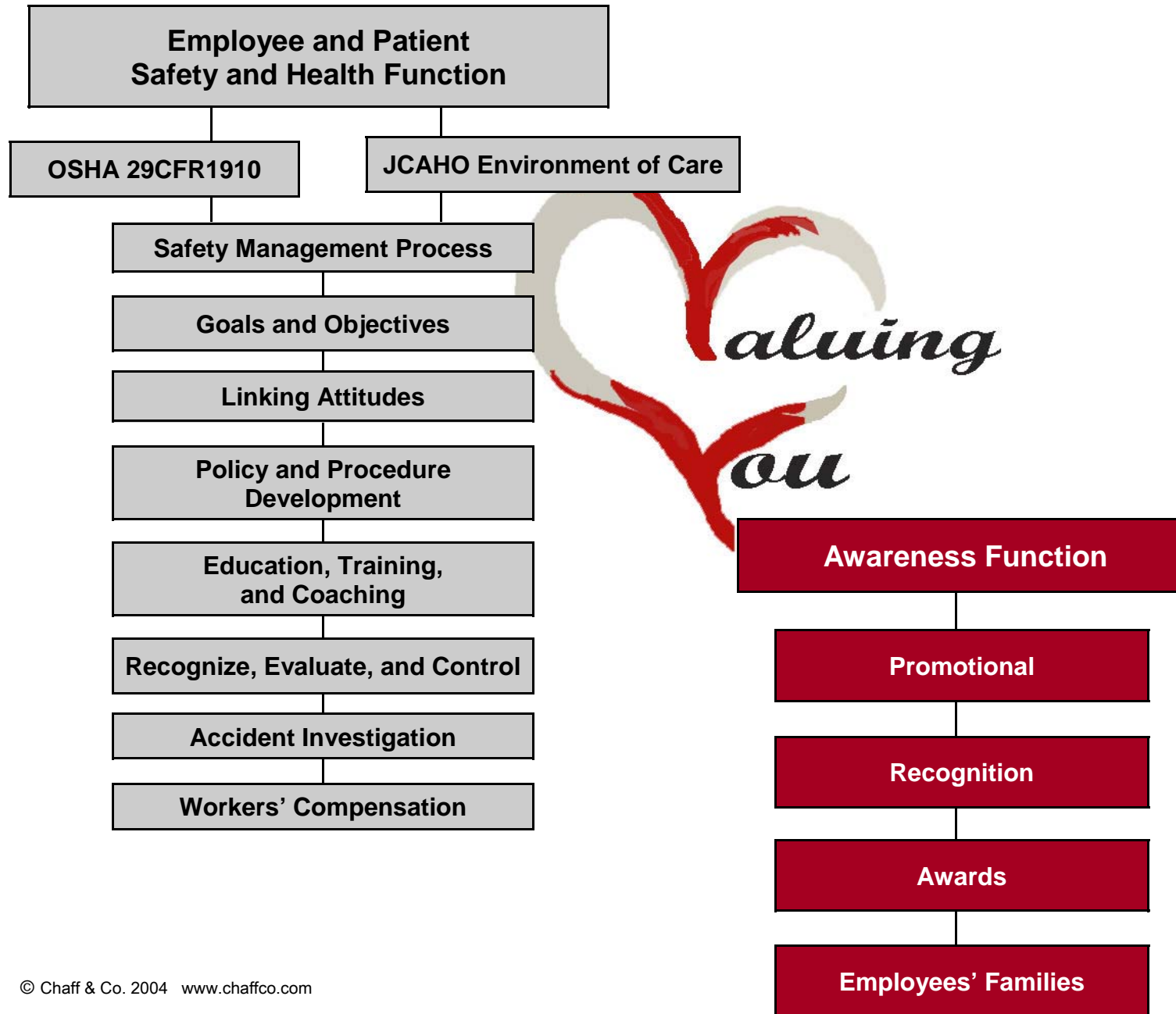


# Total Health and Safety™



*Total Health &*

**Program Management**

*Chaff & Co.*

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# *T a b l e o f C o n t e n t s*

## **Introduction**

Three Core Essentials for a Successful Program:

