

Job Safety Behavioral Observations (JSBO) - Food Services

Carol Clancy; Rob Seeley; Matt Rabesa; Ross Simon; Chris Weiss; Kelsey Whalen; Mieka Martin; Gary Visnick

BIDMC

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.

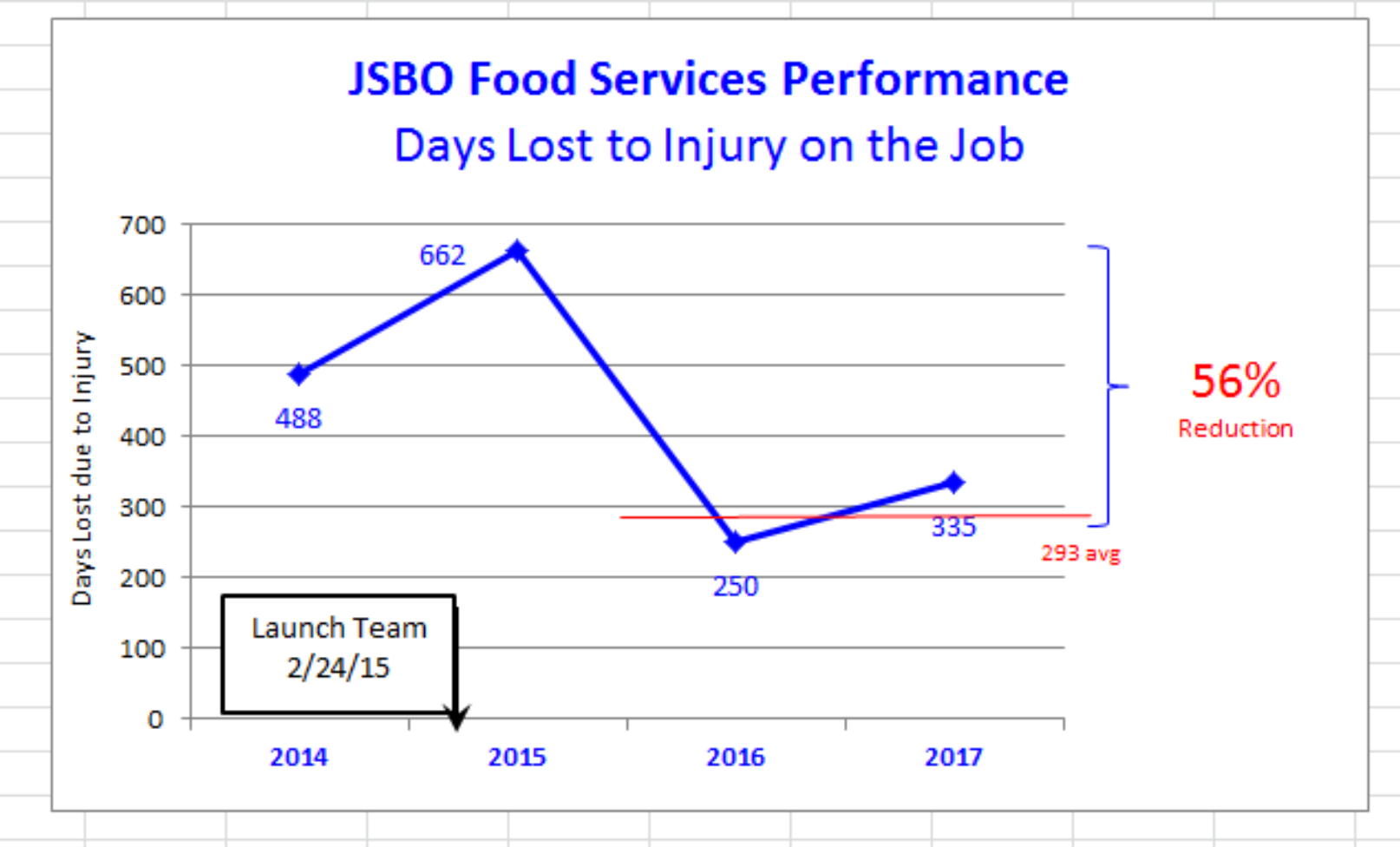
Goal

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

