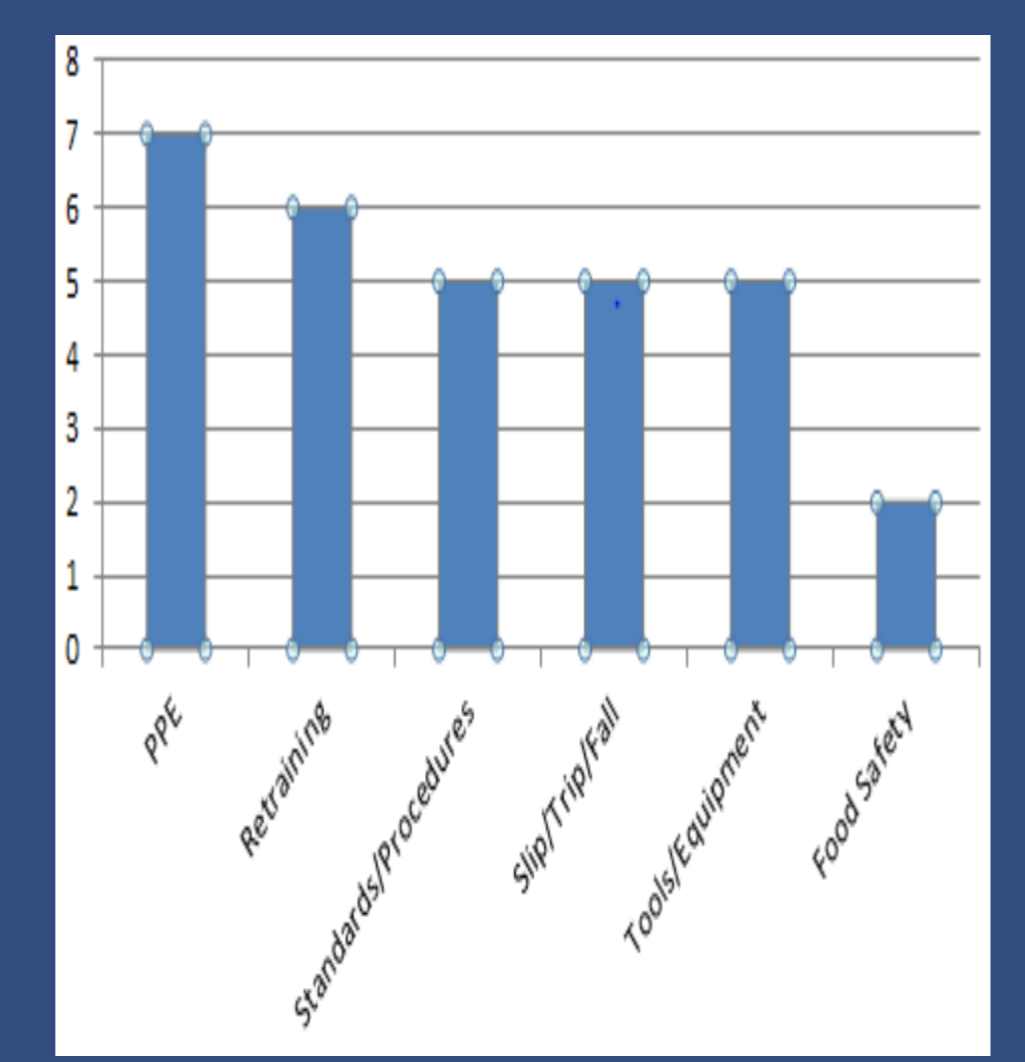