- Human Values
- Business Objectives
- Regulatory Agencies

## **The Total Health and Safety™ Program**

- The Facility's Safety Philosophy
- Health and Safety Values Integrated into Day-to-Day Activities
- Safety and Health Hazards: toxic chemicals; slips, trips, and falls; violence; ergonomics; infections; servicing machines and equipment; hazardous and medical waste; fire and life safety

## **Phase I – Needs Assessment**

- Preliminary Data Gathering
- On-site Visit(s)
- Summary Report and Recommendations

## **Phase II – Program Development**

- Prioritizing Recommendations
- Resource Allocation
- Policy Development
- Linking Attitudes

## **Phase III – Implementation and Evaluation**

- Program Implementation
- Marketing the Program: Branding, Multiple Media Placement Inside and Outside, and Promotions
- Recognitions and Rewards
- Evaluation and Program Enhancement
- Benchmarking

# Introduction

Today's senior management is charged with ever-escalating responsibilities. You must guarantee the survival of the facility through sound financial management, meet the competitive challenges of the industry through services, and provide a safe and secure environment for your employees and patients and others.

Government regulatory agencies (federal, state and local) continue to establish legislation designed to regulate organizations regarding employee training, hazardous chemicals, and other aspects of business activities.

Compliance is more than a legal obligation, it also makes good business sense. The degree to which executive management is committed to safety and health strongly influences the employees' commitment. You are aware of the effect management actions have on employees' support of the program. If unsafe conditions or work practices are tolerated, employees may actually believe that such conditions or practices are encouraged. If unsafe work practices and conditions are not tolerated, employees will come to believe management is concerned about their well being and values them.

The Total Health and Safety™ program will provide your facility

with an understanding of the reason for federal regulations and help you develop plans and procedures to build a comprehensive safety and health management program. While each element of the total program is a

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## A safe and secure environment favorably impacts the image and positioning of the facility. . . .

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distinct unit (for example, hazardous chemicals, fire safety, bloodborne pathogens), together they form a continuous system that impacts favorably on the operation of the facility and the health and well being of employees and patients alike.

A successful program focuses on three core essentials:

- *Human Values.* Employees should be able to come to their jobs, work in a safe environment, and return home safely.  
Patients have a right to expect a safe experience during their hospital stay.
- *Business Objectives.* Patient and staff safety are integral parts of running a business and should be equal to other

business objectives, such as improving quality, reducing costs, and improving service delivery.

- *Regulatory Agencies.* Joint Commission, OSHA, and other agencies require that facilities comply with all applicable employee health and safety regulations.

Human values are clearly the most important basis for the health and safety program. Because healthcare leaders care about people, the development and promotion of a vision of safety excellence should be forthright. It benefits patients, employees, employees' families, and the facility, and it creates employee and patient confidence in management and the organization.

With confidence in place, the facility can then achieve other objectives, such as reduced costs, enhanced patient and employee relations, and morale.

Public health officials have come to realize that regulations alone are not the solution for ensuring patient safety and employee protection. Employee and patient safety and health can be vastly improved if they are trained to improve their personal health and well being. An employee's and patient's motivation to take control of their lifestyle is a key element of the program's success. This is the core concept of Total Health and Safety™.

## **A New Dimension**

Total Health and Safety™ adds a new dimension in safety and health motivation by serving as the cornerstone of the facility's employee and patient safety and health programs.

Total Health and Safety™ is a broad-based initiative that uses the very best elements of functional and motivational programs from around the world to bridge the gap between employee and patient safety and health as well as that of their families.

The Total Health and Safety™ Program is anchored in a symbol called *Valuing You*.

## **A New Program**

The Total Health and Safety™ program with its Valuing You logo demonstrates a new vision of the interrelatedness of employee, patient, and family health and safety. This initiative

- Integrates workplace safety and health principles with those of stress management, proper body mechanics, and the ever present concepts of basic hygiene and nutrition. This holistic approach incorporates preventative measures into life rather than simply treating an injury or illness after it happens.
- Addresses caring values that affect safety and health such as respect, courteous treatment, and attitudes.
- Encourages and catalyzes broad-based team building. By vesting all employees in Total Health and Safety™, you will enhance the relationships among employees, patients, the general public, and the facility's management team.

