

Health, Safety and Wellbeing

Manager Forum

13 July 2022

Cath Jeffries OHS Director



Agenda

1. OHS Metrics – how are we going?
2. OHS key issues and planned projects 2022-23
3. OHS Metrics – Dashboard and Scorecards
4. Slido – Questions



OHS Metrics

Lost Time Injuries

Improvements

✓ 20.77% improvement on end FY21

Challenge

LTIFR (R12) 22.05 = adverse to target of 13.3

Incident Investigations complete

Challenge

- Open and overdue investigations (20% or 124)
- Investigations not always identifying actual cause of incident
- Actions not always addressing root cause

WC Claims not Cleared

Worksafe Employer Performance Rating

✓ 18% improvement in 12 months

Challenge

Overall increase in claims not cleared

Workplace Inspections & Actions

Improvements

✓ Open Action' details report now available Safety Intranet with live updates

Challenge

Open and overdue actions (860)



Key OHS Issues to address in 22-23

OHS ISSUES

1.

Management ownership and leadership of safety of our colleagues, including learning from incidents.

Employee Safety is just as important as patient safety

Planned actions 22-23

1. Core Manager Safety tasks: Leadership Essentials & Managing Safety Training (plus ANUM/NCO)
2. Safety metrics to Scorecards and Power BI Dashboard
3. Develop Line Manager / 2IC Safety Toolkit - Core Safety Tasks coaching Tools
4. Launch OHS Audit Program
5. Embed Safety Deep Dives OHS Committees plus Safety Moment standard agenda item
6. Coaching Managers/2IC in Incident Investigation post incident



Key OHS Issues to address in 22-23




OHS ISSUES

2.

Risk Management: Occupational Violence and Aggression and Injuries from Manual Handling Contractor Management, Back of House Safety. Approach to managing risk and preventing injury

Planned actions 22-23

1. POVA Plan
2. Manual Handling Program – Training and Risk Management
3. Online Manual Handling Training Program - Induction
4. Safe Work Practices Manual Handling tasks Support Services and Nursing
5. Safety to Huddles. Plan /Do /Act Check approach
6. Chemical Management Plan
7. Contractor Management safety procedure launch
8. Back of House Safety

Monash Health		Safe Work Practice	SWP 000
Meal Delivery			
Issue Date:	Next Review Date:	 Potential Hazards:	
Approved By:		<ul style="list-style-type: none">• Burns from hot meals• Sustained pushing/pulling• Repetitive bending, reaching, gripping and lifting.	
Description of Work:			
<ul style="list-style-type: none">• FSAs deliver food and drinks to patients at meal times, including breakfast, lunch and dinner, as well as morning and afternoon tea.• Meals are delivered on trays via meal delivery trolleys. Meal trolleys may hold 18 or 24 trays.• Tea trolleys are used for morning and afternoon tea.			
Personal Protective Equipment Required		<ul style="list-style-type: none">• Hairnet• Apron• Blue nitrile gloves	
			
Process	Safety tips	Photos/Images/QR Code	
PUSHING/PULLING MEAL DELIVERY TROLLEY	<ul style="list-style-type: none">• Place both hands on the trolley handles to push/pull.• Lean in towards the trolley and use your body weight and legs to push.• Walk at a slow pace.• Slow down at corners, doorways and in busy		
<ul style="list-style-type: none">• Once meal delivery trolley is loaded with trays, push meal delivery trolley to destination.• Trolley must be reversed in to lifts.• Lock directional wheels.			



Key OHS Issues to address in 22-23

OHS ISSUES

3.

Employee fatigue, burnout and **negative stress**, with insufficient psychological support

Planned Actions 22-23

1. Psychological Safety organisational risk assessment and strategic plan
2. Mental Injury Workers Compensation claims process
3. Ongoing Leading Mentally Healthy Teams training for managers
4. Teams working together on positive solutions with guidance material on what we can control



Key OHS Issues to address in 22-23

OHS ISSUES

4. Helping **Injured employees** back to work

Planned actions 22-23

1. Refresh online injury Management Training
2. Launch Injury Triage Service and refresh on what to do after an injury
3. Not fit to fit, return to work focus. Support tools/video for managers
4. Redeployment Program
5. Workers Compensation Administration efficiencies

FROM INJURY – 48 HOURS



PHONE 1800 COGENT

When an injury occurs, contact our qualified health professionals 24/7, who will take control of the situation.



TRIAGE

Cogent health professionals will establish the nature and extent of the injury and recommend treatment to aid recovery. Cogent will also provide activity guidance and return or remain at work advice.



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FOLLOW UP

Post treatment, the same Cogent health professional contacts the employee, their supervisor and GP to determine recovery is on track and recommend further intervention if required.



SUMMARY

A comprehensive overview of the incident, actions, recommendations and outcomes will be provided.



