



Embedding a High Performing Health & Safety Culture in Murrumbidgee Local Health District

Presented by:
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28 October 2016



Health
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Local Health District

Why?

Why?



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Why?



Keeping our Staff Safe and Healthy

Results in:

Better Patient Outcomes



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Why?

Chief Executive Goals 2016-2017

Wellness is our Goal • Excellence is our Passion • Our People are Our Future

Our People Our Culture



- Increase the level of employee engagement to 75% as measured by the 2016 *Your Say People Matter Employee Survey*
- Reduce workplace injuries to achieve no harm to anyone, anytime at MLHD as measured by Lost Time Injury Frequency Rates.
- Increase the Aboriginal workforce as a proportion of the total workforce to over 3%.

Our Services



- Achieve 70% of patients rating their overall care as very good in Bureau of Health Information patient experience surveys; and the Mental Health Consumer Experience Measure (YES).
- Improve service levels in hospitals by achieving:
 - a) Transfer of Care for patients transferred from Ambulance to Hospital in equal to or less than 30 minutes, for greater than or equal to 90% of patients.
 - b) Emergency Treatment Performance for patients with total time in ED in equal to or less than 4 hours, for greater than or equal to 81% of patients.
 - c) No (0) patients staying in the ED for longer than 24 hours.

Our Patient Safety



- Deliver consistent, safe and reliable clinical services through clinician leadership:
 - a) Reduce falls equal to or less than 3.5 per 1,000 bed days in patients aged 65 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people).
 - b) Reduce hospital acquired pressure injuries equal to or less than 0.3 per 1,000 bed days.
 - c) Increase rapid response calls to greater than 17.5 per 1,000 acute separations.
- Improve safety and quality in the following outcome measures by reducing:
 - a) *Staphylococcus Aureus* Bloodstream Infections (SA-BSI) equal to or less than 2 per 10,000 occupied bed days.
 - b) Average duration of mental health seclusion to less than 4 hours.
 - c) Mental health acute seclusion rate to less than 6.8 per 1,000 bed days.

- Achieve Elective Surgery Access Performance targets with patients admitted within the clinically appropriate times:
 - a) Equal to 100% (Category 1).
 - b) Greater than or equal to 97% (Category 2).
 - c) Greater than or equal to 97% (Category 3). and
 - d) No (0) Overdue Elective Surgery Patients

Our Focus on Wellness



- Increase referrals to the *Quit for New Life Program* across all MLHD Maternity Services by 10%.
- Deliver the *Healthy Children's Initiative - Children's Healthy Eating and Physical Activity Program* (centre based early childhood service sites, and primary school sites), with 70% of sites meeting 80% of practices.
- Increase health professional referrals to the *Get Healthy Information and Coaching Service* by 100%.
- Eliminate the sale of sugary drinks from all MLHD facilities and sites by 31 December 2016.
- Reduce the number of potentially preventable hospitalisations of total admissions by 10%.

Our Community



- Transition 51% Chronic Disease Management Program enrollees into Integrated Care.

Our Resources



- Financial results achieve zero variance to expenditure budget and own source revenue is matched to budget.

Collaboration • Openness • Respect • Empowerment

Alignment with Chief Executive's Strategic Goals

Our People Our Culture

Our Patient Safety

*No Harm to Anyone;
Anytime @ MLHD*

How?

How?



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Holistic Approach



“No Harm to Anyone: Anytime @ MLHD”



“You Care for our Clients. We Care about You”