This new vision of health and safety program management will carry over to other areas of the facility's operations.

## **Outcome**

Total Health and Safety™ enhances understanding and advances the practice of employee safety and health and patient care. Total Health and Safety™ creates a positive atmosphere resulting in employees who take greater pride in their work and translate that pride to quality patient care.

# The Total Health and Safety™ Program

Safety is a journey, not a destination, and must be established as part of the facility's values and culture. To establish a successful program, the following three core elements are essential:

## 1. Human Values

An organization's philosophy impacts both its business practices and human values.

Patients who have a positive or negative experience will tell other people about it.

The Total Health and Safety™ program reflects an organization's philosophy, business practices, and human values.

What this means to a healthcare facility is if the vision of health and safety is established and integrated into its day-to-day activities, it will recognize the benefits of enhanced well being of patients, employees, and their families, increased competitiveness, bottom-line performance, improved service delivery, and reduced costs.

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## 2. Business Objectives

Compliance is more than a legal obligation, it also makes good business sense. Failure to comply can result in employee and patient incidents and illnesses, substantial fines, liability claims, workers' compensation claims, and a variety of legal problems.

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Today's healthcare facilities are charged with ever-escalating responsibilities.

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A strong safety and health program with a committed management team is a profit center and not a cost center.

The program should be:

- Actively supported by executive management
- Led effectively by the safety director
- Designed to encourage employees, patients, and families of both to follow good safety and health practices
- Formalized through policies and procedures

- Publicized in the facility
- Built in to the patient safety program
- Monitored and evaluated using measurable indicators
- Enforced by taking actions to solve problems
- Reviewed to evaluate the effectiveness of actions taken
- Adjusted, as necessary

## 3. Regulatory Agencies

Federal agencies such as OSHA, the NRC, the FDA, and the EPA have promulgated regulations that govern employee, patient, and the general public's safety and health. Some states and local governments also impose requirements to enhance the health and safety of employees, patients, and the general public. Other nongovernmental agencies offer guidelines to help protect the health and safety of employees, patients, and the public at large.

The Joint Commission works to continuously improve the safety and quality of care provided to patients and the public at large through the provision of healthcare accreditation and services.

## Health and Safety Hazards

Unique employee health and safety challenges face each health care facility, including ever-increasing compliance requirements from OSHA, EPA, JCAHO, and other agencies. Health care workers may be exposed to a variety of occupational hazards, including repeated physical or emotional trauma, toxic chemicals, awkward lifting situations, radiation, and infectious agents. Alternative work arrangements, such as job sharing, parttime scheduling, working longer shifts, and temporary work are responses to rapid technological and economic changes. These changes present new challenges to the safety and health of employees who work in health care facilities. Seemingly unsuspecting circumstances, like fatigue or constantly rushed work environments, can also play a role in workplace injuries and illnesses.

There are sometimes language barriers due to Hispanic and other foreign workers, which creates stressful situations with training. Preventing or avoiding workplace hazards is as much the responsibility of the employee as it is the employer's. Some of the primary safety and health hazards and concerns affecting health care workers include the following:

- **Toxic Chemicals.** Employees may be exposed to dangerous chemicals. Chemical agents used in health care facilities that cause severe health effects include ethylene oxide (EtO), waste anesthetic gases such as nitrous oxide, halothane, enflourane, antineoplastic (cancer) drugs, solvents such as toluene or xylene, and cleaning solutions used during housekeeping. Employees must be protected from hazardous chemical exposures. Some of the ways employees can protect themselves from hazardous chemicals are through observing chemical exposure limits, using ventilation systems that work properly, and using needed personal protective equipment. *OSHA's 29 CFR 1910.1200 Hazard Communication.*
- **Slips, Trips, and Falls.** Slips, trips, and falls are among the most common workplace injuries in general industry, as well as health care facilities. Many employees slip, trip, or fall on the same level where they are walking. Some of the most frequently overlooked hazards involve poor housekeeping. Preventing slips, trips, and falls requires a team effort to identify potential hazards and take corrective action before an injury occurs. Although slips and trips often result in falls, it is not necessary to fall in order to sustain an injury. *OSHA's Subpart D, Walking-Working Surfaces, 29 CFR 1910.21-30.*
- **Violence.** Workers face special circumstances that often contribute to workplace violence. Conflicts and situations may not be detected before they rise to the level of threats and violence. The facility should develop plans and train supervisors and managers to create an environment free from violent acts, and they should be trained to detect and address situations in the event preventive measures fail and violence erupts. *OSHA has developed workplace guidelines and recommendations aimed at reducing workplace violence and enforces these guidelines through the Occupational Safety and Health Act (OSH Act) General Duty Clause.*

