



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

$$\text{Risk} = \text{Likelihood} \times \text{Consequence}$$



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 **IAMA**

Identify objectives, regulatory framework, stakeholders, context, hazards

Bill Glass Triangle

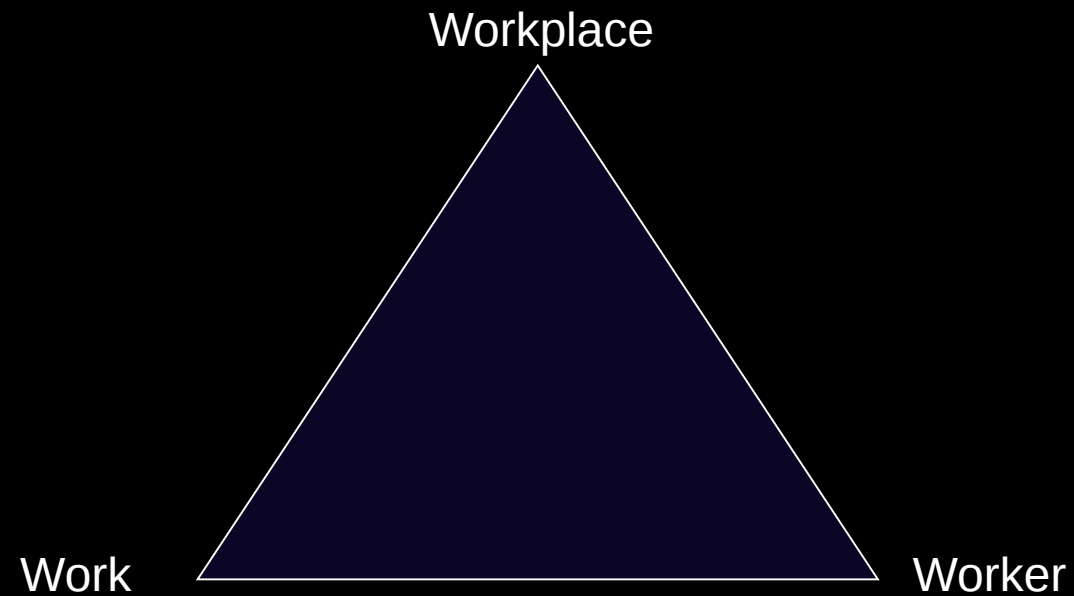
Assess current performance, resources, culture, risks

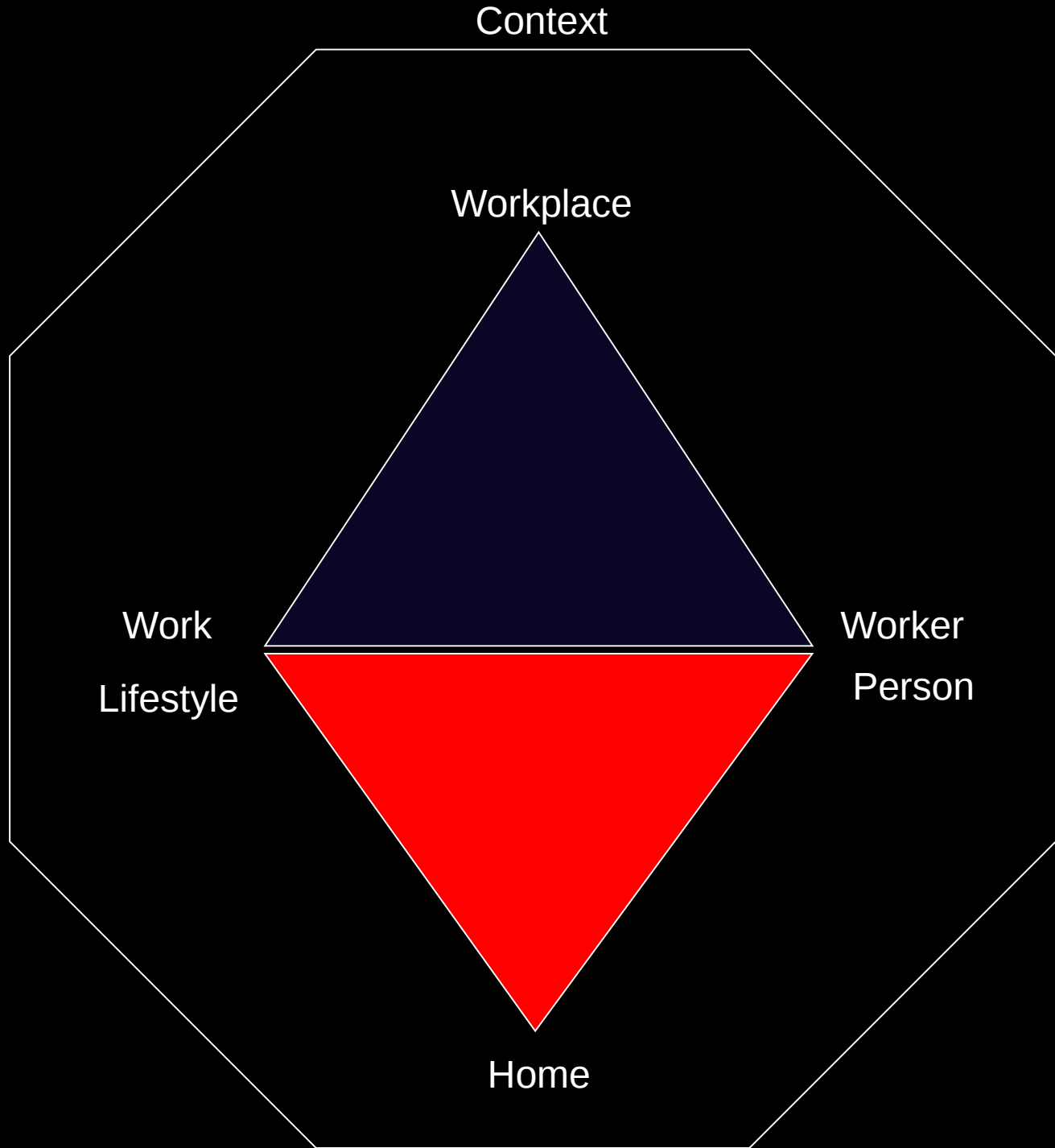
Manage risks, communicate, implement controls, change management