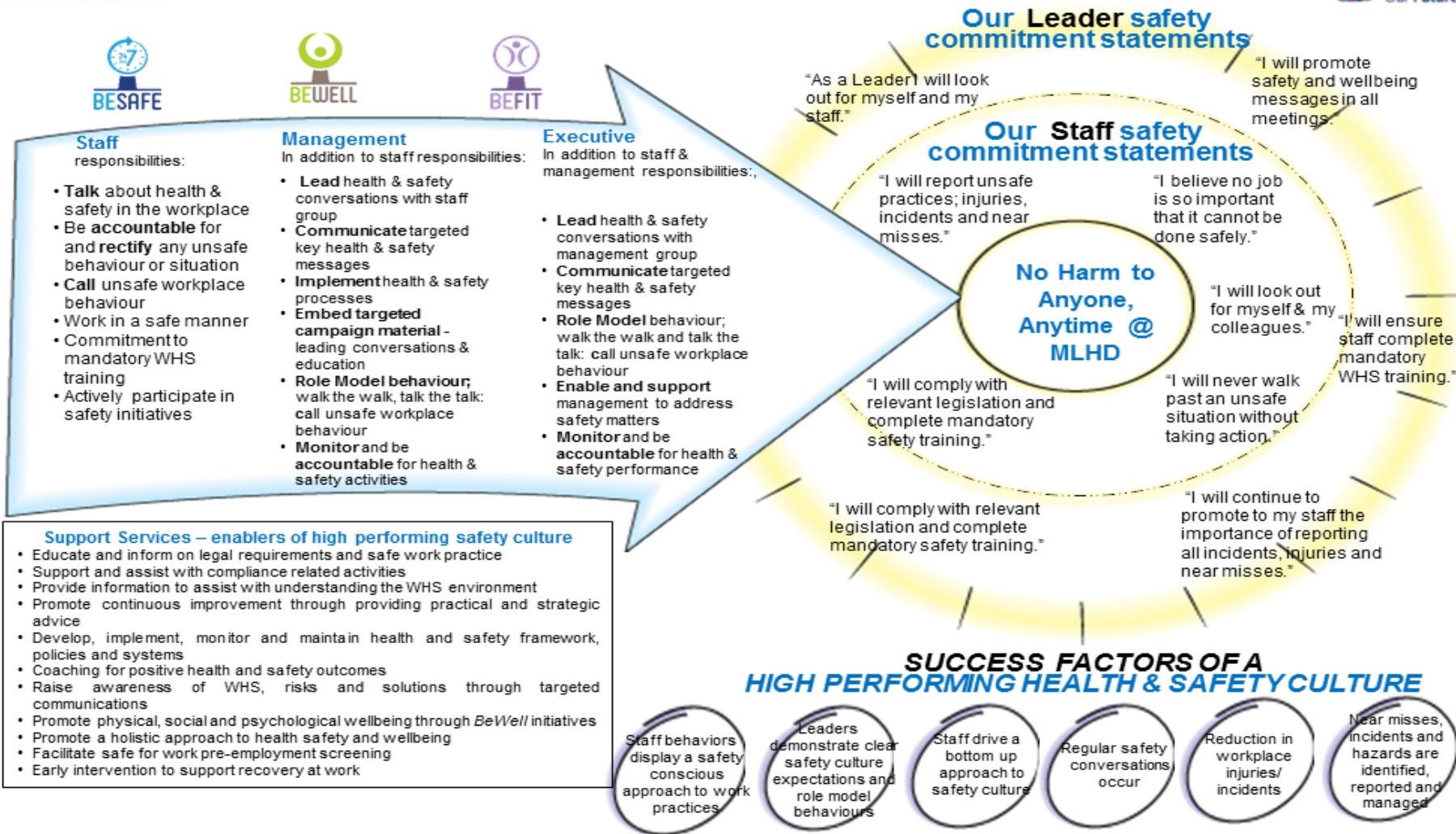
“Safe for Work – Fit for Work”



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How?

Our Health & Safety Journey



Partnerships



How?

Generic

Broad approach for all staff based on the overall strategic objectives

Specific

Concentrated effort in Wagga Wagga based on staffing volumes and feedback

Targeted

Identified risks and opportunities for local interventions and activities



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What?

What?



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What?

Engaging through Safety Commitment Statements

LEADER SAFETY Commitment Statement





"As a Leader I will look out for myself and my staff."

"I will promote safety and wellbeing messages in all meetings."

"I will ensure staff complete mandatory WHS training."

"I will continue to promote to my staff the importance of reporting all incidents, injuries and near misses."

"I will comply with relevant legislation and complete mandatory safety training."



STAFF SAFETY Commitment Statement

"I will look out for myself and my colleagues."

"I will never walk past an unsafe situation without taking action."

"I believe no job is so important that it cannot be done safely."

"I will report unsafe practices; injuries, incidents and near misses."

"I will comply with relevant legislation and complete mandatory safety training."



What?

Promotion and Awareness

2016 CALENDAR



JANUARY
MOVING OUR PATIENTS SAFELY



FEBRUARY
STAND FOR GOOD PRACTICE



MARCH
MARCH INTO WELLNESS



APRIL
THE NAME OF THE GAME IS
TO PLAY FAIR @ MLHD



MAY
MIND THE MENTAL GAP



JUNE
TAKING CARE OF YOU



JULY
DON'T IGNORE FATIGUE SIGNS



AUGUST
STOP. REVIVE. SURVIVE.



SEPTEMBER
SPRING INTO HEALTH



OCTOBER
KEEP CALM AND KEEP YOUR HEAD



NOVEMBER
BE AWARE. BE SAFE.