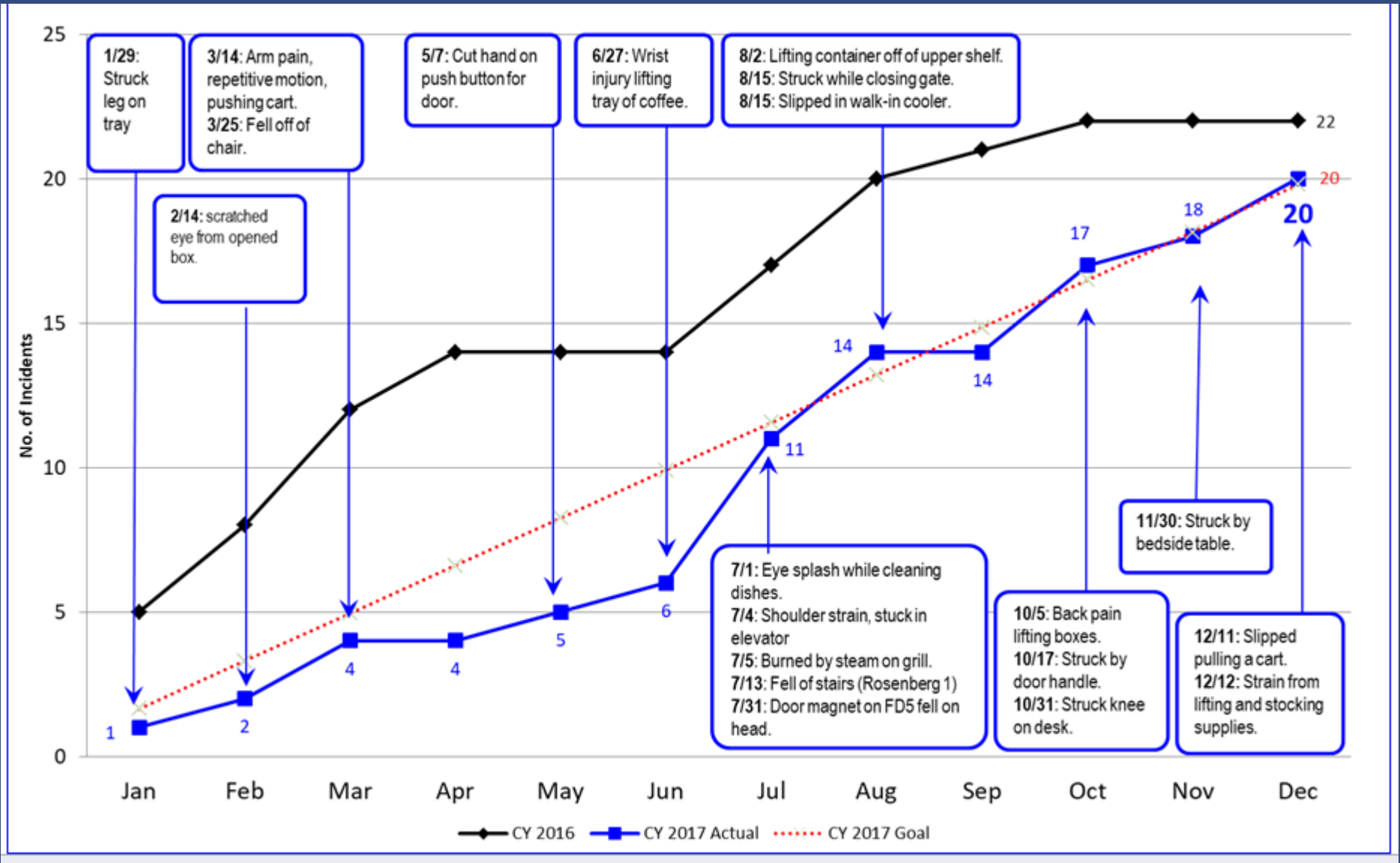
The Team

Team Member	Title	Department
Carol Clancy, MSN, ANP-BC (Co-Leader)	Nurse Practioner	Employee Occupational Health & Safety
Gary Visnick	Executive Chef	Food Services
Rob Seeley	Safety Officer	EH&S
Mieka Martin	PFS Manager	Food Services
Matt Rabesa	Director, Employee Health Management	Employee Occupational Health & Safety