Audit, monitor & review



Bill Glass Triangle

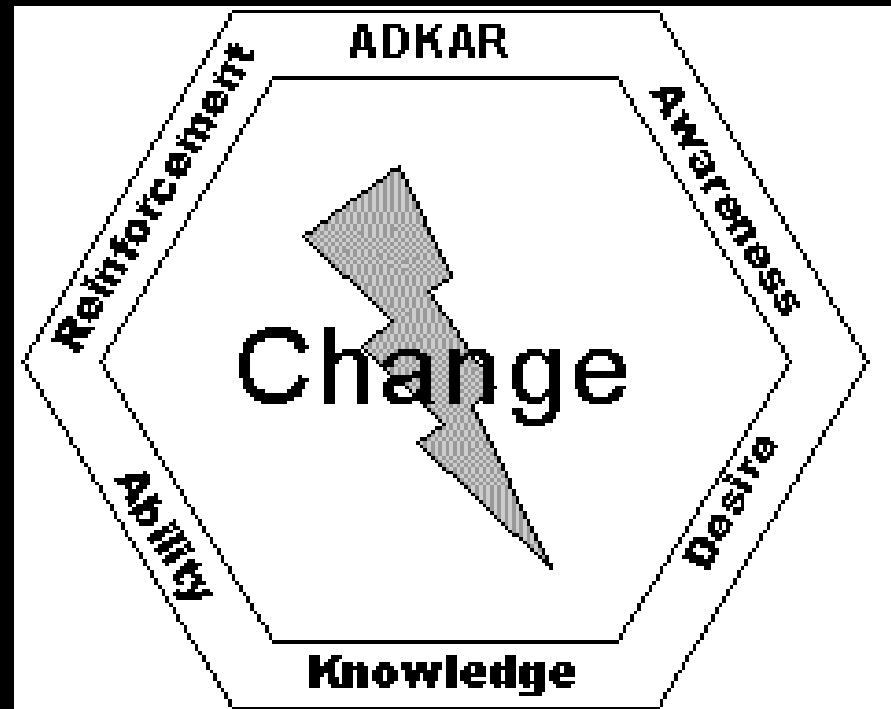






Change Management

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			LIKELIHOOD				
			Almost Certain	Likely	Possible	Unlikely	Rare
			Is expected to occur in most circumstances.	Will probably occur in most circumstances.	Might occur in most circumstances.	Could occur in some circumstances.	May occur only in exceptional circumstances.
CONSEQUENCE (Realistic Potential)	Catastrophic Death or serious injury / illness to one or more people causing permanent disability, including irreversible health damage.	Significant Hazard	Very High (25)	Very High (24)	Very High (22)	Very High (20)	Very High (19)
	Major Injury / Illness causing permanent partial or temporary severe disability including serious health damage and/or needing hospitalisation.		Very High (23)	Very High (21)	Very High (18)	High (14)	High (12)
	Moderate Injury / Illness causing temporary disability including reversible health effects. May need medical treatment and/or alternate work duties or may result in one or more work days lost.		High (17)	High (16)	High (13)	Medium (9)	Medium (6)
	Minor Superficial injury / illness that may need First Aid and/or medical assessment.	Potential Significant Hazard	High (15)	High (11)	Medium (8)	Low (5)	Low (3)
	Insignificant Slight Pain and/or Discomfort.		Medium (10)	Medium (7)	Low (4)	Low (2)	Low (1)



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 borne, 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

Eg Guidelines for the Provision of Facilities and General Safety in the Healthcare Industry (1997)

<http://www.osh.govt.nz/order/catalogue/284.shtml>

ACC

http://www.acc.co.nz/PRD_EXT_CSMP/groups/external_ip/documents/reference_tools/wcm000924.pdf



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