DECEMBER
REMEMBER IN DECEMBER



What?

Safety Culture Branding



BeSafe Brand

Safety First



BeSafe Buddy



Take 5 for safety



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What?



ARE YOU READY?

Safe Patient Handling

- 1 Ready**
Patient Assessment and Communication
 - Assess patient and complete, or review their MOB (Patient Mobility and Handling Assessment Plan)
 - Communicate with your colleague and patient about how you will all participate in the task
 - Encourage patient to participate in the transfer - where possible. The more they do, the less you do!
- 2 Set**
Plan and Scan
 - Plan the transfer; make sure you and your colleague are on the same page
 - Scan your environment; check your pathway is unobstructed
 - Check you've selected the correct piece of equipment and it's safe to operate
- 3 Go**
"I will look out for myself and my colleagues"
 - Soften, sink and stabilise; ensure that your load is close to your body
 - Always be mindful of your posture and work predominantly in your lower body

Reminder: Please complete your: HMT 123, Safe Patient Handling Training and Assessment

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What's at the CORE of your behaviour today?

"The name of the game is to play fair @ MLHD"

No Harm To Anyone; Anytime @ MLHD

Empowerment
Respect
Openness
Collaboration

Above the line behaviours
Not sometimes, not usually, but ALWAYS!

Remember, the behaviour you walk past is the behaviour you accept.

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SLIPS, TRIPS & FALLS

No Harm To Anyone; Anytime @ MLHD

"I will never walk past an unsafe situation without taking action"

Make sure YOU:

- Clean spills immediately
- Are careful walking up and down stairs
- Avoid carrying too much so that your view becomes obstructed
- Take your environment into account; changes in weather can create slip, trip and fall hazards at your site
- Control a hazard upon identification to make the environment safe and then report the hazard to an appropriate person

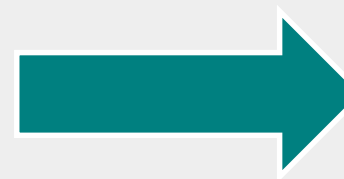
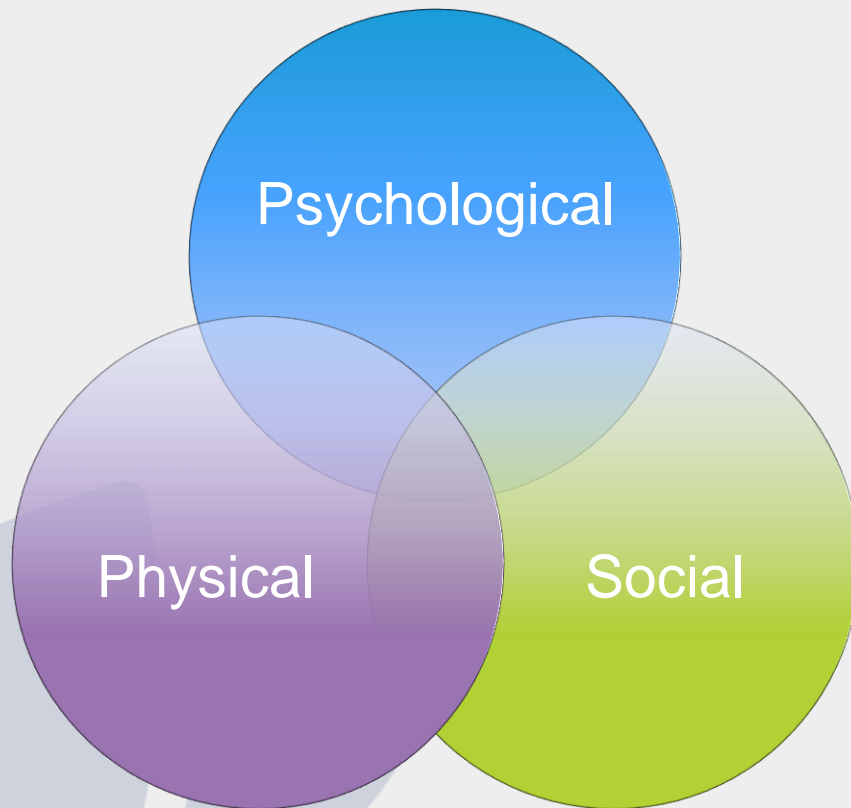
Thank you to the team at Finley Hospital and Lynda Campbell who participated in this Slips, Trips and Falls Campaign

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Optimal Health




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What?