- **Ergonomics.** Work-related injuries and illnesses that are sometimes hard to detect include injuries resulting from working in awkward positions with irregular motions. Ergonomics covers all aspects of a job, from the physical stresses it places on joints, muscles, nerves, tendons, bones, and the like to environmental factors that can affect hearing, vision, and general comfort and health. Various types of physical and environmental stress can include repetitive twisting movements, usually in combination with poor body position; manual lifting of patients; excessive standing, with no chance to lean, sit, or comfortably reposition the body; working in an awkward position, such as holding a telephone to an ear with a shoulder; and improper lighting, which can cause eyestrain and headaches, especially in conjunction with a computer monitor. *OSHA has developed workplace guidelines aimed at reducing ergonomics injuries and enforces these guidelines through the Occupational Safety and Health Act (OSH Act) General Duty Clause. OSHA has also developed "Guidelines for Nursing Homes: Ergonomics for the Prevention of Musculoskeletal Disorders.*
- **Infections.** Almost any transmissible infection may occur in the community at large or within a health care facility and can affect both employees and patients. Some infectious diseases are known to be transmitted in health care settings and include bloodborne pathogens, acute gastrointestinal infections, hepatitis A, herpes simplex, measles, mumps, rabies, rubella, viral respiratory infections, multidrug resistant organisms such as *staph* and *strep* bacteria, and tuberculosis. Health care employees routinely come into contact with people who have these various diseases, which can lead to infection. *OSHA's Bloodborne Pathogens (BBP) Standard 29 CFR 1910.1030, CDC's Guideline for Infection Control in Health Care Personnel.*
- **Servicing Machines and Equipment.** While energy runs machines and equipment in the health care facility, it can be dangerous if not carefully controlled during the servicing or maintenance. The failure to control potentially hazardous energy during routine service and maintenance procedures could present serious risks to employees and the facility, including human pain and suffering, dangerous exposure to other employees, and financial exposure from fines or accidents. *OSHA has issued a regulation called "The Control of Hazardous Energy (Lockout/Tagout) Standard Number 29 CFR 1910.147, Subpart J.*
- **Hazardous and Medical Waste.** Dangerous health care materials are defined as substances that have the potential to harm a person or the environment. The three types of hazardous material wastes found in healthcare facilities include hazardous chemical wastes, medical (infectious) wastes, and radioactive wastes. EPA imposes standards to protect the environment and public health from hazardous materials and other pollutants through the Resource Conservation and Recovery Act of 1976 (RCRA). The Council for State Governments issues medical waste guidelines.
- **Fire and Life Safety.** Fire is an everpresent danger within every health care facility. Fire hazards include flammables and combustibles, hallways cluttered with equipment, exits that are not marked or are blocked, and fire extinguishers that do not work. *NFPA 101: Life Safety Code; NFPA 99: Standard for Health Care Facilities; OSHA regulation Standard Number 1910.155-165 Fire Protection; OSHA regulation Standard Number 1910.35-40, Means of Egress.*

# **Needs Assessment**

## *Phase I*

### **Step One – Preliminary Data Gathering**

We will be asking for the following information prior to the on-site visit:

- Safety training programs.
- Minutes of safety committee meetings for previous two years.
- OSHA injury and illness 300 logs for previous two years.
- Safety budget requests and approvals for last two years.
- Last JCAHO Environment of Care Accreditation Report.
- Any communication from OSHA on a planned visit, complaint, or referral and the results of the activity.
- Loss run summaries for employees and patients for two years.
- Workers' compensation experience modification rate for last three years.
- Workers' Compensation Rating Tier: Premium, Superior, or Standard.
- Workers' compensation return-to-work program.
- Medical surveillance program.
- Documents from ongoing hazard surveillance program for previous year.
- Appropriate regulatory reports, including loss control inspections from insurance company.
- Copy of new employee orientation program.
- Safety Management Reports for last two years.
- Last two annual reports.

