

Central Processing Job Safety

Ross Simon; Elena Canacari, RN, BSN, CNOR; Maria DePina; Angel Diaz; Nancy Doraiswami, RN, CGRN, CRCST; Kervin Faustin; Matt Rabesa; Rob Seeley; Heideman Zayas

Improvement Opportunity

In 2016 we expanded the scope of our work to the East Campus [in addition to the West]. We also changed our metric to number of incidents, because we decided the former metric of days away from work due to injury on the job was no longer appropriate for the group's objective. Another improvement we implemented was a more representative baseline based on the average number of incidents over the previous 5 years rather than just the total injury count of the previous year. In 2017, we will continue to use the incident-based metric and set our goal to reduce number of incidents in 2017 to 10% less than the average number of incidents over the previous 5 years..

Goals

- Reduce number of incidents to 10 in 2017
- Working with support departments, resolve phone connectivity issues
- Working with the OR, resolve lingering problems with restringing dirty instruments and overloaded carts

The Team

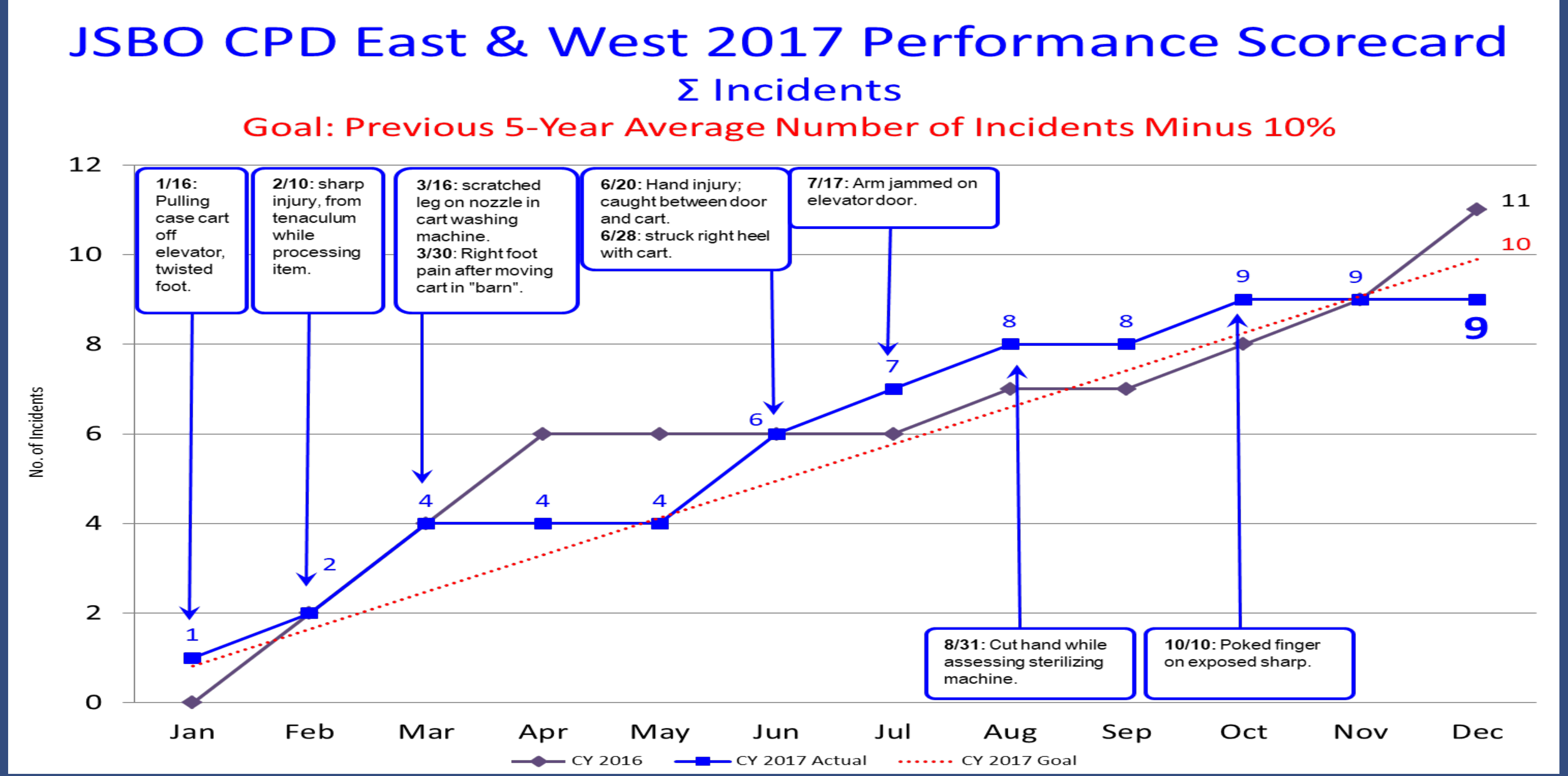
Core Team Members	Title	Department
Elena Canacari, RN, BSN, CNOR	Associate Chief Nurse, Operating Rooms	Patient Care Services – Periop
Maria DePina	CPD Supervisor, East	Patient Care Services – Periop
Jose Angel Diaz	CPD Supervisor, East	Patient Care Services – Periop
Nancy Doraiswami, RN, CGRN, CRCST (Co-Leader)	CPD Director	Patient Care Services – Periop
Kervin Faustin	CPD Tech III, West	Patient Care Services – Periop
Maria Lyncee	CPD Tech III, East	Patient Care Services – Periop
Matt Rabesa (Co-Leader)	Clinical Director, Employee Occupational Health	Employee Health and Occupational Services
Rob Seeley	Safety Officer	Environmental Health and Safety
Ross Simon (Facilitator)	Sr. Management Engineer	Office of Improvement & Innovation, Perioperative Services
Heideman Zayas	CPD Tech II, West	Patient Care Services – Periop