IT'S ALL ABOUT YOU

"You care about our clients. We care about you." August 2016





Minding your mindfulness

Mindfulness is a special way of paying attention that can help with how you cope with everyday life or deal with tough times, and there are great benefits for your physical and mental health.

When you're mindful it:

- Helps clear your head
- Helps you be more aware of yourself, your body and the environment
- Helps to slow down your thoughts
- Slows down your nervous system
- Helps you to concentrate and make good decisions
- Helps you relax
- Can help you cope with stress and to enjoy life more.

The core features of mindfulness are observing your experience with gentle curiosity, noticing the fine details and describing them in your mind, participating fully in your experiences, being non-judgmental about those experiences and practicing the art of 'being present'.

Your body is present


Is your mind?

Past Present Future

There are lots of ways to acquire the skill of mindfulness. Meditation is a good starting point and there are many books, CDs, apps and guided meditations available. Just like any other skill, mindfulness has to be learnt and practiced to really enjoy the benefits.

Win a \$100 voucher by downloading the BeSafeBeWell APP

Get real time safety alerts and lots of resources and information with the BeSafeBeWell APP – and go into the draw to win a \$100 gift voucher! Comp close August 31st. Download the APP today!



Chicken Tikka Curry
SERVES 2
40g tikka masala curry paste
40g low fat natural yoghurt
320g lean chicken thigh fillets, fat trimmed
1/2 cup liquid chicken stock (125g)
1/2 cup reduced fat coconut cream (125g)
40g baby spinach
2 tablespoons coriander leaves (6g)
Method
1. Combine curry paste and yoghurt in a large bowl. Add chicken and combine until well coated. Cover and refrigerate for 30 minutes, or overnight, to marinate.
2. Heat a large deep non-stick frying pan over medium-low heat. Add chicken and cook for 5 minutes or until lightly browned. Add any excess marinade and stir to coat.
3. Add stock to pan and stir well. Reduce heat to low. Cover and simmer for 8 minutes or until chicken is cooked through.
4. Stir in coconut cream. Remove lid and simmer, for 10 minutes or until sauce reduces slightly. Remove from heat and stir in spinach to wilt.
5. Serve with steamed rice or for a low calorie option try cauliflower mash.
Source: Michelle Bridges website

MARCH INTO WELLNESS

MLHD 10,000 STEP CHALLENGE

10,000 steps per day...

- ...for 31 days, would see you walk the banks of the Murrumbidgee River from Gundagai to Wagga Wagga return, or the equivalent elevation of Mount Kosciuszko.
- ...is estimated to burn around 20% of an individual's caloric intake.
- ...is more likely to be achieved as a motivational daily goal, than if people think about a 30 minute walk.
- ...can help you live longer; keep your heart healthy and promote better blood cholesterol and blood pressure; build stronger bones and muscles; reduce your risk of diabetes; lose and manage weight; boost brain function, aid relaxation and improve mental health; give you more energy and improve your mood; and provide a sense of achievement and satisfaction.

Key Dates...

Registrations close: Monday 28 February 2016
Challenge commences: Tuesday 1 March 2016
Challenge concludes: Thursday 31 March 2016

Visit SharePoint for more information or to download a Team Registration Form.



15% discount!

Call or visit the Wagga or Albury Rebel Sport stores to access your MLHD staff discount.

Rebel will provide any staff outside of the Albury or Wagga areas specific payment details over the phone so the offer is available to anyone across MLHD, regardless of location.

Offer valid until 31 March 2016







Replenish yourself at

The WWHS Staff Health & Wellbeing expo

Thursday 27th October 2016

7:30am - 4:00pm | WWRH in our new staff amenities area!

ALL Staff Welcome

Fill your cup with nourishment and information

Book in your massage, tai chi, meditation and yoga class!

Check out:

- Our delicious free breakfast and lunches
- Official opening at 10am with morning tea
- 15 - 30 minute classes and talks
- Health screenings
- Financial planning
- Travel advice
- And much more!

If you'd like to bring a gold coin we'll be taking donations for the Hospital Auxiliary.













