

TRANSFORM YOUR CULTURE TO IMPROVE AND SUSTAIN WORKFORCE SAFETY



The health care workforce is continuously susceptible to illness, injuries, and even violence. Conversely, safe environments allow for much higher organizational performance across a range of metrics. Research shows nurse workplace safety is significantly associated with performance on nurse, patient, patient experience, and pay-for-performance outcomes.¹

Additional research stresses that safety allows nurses to enjoy their jobs more and avoid burnout, which supports higher engagement levels in an environment where nurses feel their physical and psychological safety is an organizational priority.²

Delivered by Press Ganey's HPI safety experts, our Workforce Safety Transformational Services help protect every employee from harm with a comprehensive approach that assesses your culture, establishes key harm measures, drives adoption through hands-on training, and reinforces organizational learning to sustain performance.

Develop a Culture Grounded in High Reliability Values

Using High Reliability science as the framework, Press Ganey's HPI safety experts guide you through the process to build a high-performing culture committed to workforce safety and Zero Harm. Applying reliability principles from health care, nuclear power, military and commercial aviation, and other high-risk industries, our experts work alongside you and your team to:

- Assess your current culture, governance, and processes to prioritize what needs the most improvement
- Understand your Occupational Safety and Health Administration (OSHA) measures including your organization's Total Case Incident Rate (TCIR) and Days Away, Restricted, or Transferred (DART)
- Establish key harm measures and a Serious Safety Event Rate® (SSER®) using HPI's Safety Event Classification® (SEC®) taxonomy
- Instill Zero Harm as an uncompromising core value and guiding mission for your workforce
- Train your leaders and teams to embrace High Reliability Organizing (HRO) Leader Skills, Just Culture, Relationship and Reliability Skills, and individual workforce safety assessment tools
- Provide reliability coaching that addresses both human behavior and process improvement for sustaining performance over time

Our HPI methodologies have helped more than 1,100 health care organizations improve patient and workforce safety, typically resulting in an 80% or better reduction in Serious Safety Event Rates® aligned with our Safety Event Classification® taxonomy.

Overview of Our Comprehensive Workforce Safety Approach

Proven to consistently sustain improvement and a return on investment, our approach includes a detailed diagnostic assessment, program design, executive adoption/training, leader training, cause analysis methodologies, and sustainment programs. We'll help you and your team:

1. Instill Workforce Safety Leadership Policies

- a. Organization-wide workforce safety statement: ensure commitments to safety first and Zero Harm are included in your organization's mission, vision, and values
- b. Zero Harm injury goals: establish, track, and report key employee harm measures with the constant objective of eliminating employee harm at every location
- c. A Just Culture program: train leaders and staff to embrace a fair, just, and transparent culture that encourages everyone to report errors or vulnerable organizational processes and systems

2. Educate Staff with Hands-On HRO Fundamentals Training

- a. HRO Leader Skills: communicate the importance of safety using structured safety messages at the start of every meeting and huddle and embed key High Reliability principles within existing rounding programs
- b. Universal Skills: equip employees with skills they can put into practice during daily encounters with others
 - i. Relationship Skills (listen with empathy, embrace positive intent, pose clarifying questions, etc.)
 - ii. Reliability Skills (attentiveness, communication, analytical thinking, documentation, etc.)

3. Develop Workforce Safety Communication Programs

- a. Display hazard-specific prevention and safety absolutes on learning boards in each facility as constant visual reminders of your organization's commitment to a safe workforce among passersby

4. Build a Sustainable Workforce Safety Management System

- a. Establish workforce injury and safety culture measures
- b. Incorporate workforce safety reports into daily patient safety huddles
- c. Form five distinct workforce safety action teams: 1) Safe Patient Handling; 2) Workplace Violence; 3) Slips, Trips, and Falls; 4) Blood and Body Fluid Exposures; and 5) Repetitive Motion Injuries
- d. Develop local learning systems at every facility in your organization
- e. Conduct workforce safety event cause analyses (apparent, common, root)
- f. Assess your workforce safety program (self-assessments and independent assessments)

Start Improving Your Workforce Safety Today

Contact your Press Ganey account team today to schedule a discussion with one of our workforce safety experts.

Call 1-800-232-8032 or visit pressganey.com.

Sources:

¹ Press Ganey (2018). *Zero Harm: How to Achieve Patient and Workforce Safety in Healthcare*. Edited by Craig Clapper, PE, James Merlino, MD, and Carole Stockmeier. Chapter 10, Workforce Safety. Pages 199-222. Published by McGraw-Hill Education, New York (<http://www.pressganey.com/home/zero-harm-how-to-achieve-patient-and-workforce-safety-in-healthcare>)

² Press Ganey (2016). Nursing Special Report. The Role of Workplace Safety and Surveillance Capacity in Driving Nurse and Patient Outcomes (<http://healthcare.pressganey.com/2016-Nursing-Special-Report>)