The Interventions

- Conducted observations proactively to identify hazards before they occur so the hazards can be eliminated
- Captured near-misses and audits to approach injuries preventatively
- Conducted 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
- Conducted 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:

Ross Simon, Sr. Management Engineer, rwsimon@bidmc.harvard.edu Nancy Doraiswami, RN, CGRN, CRCST, Director, CPD, ndoraisw@bidmc.harvard.edu; Matt Rabesa, Clinical Director, Employee Occupational Health, mrabesa@bidmc.harvard.edu

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Analysis

Hazard Mitigation

Sustainment

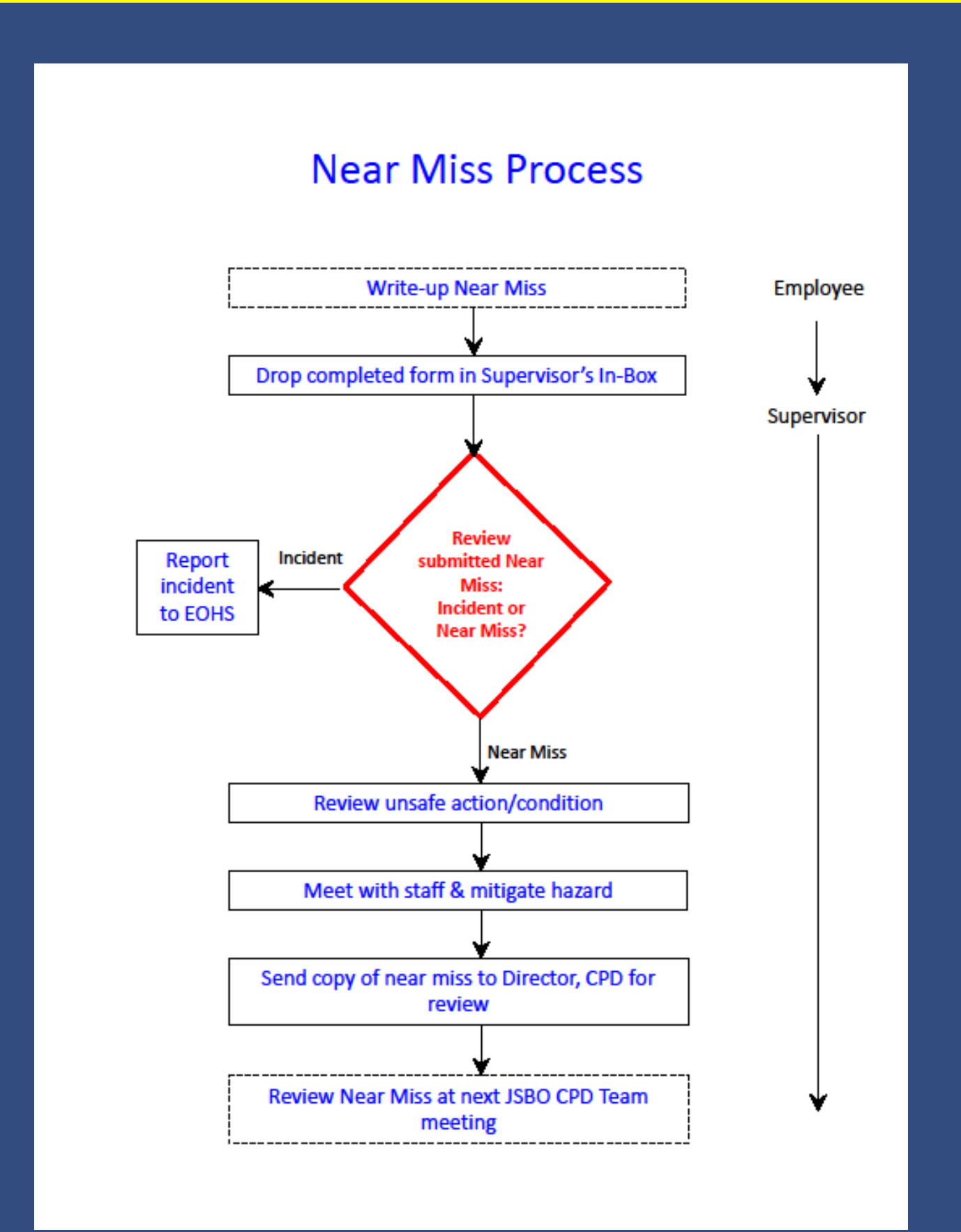
Worked with Labor & Delivery Service to increase compliance with pre-cleaning and restringing on both sides of dirty instrumentation to reduce hazards in CPD