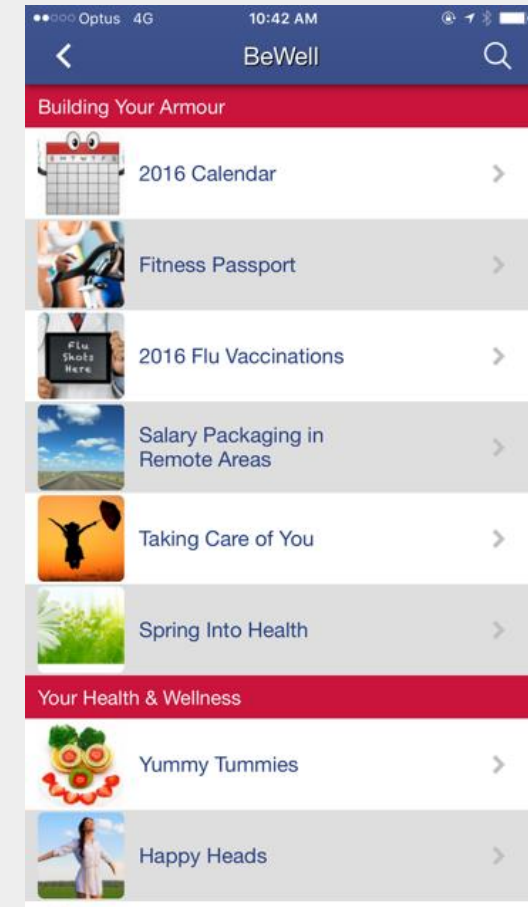
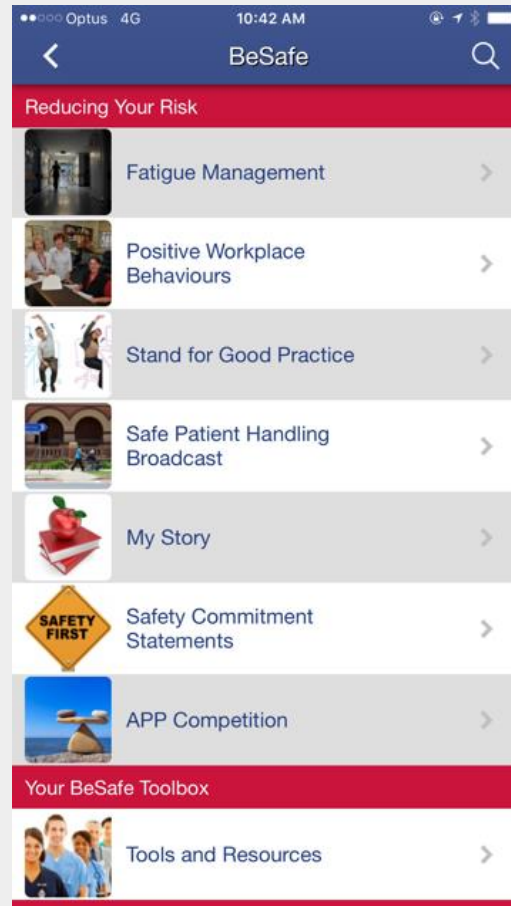




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What?

BeSafe & BeWell APP



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Embedding Safety Conversations



Take 5 for a Safety Moment

Upon commencing this safety discussion, please review the previous Action List.

Five Safety & Wellbeing Questions	Comments & Action List	Responsibility & Due Dates
<p>1. Have we had a safe shift or time since we last met?</p> <p>a. If yes, why has it been safe and what did we do well? b. If no, what can we do about it? <i>Add to Action List</i></p>		
<p>2. Did anyone see a colleague doing something safely since we last met?</p>		
<p>3. What are we going to do to be safe until we next catch up?</p> <p><i>Examples: A slip, trip and falls inspection, an ergonomic assessment, check PPE, vehicle check or review our SWP's.</i></p>		

Take 5 for a Safety Moment

Safety Huddles



Outcomes

Improvement in our Health & Safety Culture through an:

- Increase in Awareness and Understanding
- Increase in Engagement levels of Management and Staff

**BE SAFE.
BE HEALTHY.
BECAUSE...**

No Harm To
Anyone;
Anytime @
MLHD

Our Facility and Program Managers value YOUR safety

Recognising National Safety Month @ MLHD.

BEWELL BESAFE Health Murrumbidgee Local Health District

Outcomes

- Increased compliance in WHS Training
 - ↑ of 81.6% since July 2014
- Increased compliance in Hazardous Manual Tasks Safe Patient Handling Training
 - ↑ from 14% to 60% (since January 2016)
- 18% ↓ in Workplace Injuries (Total Claims)
- 12% ↓ in Lost Time Injuries
- 71% ↓ in Total Hours Lost
- 54% ↓ in Total Claims Costs Paid

Key Learnings & Success Factors

- Strong Commitment and Engagement from Chief Executive and Senior Management
- Effective partnerships through collaboration and alignment (eg Essentials of Care; Clinical Governance; Workforce Services; Nursing & Midwifery)
- Linking High Performing Health and Safety Culture to better outcomes for Patients
- Understanding that this is a long term Journey for MLHD