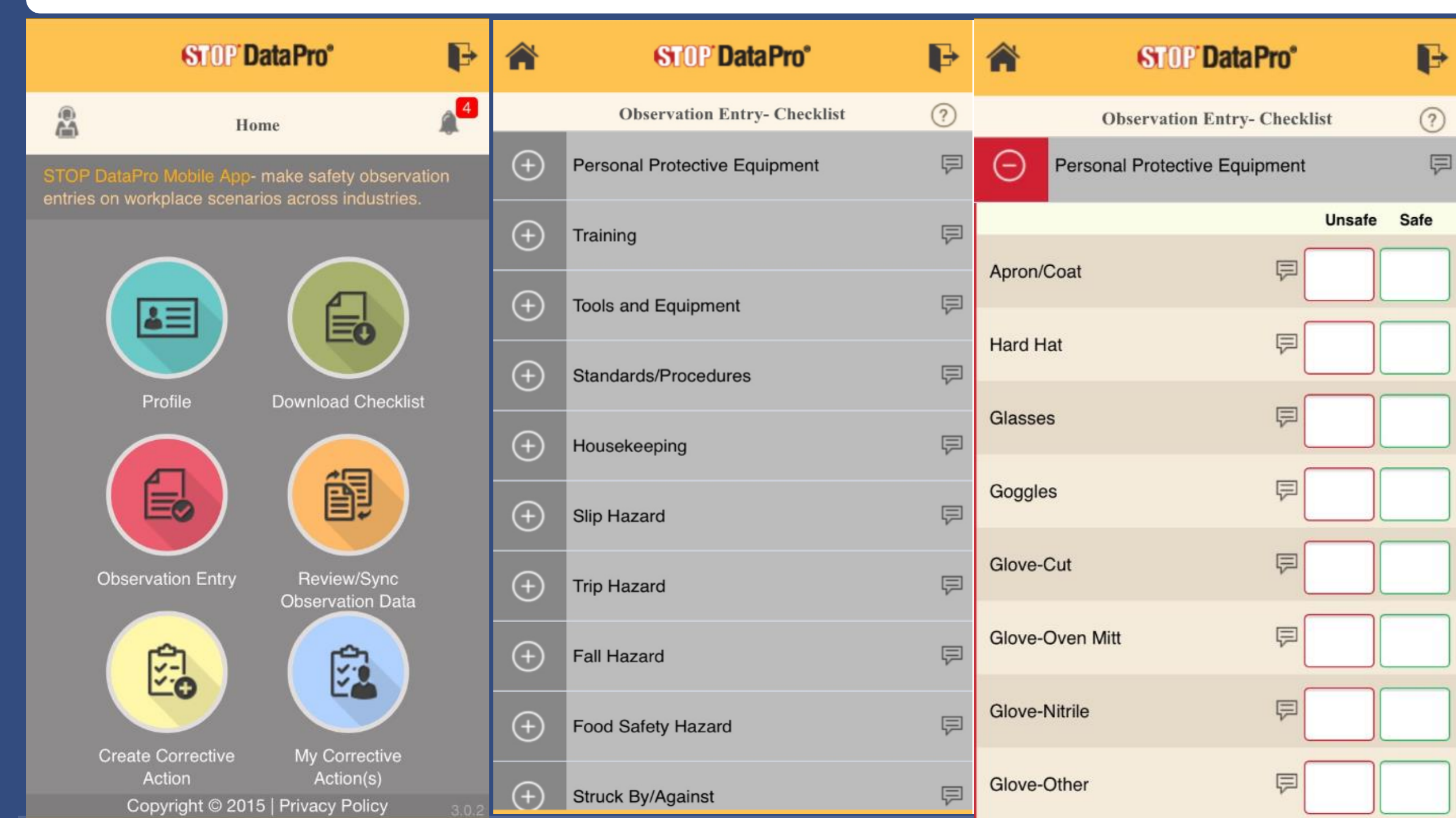
For more information, contact:

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## The Interventions



Pareto Analysis of internal audit results illustrate where the team should concentrate its efforts:  
PPE is the current number one issue.



Upgraded step stools to provide 3 points of contact

Before

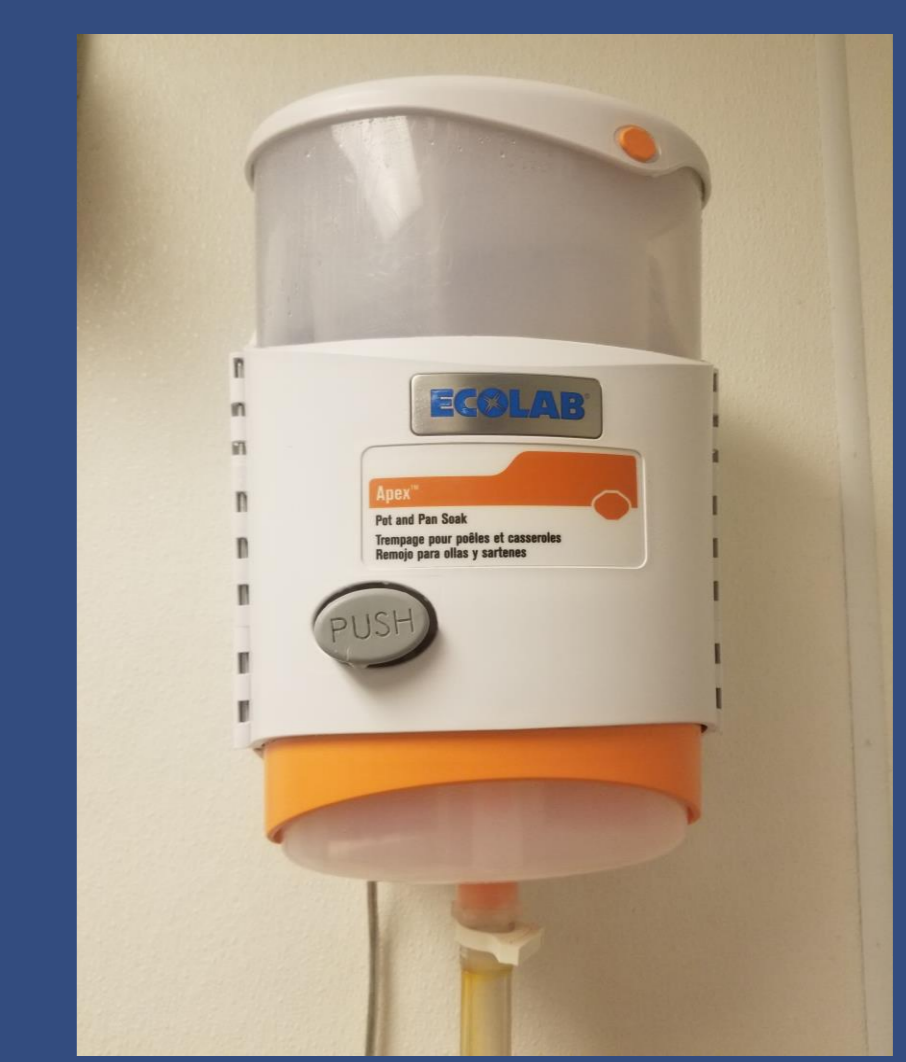


After



Purchased shoe covers for staff that may have forgotten their shoes at home.

Offered vouchers for staff to purchase discounted shoes, 112 pairs of shoes sold between both campuses!



New chemical implemented in pots to help break down stuck on grease and food particles to reduce repetitive movement.



Walk-in door signs for exiting fridges/freezers safely.

With this new APP we are able to improve our audit process to provide feedback for both "safe" and "unsafe" observations. These observations generate action plans to be completed by managers. With this real time data entry system we are able to correct safety hazards before an incident happens and also run reports to increase safety in the future.

## Lessons Learned

- Using the Job Safety Behavioral Observation methodology within a cross-functional team setting can significantly reduce injury to employees.
- All accidents are preventable.

## Next Steps

- 2019 AOP goal of 7.5 observations per month – 20% increase from 2018(6/month).



Reorganized clean dish storage that caused a head injury



Increased the amount of floor mats in the dish room due to slips