Not properly pre-cleaned and restrung



Properly pre-cleaned and restrung



As we moved from meetings twice/month to once/month, we identified the need to respond to injuries, near hits and non-conforming audits without delay between monthly meetings in order to prevent further injuries.

Central Processing Job Safety Internal Audit				
Date:	5-17-17			
Auditor(s):	Kervin Faustin			
Area(s):	West CPD			
Solution/Hazard	Conform?			Comments/Recommendations
	Y	N	N/A	
Staff uses good body mechanics when lifting heavy kit pans	Yes			
Staff push/pulls no more than one cart at a time	Yes			
Access to emergency exits is clear on both sides of doors		No		Emergency exits located in decontam (West Campus) may be blocked. Not enough of space where to put case carts, very limited. Especially after 1:00 PM decontam gets very busy.
Access to emergency eyewash/shower is clear	Yes			
Safety glasses and gloves are donned when handling biologicals	Yes			
All equipment is functioning perfectly	Yes			
Steam sterilizer carts are stored with latch end facing away from aisle way and hot carts are stored in cart corral	Yes			
There are no overflowing sharps containers	Yes			
Instruments are received from the OR strung as observed in the OR	Yes			
Staff pushes high density shelving out of the way when preparing to lift kits off of shelves so there's room to use good body mechanics when lifting	Yes			
Carts received from the OR are not overloaded	Yes			
Floors are kept dry using mops stored in clearly labeled locations in Decontam and by washers	Yes			
Red Sheets from the OR are properly filled-out	Yes			Red Sheets from the OR are properly filled-out
Dirty case carts are covered	Yes			

Central Processing Job Safety Internal Audit				
Date:	10-12-17			
Auditor(s):	Kervin Faustin			
Area(s):	West CPD			
Solution/Hazard	Conform?			Comments/Recommendations
	Y	N	N/A	
Staff uses good body mechanics when lifting heavy kit pans	Yes			
Staff push/pulls no more than one cart at a time	Yes			
Access to emergency exits is clear on both sides of doors	Yes			
Access to emergency eyewash/shower is clear	Yes			
Safety glasses and gloves are donned when handling biologicals	Yes			
All equipment is functioning perfectly	Yes			
Steam sterilizer carts are stored with latch end facing away from aisle way and hot carts are stored in cart corral	Yes			
There are no overflowing sharps containers	Yes			
Instruments are received from the OR strung as observed in the OR	No			Basic Ortho set #9 was not Strung. Note: Pictures has been provided and we did the follow up in the OR huddle.
Staff pushes high density shelving out of the way when preparing to lift kits off of shelves so there's room to use good body mechanics when lifting	Yes			
Carts received from the OR are not overloaded	Yes			
Floors are kept dry using mops stored in clearly labeled locations in Decontam and by washers	Yes			
Red Sheets from the OR are properly filled-out	No			

Internal Audits Performed Monthly Help Sustain the Gains

OR Audit for CPD Safety				
Date:				
Auditors:				
Area(s):				
Solution/Hazard	Conforms?			Comments/Recommendations
	Yes	No	Not Applicable	
Dirty instruments are restrung on both sides				
No overloaded case carts are sent to CPD				
Case carts have red sheet on them with pt label				
No towels in kits of dirty instruments				
Dirty instruments are sprayed with enzymatic solution				

We developed an "OR Audit for CPD Safety" to help increase compliance in the OR with actions necessary to provide dirty instrumentation in a condition that is safe for CPD staff to handle

Lessons Learned

- We have expanded our committee membership at our monthly meetings which has added new viewpoints and more depth to our knowledge base.
- Bringing in other stakeholders, for example EVS, OR staff and attendants, has enabled us to explain how their practices affect us and conversely, we have learned the rationale of their practices.
- Sitting together to discuss possible options has produced positive results and improved interdepartmental relationships.

Next Steps

- Rotate other frontline staff from CPD to be more inclusive of total work environment and understanding of this work.
- Encourage immediate follow up, investigation and documentation of all high-risk safety concerns, whether they be near misses or actual incidents.
- Update departmental chemical inventory and SDS for CPDs on both campuses.

For more information, contact:

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