### **Step Two – Scheduling of Visit**

After reviewing the above information, Chaff & Co. will schedule an on-site visit and begin scheduling meetings with key people.

### **Step Three – On-site Visit**

The on-site visit will be more than a checklist approach and will provide a comprehensive analysis of the facility's health and safety program. To complete this analysis, we will:

- Talk with management, supervisors, and employees to obtain their perspective of the program and to evaluate attitudes concerning health and safety.
- Analyze the health and safety program organization and implementation.
- Review and understand the inhouse costs of JCAHO and OSHA compliance.
- Evaluate safety procedures, employee training, and application of regulatory requirements that relate to the safety program.
- Review the injury and illness incident reporting program.
- Understand and evaluate the process for collecting data and taking actions to solve problems.
- Conduct a walk through of the facility to identify visible areas of risk.
- Review how the current health and safety program relates to employees, patients, and the general public.

### **Step Four – Written Report**

Chaff & Co. will provide a written report based on an analysis of its findings with recommendations for a path forward. The report will include the following elements:

- Identification of the problems associated with the program as well as the areas that are successful.
- Recommendations for remediation of identified problems.
- Order-of-magnitude cost to implement recommendations.
- Estimate of time required to implement recommendations.
- Resources and skills required to implement recommendations.
- Outcomes that can be expected based on the extent and nature of identified problems and the successful implementation of the recommendations to solve them.

Chaff & Co. will provide a prioritized list of recommendations and suggestions for both external and internal resources for implementation. Once an element has been chosen for implementation, Chaff & Co. and the facility leadership will agree on actions to be implemented in Phase II.

# Phase II

## **Program Development**

Total Health and Safety™ is based on the concept that exceptional workplace health and safety programs and outcomes rely on the partnership of management and employees who share equal responsibility for the program's success. In Phase II, the components of the program for your facility will be derived from the Needs Assessment, which was conducted in Phase I.

### **Linking Management and Employee Attitudes with the Successful New Safety and Health Program**

Total Health and Safety™ integrates traditional workplace safety and health principles with those of attitudes, stress management, proper body mechanics, and the ever-present concepts of basic hygiene and nutrition.

Quality of life issues, such as respect, courteous treatment, and attitudes, affect safety and health and patient care. A positive atmosphere results in employees who take greater pride in their work and that pride is reflected in their patient care. Patients who have had a positive experience will tell other people about it.

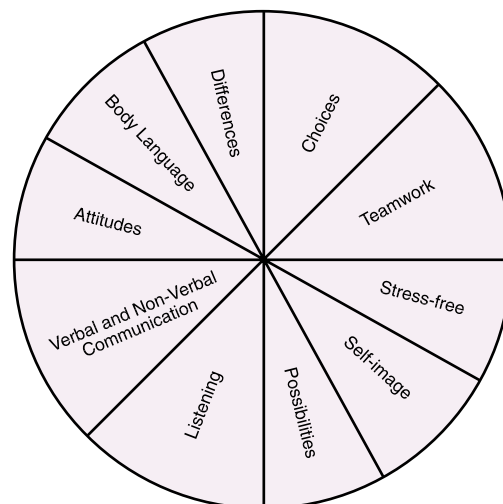
The Total Health and Safety™ Program helps instill this positive attitude through hands-on activities that teach the skills needed to ensure that patients receive safe, compassionate, and quality care. These positive experiences enjoyed by the patients and employees will be communicated by the patients and employees to their friends and families when they return home.

