Setting up Health and Safety Policy and Procedures in your Business

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Outline

• Why bother with Health & Safety?
• What is important in the General Practice setting?
• What makes a good Occupational Health & Safety System?
Why Bother with H&S?
Drivers of an Occupational Health & Safety System

Regulatory compliance
Revenue (↓costs, ↑productivity)
Reputation
Recruitment
Retention
Regulatory Compliance

What laws, regulations, or guidelines must a GP Practice comply with?
Regulatory Compliance

- Health & Safety in Employment (all practicable steps)
- Employment Relations, Holidays
- Human Rights
- Privacy
- Hazardous Substances, New Organisms
- Building Act
- Accident Compensation
- Dangerous Goods
- Environmental Protection
- Resource Management
- Land Transport
- Civil Aviation
- Te Tiriti O Waitangi
- Department of Labour Workplace Exposure Standards

- Industry Specific: Good Medical Practice, Health Practitioners Competence Assurance, Health Information Privacy Code, Health & Disability Commissioners Code of Rights
Who is the OHS System for?
- Employees
- Employer
- General Public
- Resources & Revenue of the Business
- Reputation of the Business
Which outcomes do we want to improve?
Outcomes

• **Employees:**
  – Recruitment, Retention
  – Safety, Health outcomes
  – Attendance, Return to work

• **General Public**
  – Improved experience, Health Outcomes & Safety

• **Employer**
  – Revenue, Reputation, Regulatory Compliance
Hazards vs Risk

• What is a hazard?
• What is a risk?
Hazard vs Risk

Hazard
Any source of potential harm to individuals as health effects or to organizations as property/equipment losses, or damage to reputation

Risk
The probability of harm if exposed to a hazard

Risk = Likelihood x Consequence
Hazard vs Risk
What are the important hazards in a GP practice?
What are the important hazards in a GP practice?

1. Physical
2. Chemical
3. Biological
4. Ergonomic & Design
5. Psychosocial
Biological / infectious hazards - Bacteria, viruses, fungi, parasites, that may be transmitted via contact with infected patients or contaminated body secretions/fluids (e.g, HIV, HBV, HCV, TB).

Chemical hazards - Chemicals potentially toxic or irritating to the body system, including medications, solutions, and gases (e.g, ethylene oxide, waste anaesthetic gases, glutaraldehyde).

Environmental / mechanical hazards – Factors that cause or potentiate accidents, injuries, strain, or discomfort (e.g, poor equipment or lifting devices, slippery floors).

Physical hazards - Agents such as radiation, electricity, extreme temperatures, and noise that can cause tissue trauma.

Psychosocial / psychological hazards - Factors and situations encountered or associated with one’s job or work environment that create or potentiate stress, emotional strain, and/ or interpersonal problems (e.g, stress, shiftwork).
What is Risk Assessment & Risk Management?
Risk Assessment & Risk Management

Identify objectives, regulatory framework, stakeholders, context, hazards

*Bill Glass Triangle*

Assess current performance, resources, culture, risks

Manage risks, communicate, implement controls, change management

Audit, monitor & review
Bill Glass Triangle

- Workplace
- Work
- Worker
Change Management

E.g. ADKAR
Risk Assessment

Don’t stress about minutiae and forget the big ticket items

Risk Characterisation = Likelihood x Consequence
## Workplace Injury and/or Occupational Illness

<table>
<thead>
<tr>
<th>CONSEQUENCE (Realistic Potential)</th>
<th>LIKELIHOOD</th>
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<tbody>
<tr>
<td></td>
<td>Almost Certain</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>Is expected to occur in most circumstances.</td>
</tr>
<tr>
<td>Major</td>
<td>Very High (25)</td>
</tr>
<tr>
<td>Significant Hazard</td>
<td>Very High (23)</td>
</tr>
<tr>
<td>Moderate</td>
<td>High (17)</td>
</tr>
<tr>
<td>Potential Significant Hazard</td>
<td>High (15)</td>
</tr>
<tr>
<td>Minor</td>
<td>Medium (10)</td>
</tr>
<tr>
<td>Insignificant</td>
<td>Medium (10)</td>
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</table>
What’s the point of Risk Assessment?

Statutes, standards, codes of practice, guidelines…

Will inform your…

Policy, standards, procedures
What makes a good OSH System?
Goals of an Occupational Health & Safety System

Integrated, systematic, strategic
Incorporated into Quality Management System
Health of employees and patients
Measurable outcomes
  – Eliminate/reduce injury and illness
  – Maximise safety and employee wellness
Continuous improvement
Commitment, agreement
Accountability
Considerations for an OHS system

Stakeholders
- Engagement and consultation
- Identify priorities

Resources
- Prioritise money, people, facilities

Climate
- Socioeconomic, political, corporate culture

Legal
- Compliance

Needs
- Employees, contractors, patients, general public
Policy Development

Documented, Implemented, Maintained, Communicated

Clear written agreed policy & procedures
  1. Purpose statement, objectives, targets (what, why, who, how)
  2. Stakeholders (mx, union, workforce)

Roles and responsibilities, accountability and timeframes

Risk Assessment, Management, Communication
  - Gap analysis

Education & Training (consider change management)

Audit (KPIs, QA)
  - Documentation, hazard register, incident investigation, monitoring & surveillance
Occupational H&S: Proactive & Reactive Services

- Training & Education
- Pre-employment
- Hazard identification
- Risk assessment, management
- PPE
- Health surveillance, monitoring
- Drug & Alcohol
- Wellbeing, Health promotion, EAP
- Infections: blood bourne, influenza
- Culture
- Audit/Quality Assurance
- Injury management (reporting, first aid, investigation, rehabilitation)
- Return to work
- Drug & Alcohol (positive results, rehab)
- Violence, bullying
- Stress, fatigue management
- Emergency preparedness (disaster, pandemic)
- Critical incident
- Absenteeism, sick leave
Where can you get help?
Resources

Colleagues, Professional Bodies, OSH, ACC etc

www.osh.govt.nz


ACC

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