Ross Simon (Facilitator)	Sr. Management Engineer	Office of Improvement and Innovation / Perioperative Services
Chris Weiss (Co-Leader)	Assistant Director, Food Services	Food Services
Kelsey Whalen	PFS Manager	Food Services

Results

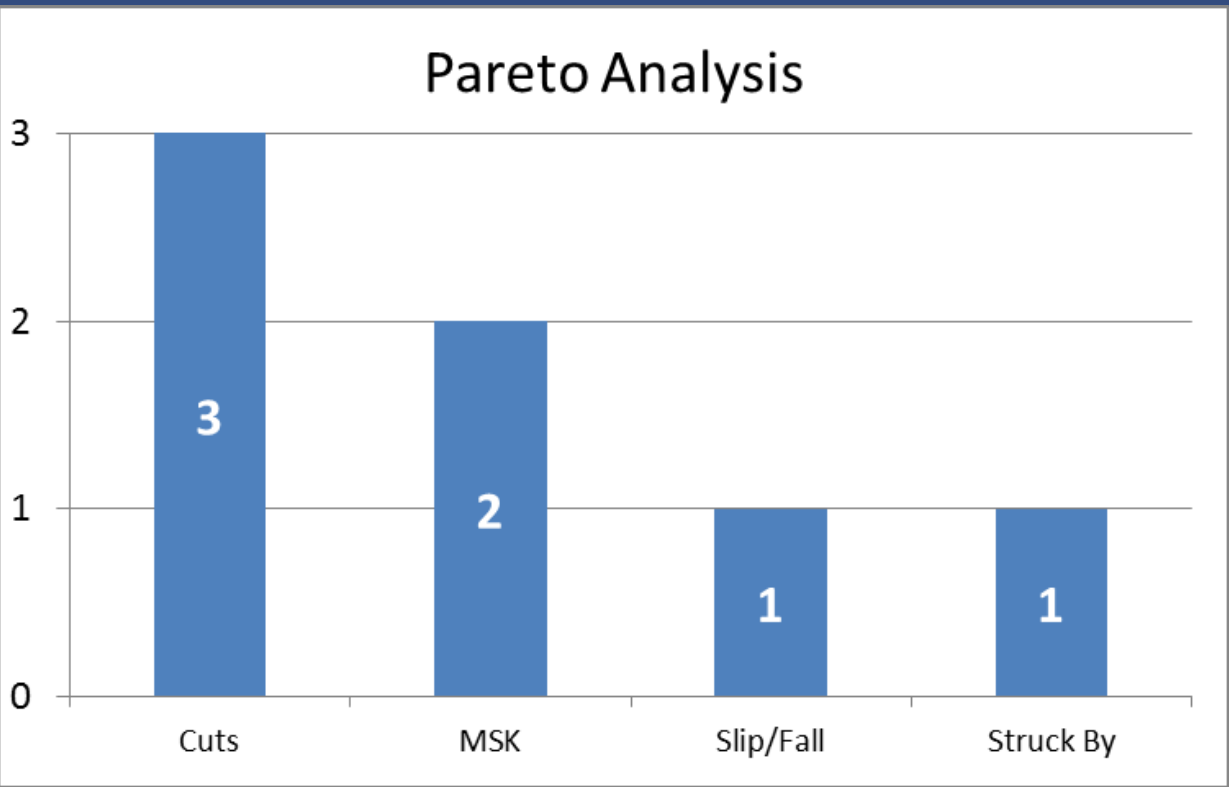


180 employees in our department and only 20 injuries in 2017.