OHS Work Plan 2022-23



	PROMOTE	PROTECT	PREVENT	SUPPORT
Objectives	<p>Safety Culture embedded</p> <ol style="list-style-type: none"> 1. Due diligence Leader Lead safety culture 2. Safety incorporated all decisions 3. Robust Safety Governance 	<p>Robust Safety Systems</p> <ol style="list-style-type: none"> 1. OHS procedures accessible & ISO 45001 compliant 2. Legislative & regulatory compliance 3. Monitoring performance to inform action 	<p>Risk Management</p> <ol style="list-style-type: none"> 1. Identify & manage key risks 2. From reactive to proactive 3. Reduce injuries 4. Robust incident investigation to root cause 	<p>Employee Health and Wellbeing</p> <ol style="list-style-type: none"> 1. Early intervention after injury to support RTW 2. Line Manager ownership Injury Management 3. Monash Health is psychologically safe
Key Projects	<ul style="list-style-type: none"> • Core Manager Safety tasks: • Safety metrics to Scorecards and Dashboard • Training Needs Analysis review & updated • Annual Safety Climate Survey 	<ul style="list-style-type: none"> • Update Safety Intranet • OHSMS ISO45001 compliant • Develop Line Manager coaching Tools • Launch OHS Audit Program • Launch Support Services Safe Work Practices • Workplace Inspection question set refinement 	<ul style="list-style-type: none"> • Manual Handling Program • Embed Safety Deep Dives OHS Committees. Coaching in Incident Investigation • Chemical Management Plan • Contractor Management launch • Fatigue Risk Management • Safety in design 	<ul style="list-style-type: none"> • Refresh online injury Management Training • injury Triage service • Workers Compensation Admin efficiencies • Psychological Safety Plan • Mental Injury Workers Compensation claims process



Manager Safety Toolkit – core tasks

Incident
Management and
Investigation

Training, instruction,
supervision

Manual Handling

Tagging out faulty
equipment

Team consultation
HSRs

Chemical Safety

Workplace
Inspections and
actions

OVA RA and plan

See it Call it Coach it

Contractor
Management

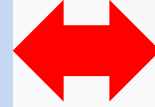
Injury Management
and RTW

Display OHS
information



Manual Handling Program update

- Manual Handling Program Manager
- Manual Handling Co-ordinators x 3



- Manual Handling Working Party
- Subject Matter Expertise

New Online Manual Handling Program – Induction all employees (completed Sept)

NURSING TRAINING

- MH Co-ord train 300 Unit Trainers 3 days backfilled
- Unit Trainers train 5 staff in double time
- Training Content complete with pilot Aug
- SWPs July-Oct 2022

SUPPORT SERVICES TRAINING

- Food Services Unit Trainers roll out to employees on location
- PSAs / ESAs facilitated training backfilled
- Training Content complete pilot Aug
- SWPs complete

ALLIED HEALTH TRAINING

- MH Co-ord train employees backfilled
- Training Program in development

OTHER TRAINING

- Online Training plus
- MH Co-ord train employees as required

First Training October 2022 Nursing Unit Trainers
Pending face to face Covid training status

Risk Management Program including Bariatric Strategy, Equipment review, specialist advice



OHS Metrics to Scorecards

- Go Live 1 September
- In areas with Scorecards
- Supporting information & Communications
- QRG “ How do I improve my OHS Performance”

Campus: MMC-Clayton Ward: C Intensive Care Unit
 Month: May 2022

1 of 2 ? 100%

MMC-Clayton, C Intensive Care Unit, May 2022

Due to cost centre changes the Ward filter by Site is not available.

Quality & Safety	Target ¹	Mar 2022		Apr 2022		May 2022	
		Actual	Status	Actual	Status	Actual	Status
# of MET Calls attended by Parent Unit	80%	0	●	1	●	0	●
# of MET Calls not attended within 1 hour	0	0	●	0	●	0	●
Ward Governance							
% of Wards Having Monthly Meetings		100.0%		100.0%		100.0%	
Employee Safety							
# of ISR 1 Incidents	0	0	●	0	●	0	●
# of ISR 2 Incidents	0	0	●	0	●	0	●
# of ISR 3 Incidents	0	3	●	1	●	2	●
# of Lost Time Injuries	3	3	●	0	●	1	●
# ISR1-3 Incident Investigations Overdue	0	2	●	2	●	2	●
# WC Claims not cleared for normal duties	1	5	●	6	●	5	●
# of claims with no capacity for work	0		●		●		●
% Workplace Inspections Completed	100%	0%	●	0%	●	0%	●
# Workplace Inspection actions overdue	0	2	●	0	●	0	●



Internal Audit Program

Internal Audit – Safety Team

Workplace Audits

Purpose

- Assess implementation core safety requirements and provide coaching and upskill to managers. Refer Manager Safety Toolkit

Frequency

- Every Department every 3 years

Targeted Risk Audits

Purpose

- key risks identified for targeted assessment and manager coaching. Eg. Back of House, Chemicals, Manual Handling

Frequency:

- following a Safety Alert or call to action
- Quarterly spot checks high risk areas

Spot Checks

Format

- Data collection prior to site visit
- Aim half an hour manager interview
- Half an hour onsite observation
- 15 minute debrief on findings and recommendations
- Met/Not Met responses

Reporting

- Report emailed including photos to manager
- Aggregate results and common findings Board, MHEC, Program Managers, OHS Committees



OHS Metrics Dashboard Power BI – August Go Live