The Total Health and Safety™ Program is built on the caring values that employees, patients, and the general public deserve:

- To know they are valued
- The right answer
- To be treated as if their requests were reasonable
- To be treated fairly and equitably
- To be treated as individuals
- To be treated in a friendly, courteous manner
- To be kept informed
- Things explained to them so they understand
- To be recognized, to feel important, and to be acknowledged
- To have their complaints listened to and adjustments made
- To be thanked

**Things to Remember:**

Discover Possibilities  
Know Your Own Choices  
Behavior Breeds Behavior  
Empathy and Understanding  
Strength and Support as a Team  
Why We Think The Way We Do  
Don't Ignore Me  
Align if you Can't Agree  
Service is a Feeling  
Service Means Different Things to Different People  
You Look Different  
Expect the Unexpected  
Everyone Thinks Differently



# **Implementation and Evaluation**

## **Implementation**

Communicating with your employees, patients, and their families is a major part of Phase III of the Total Health and Safety™ Program. It will be important to first involve all of your employees in The Safety and Health Function and teach them how to use the information properly and productively. Employees will start contributing once they understand the reasons for the program, as they learn to discuss problems and share information, and as they become confident that management is committed to the program.

Programs based on concern for employees, patients, and the families of both generate confidence in management and the organization. Motivation of employees to improve their performance in safety and health is a key element of Total Health and Safety™.

Once employees learn how they can contribute and how their efforts fit into the facility's operational system, they will understand the advantages of participation and become advocates for the program.

### **The Awareness Function**

Once the Safety and Health Function is in place and working, the Awareness Function will serve as the cornerstone of the facility's program. The concept is to build a broad-based program using the very best elements of motivational programs from around the world.

When safety and health become a routine part of the facility's vision, patient incidents and illnesses decrease and productivity and accuracy increase.

On-going awareness programs stimulate commitment and pride among employees. The programs to reach the objectives are

- Promotional
- Recognition
- Rewards
- Employees' Families

## **Promotional**

Promotional programs will increase awareness and expand interest and involvement in safety. They are the commercials of safety and health. Promotional programs are structured to effect changes in safety and health practices.

## **Recognition**

Recognition programs are designed to immediately recognize employees for specific behaviors.

## **Rewards**

Reward programs promote a “healthy” competition among employees. These programs are designed to recognize the efforts of all employees who have met the safety goals of the facility.

## **Employees’ Families**

Family safety and health involvement is a key to reducing employee off-the-job injuries and illnesses. As employers and employees begin to experience the benefits of safe and healthful work practices, they will extend those practices into their personal life to the benefit of themselves and their families.

## **Evaluation**

Phase III guarantees that Total Health and Safety™ becomes an integral part of your facility's daily operation. Ongoing evaluation will ensure the program's success and timeliness. Evaluation will include employee reaction to the program, and solutions will be suggested for problems encountered during program implementation.

## **Benchmarking**

The proper implementation of the Total Health and Safety™ Program will lead to safer, healthier, and happier employees, patients, and the families of both compared to those facilities that approach safety and health in the traditional manner by not recognizing how the well being of the employees, the patients, and the public are inextricably bound.

# *Total Health and Safety™*



Awareness Function

Promotional

Recognition

Awards

Employees' and Families

# XYZ Medical Center

The vision of XYZ Medical Center is xxxxx xxxx xxxxx.

## Safety and Health

Safety and health are integral parts of the vision.

## Motivation

Motivation of employees to improve their performance in safety and health are key elements of the program.

Loss of employees through illness and injury causes loss of productivity and effectiveness. Our facility recognizes significant opportunities for improvement in safety awareness.

Patients have a right to expect a safe experience during their hospital stay, and patients who have a positive experience will tell other people about it.

A strong safety and health program with a committed management team is a profit center and not a cost center. This program is based on the concept that exceptional workplace health and safety programs and outcomes rely on the partnership of management and employees who share equal responsibility for the program's success.

## New Dimension

It is time to create a new dimension in employee and patient safety motivation.

We are launching a new awareness program that will serve as the cornerstone of our facility's safety.

The concept is to build a broad-based program using the very best elements of motivational programs from around the world.