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:
- 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.



For more information, contact:

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Interventions

Developed and Implemented Cut Glove Policy

Operational Standard:
Cut-Resistant Gloves

EFFECTIVE DATE: September 1, 2016 **PAGE:** 1 of 1
DATE OF REVIEW: 8-8-2016 **APPROVED BY:** Chris Weiss, Mike Hanley

POLICY:
Personal protective equipment in the form of cut-resistant gloves is mandatory for all staff when using a mandolin or meat slicer. It is also mandatory when making more than five consecutive cuts with a knife. While washing the mandolin, meat slicer or knife a cut glove must again be worn.

PURPOSE:
To prevent or reduce the risk of personal hand injury.

PROCEDURE:

- Cut resistant gloves will be made available to all staff required to perform food preparation duties with a knife, mandolin or meat slicer.
- Hands must be clean and covered with a disposable glove prior to wearing a cut-resistant glove. After the cut glove is added, a second disposable glove is required to go on over the cut glove.
- Gloves cannot be re-used once removed until sanitized.



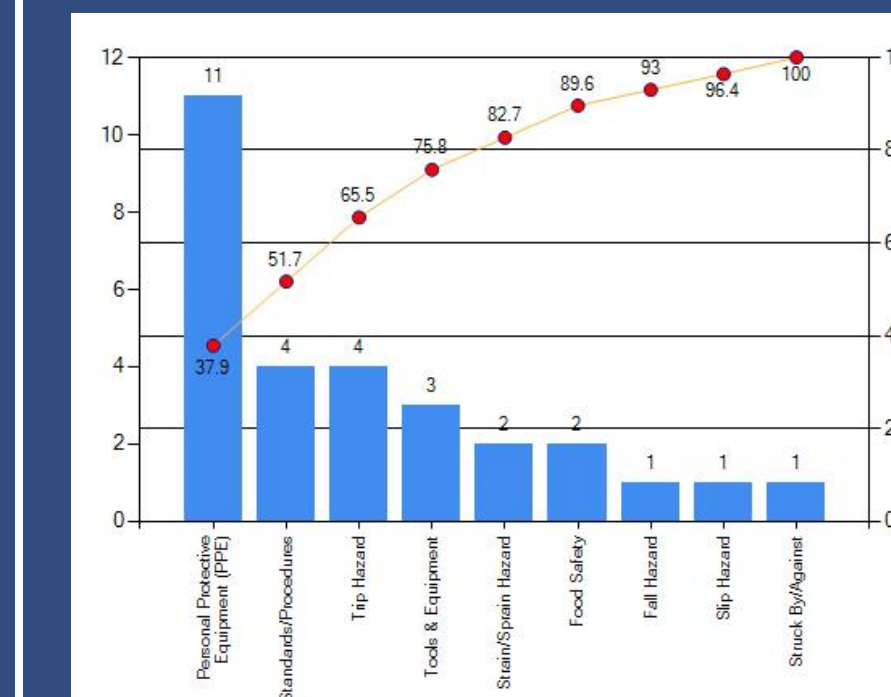
Silicone hot holding pads to prevent burns

Replaced broken, too narrow casters that lodged in elevator gaps causing injury



Enhanced Internal Audit focused on providing feedback for both “safe” and “unsafe” observations

Added pot racks to improve ergonomics when staging items to be cleaned



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

Delineated eye wash station to keep access clear at all times



Slip-Resistant Shoes

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



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



Installed dollies under all barrels to help prevent musculoskeletal injury



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

2018 AOP goal of 7.5 observations per month – 20% increase from 2017 (6/month).

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