The program is built on the concept of linking management and employee attitudes and addresses caring values that employees, patients, and the general public deserve including respect, courteous treatment, and attitudes.

## Symbol

We will anchor this program in a symbol called:

**VALUING YOU™**

## OBJECTIVES

The objectives of Valuing You™ are to improve safety outcomes through a major change in the level of safety and health awareness and safety practices among employees, patients, and the public and will include a broader dimension—their families.

### Contribution

The contribution of the program to our vision will be more than

- ◆ Reduction in liability exposure
- ◆ Reduction in workers' compensation costs

The program will

- ◆ Encourage and catalyze broad-based team efforts
- ◆ Boost morale
- ◆ Increase cooperation among employees, patients, and the general public

These achievements will carry over to and impact on other programs. This Awareness Program is built on caring values that affect safety and health such as respect, courteousness, and attitudes, which employees, patients, and the general public deserve:

- ◆ To know they are valued
- ◆ The right answer
- ◆ To be treated as if their requests were reasonable
- ◆ To be treated fairly and equitably
- ◆ To be treated as individuals
- ◆ To be treated in a friendly, courteous manner
- ◆ To be kept informed
- ◆ Things explained to them so they understand
- ◆ To be recognized, to feel important, and to be acknowledged
- ◆ To have their complaints listened to and adjustments made
- ◆ To be thanked

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## Outcome

The outcome of the program will

- ◆ Increase understanding and advance the practice of employee safety and health, and patient care
- ◆ Motivate employees to improve safety and health performance
- ◆ Enhance relationships among employees, patients, and the general public
- ◆ Increase patient satisfaction
- ◆ Impact employees at home and at work
- ◆ Measure the program effectiveness

**The Programs to Reach the Objectives are**  
**Promotional Programs**  
**Recognition Programs**  
**Reward Programs**  
**Family Safety and Health Programs**

**Promotional**

Promotional programs will increase awareness and expand interest and involvement in safety. They are the commercials of safety and health! Promotional programs will be structured to effect changes in safety and health practices.

The promotions are aimed at inspiring employees to get involved in educational sessions on safety and health.

Examples of promotional programs are

- ◆ Computer monitors with screen saver safety messages or video interviews with employees
- ◆ New employee orientation awareness presentation that reflects the facility's safety commitment to employees, patients, and their families
- ◆ Program symbol and theme license plates
- ◆ Promotional products such as golf shirts, caps and T-shirts
- ◆ Annual safety planning meetings with kick-offs
- ◆ Safety suggestion programs
- ◆ Community-wide program to gain publicity and generate good public relations. Includes articles and PSAs
- ◆ Poster campaigns
- ◆ Awareness agenda items for safety committee meetings
- ◆ Programs to promote health and fitness

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## Recognition

Recognition Programs are individualized safety programs to immediately recognize employees for specific behaviors.

Examples of recognition programs are

- ◆ Safety pins
- ◆ Memberships in national societies such as the
  - ◆ Wise Owl Club, which is sponsored by the National Society for the Prevention of Blindness
  - ◆ Kangaroo Club International, which assists in motivating people to use restraining devices (such as using a seat belt at the time of an automobile accident)
  - ◆ Safety Shoe Club, which could be set up as an internal club for an employee whose foot (feet) has been spared serious injury as a result of wearing safety shoes
- ◆ Certificates
- ◆ Team trophies
- ◆ Department specific recognition
- ◆ Newsletter publicity

## Reward

Reward programs will promote a healthy competition among employees. These programs are company plans designed to recognize the efforts of all employees who have met the safety goals of the company. One incentive built into the programs requires that a group, rather than an individual, have a quality performance.

Examples of reward programs are

- ◆ Safety committee members competing towards a facility goal
- ◆ Vice Presidents challenging their departments with other vice presidents' departments
- ◆ Winners of individual departments compete with other departments for an annual award

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## Family Safety and Health

Family safety and health involvement is a key to reducing employee off-the-job injuries and illnesses. As employers and employees begin to experience the benefits of safe and healthy work practices, they will extend those practices into their personal life to the benefit of themselves and their families.

Examples of family safety and health programs include

- ◆ Vacation safety
- ◆ Home fire safety
- ◆ Educating children who stay home alone
- ◆ Promoting seatbelts
- ◆ Electrical safety
- ◆ Stories and pictures of family safety news in newsletters
- ◆ Utilizing local recreation departments to promote swimming classes or courses in boating safety
- ◆ Sending family safety and health magazines to employees and their families
- ◆ Ergonomics (ie, eye rest breaks from computer monitors)
- ◆ Nutrition, exercise, and fitness promotions
- ◆ Chemical hazards safety
- ◆ Establishing safeguards for elderly relatives
- ◆ Promoting caring values among family members such as handling difficult situations, increasing communication, awareness of how our own behavior affects the way others see us, and respect
- ◆ Integrating traditional workplace safety and health principles with those of attitudes, stress management, proper body mechanics, and the ever-present concepts of basic hygiene and nutrition

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## Patients

When safety and health become a routine part of the facility's vision, patient incidents and illnesses decrease and productivity and accuracy increase.

Service is a feeling and means different things to different people because everyone thinks differently.

Quality of life issues, such as respect, courteous treatment, and attitudes, affect safety and health and patient care.

- ◆ A positive atmosphere results in employees who take greater pride in their work and that pride is reflected in their patient care.
- ◆ Patients who have had a positive experience will tell other people about it.

This program helps instill this positive attitude to ensure patients receive safe, compassionate, and quality care. These positive experiences enjoyed by the patients and employees will be communicated by the patients and employees to their friends and families when they return home.

As with employee safety and health, patient safety is built on the concept of *Valuing You*—caring values that patients also deserve:

- ◆ To know they are valued
- ◆ The right answer
- ◆ To be treated as if their requests were reasonable
- ◆ To be treated fairly and equitably
- ◆ To be treated as individuals
- ◆ To be treated in a friendly, courteous manner
- ◆ To be kept informed
- ◆ Things explained to them so they understand
- ◆ To be recognized, to feel important, and to be acknowledged
- ◆ To have their complaints listened to and adjustments made
- ◆ To be thanked

## AWARENESS PROGRAM PROCESS

The program is established in three phases. The items developed will fit the budget.

### Month 1 & 2

The initial phase of the program includes the following:

- ◆ One day visit to get to know you and learn about the facility and other awareness initiatives in place. These discussions will help establish performance goals and measurements. A determination will be made as to whether or not benchmarking processes can be established during this phase.

Meet with safety committee members to learn about the current employee safety program, how it interacts with the patient safety program, families, and community initiatives. We also want to learn about committee member needs—goals and visions for the safety program.

Meet with as many security officers as available to discuss their roles in safety and their needs.

Review safety committee minutes for last six months to learn about how problems are addressed and solved and to understand activities of the committee.

Review OSHA logs to become familiar with problem areas and talk with the employee health department staff about the workers' compensation program.

Meet with the Risk Manager to discuss patient safety program initiatives.

- ◆ Establish baseline and set performance goals
- ◆ Develop criteria to measure performance goals
- ◆ Branding (ie, symbol, theme, jingle, song)
- ◆ Select Promotional, Recognition, Reward Programs
- ◆ Awareness Program rollout

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## Months 3 - 11

Phase II of the program includes the following

- ◆ Promotional Program development and launch
- ◆ Recognition Program development and launch
- ◆ Reward Program development and launch
- ◆ Family Safety and Health Program development and launch
- ◆ Awareness Program Integration into the facility's Patient Safety Program
- ◆ Build alliances with other facility awareness initiatives
- ◆ At least three performance and perception checks
- ◆ Performance and perception reports published and communicated regularly to employees in numerous ways

## Month 12

Phase III of the program includes the following

- ◆ An evaluation of program performance against the criteria developed during Phase I
- ◆ Once evaluation has taken place, the program will be benchmarked for continuous improvement, if established during Phase I
- ◆ Based upon evaluation of the program, future elements will be developed. Elements may be modified or eliminated, as appropriate, and new elements will be chosen
- ◆ An annual report
- ◆ Set new goals
- ◆ Budget for new year for continuous improvement