



Cooperative Health

# SAFETY CHAMPIONS





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# Mission Statement

Cooperative Health's Safety Champions Program focuses on the continuous enhancement of safety for all patients, visitors and employees. We are committed to a just culture of safety that promotes respectful communication; encourages speaking up; leads to teamwork; and collaborative decision-making efforts amongst team members.

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# Introduction

Welcome to the Cooperative Health Safety Champions Program.

Safety is defined as a state in which hazards and conditions leading to physical, psychological, or material harm are controlled in order to preserve the health and well-being of individuals and the community. Safety is an essential resource for everyday life, needed by individuals and communities to realize their aspirations.

Cooperative Health upholds the safety and well-being of all employees and patients. We understand that maintaining a strong and healthy organization is paramount to being a premier Community Health Center.

The Safety Champions Program details the strategies and methods in place to ensure the health and safety of everyone within the organization. Staff training and education communicated periodically with an aim to refresh and increase awareness regarding the latest safety measures. These measures are created in accordance with existing Cooperative Health policies and standard operating procedures.

Safety Champions objectively increases employee/patient awareness related to basic safety principles; promotes safer workplace practices; and enhances the morale of employees/patients by ensuring a safe and favorable workplace environment at all times. Overall, the program contributes to the progression of the organization as we strive to remain free from any potential hazards, risks, and mishaps that are identified internally.

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# Roles & Responsibilities

Ensuring a safe workplace environment and participating as a Safety Champion is the shared role of ALL employees at Cooperative Health. All departments have different responsibilities to carry out in ensuring that workplace safety is a priority. These include but are not limited to:

## Role

### Senior Management/Leadership

#### Responsibilities

- Establish and maintain safety as an organizational priority
- Establish and maintain policies and procedures that promote safety
- Ensure resources are allocated to foster and ensure a safe workplace environment
- Establish and maintain a risk management team
- Promote Safety Champions Program

### Risk Management Team

#### Responsibilities

- Conduct site inspections to identify and control potential safety hazards
- Respond to safety concerns and incidents reported by employees and patients
- Introduce training and education of Safety Champions Program at New Employee Orientation and provide trainings to existing employees
- Communicate safety activities to patients and employees
- Communicate emergency preparedness and response procedures
- Ensure patients and employees are aware of standard operating procedures that promote safety and minimize risks
- Establish and maintain a safety committee that is represented by Cooperative Health employees
- Promote Safety Champions Program

# Role

## Human Resources

### Responsibilities

- Collect and maintain employee injury data and workers' compensation records
- Provide workplace safety training
- Conduct site inspections to identify and control potential safety hazards
- Ensure specific training is provided to employees for first aid, material handling rules, PPE usage, electrical hazards, etc...
- Promote employee well-being and resources to minimize risk
- Promote Safety Champions Program

## Clinical Administration

### Responsibilities

- Ensure workflows and procedures are in place that promotes patient safety
- Monitor program effectiveness
- Delegate responsibility for the Program
- Promote Safety Champions Program

## Facilities

### Responsibilities

- Ensure the external and internal components of all site locations are maintained in good condition so employees are not endangered
- Ensure emergency preparedness equipment is maintained and up to date
- Ensure unsafe conditions are corrected in a timely manner
- Promote Safety Champions Program

# Role

## Line Management (Supervisors)

### Responsibilities

- Report unsafe conditions and actions in Compliatric
- Ensure work procedures are followed safely and correctly
- Communicate hazardous information and procedures with staff
- Report any environmental and facility concerns to facilities management
- Promote Safety Champions Program

## All Employees

### Responsibilities

- Recognize and report all workplace hazards and risks to supervisors
- No matter how minor, report all injuries to Employee Health and supervisor
- Speak up and advocate for patient safety concerns
- Comply with all policies and procedures for general office safety
- Participate in emergency preparedness activities
- Promote Safety Champions Program

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# Employee Safety

Safety begins with awareness and understanding. All Cooperative Health team members have a responsibility for their own health and safety, along with that of patients and visitors. A positive and just culture of safety exists when everyone accepts their responsibilities. All employees work together in a mutually beneficial way to ensure a safe work environment.

## **AS A COOPERATIVE HEALTH SAFETY CHAMPION, I WILL:**

- Be a participant in the Cooperative Health Safety Champions Program
- Commit to fostering a safe workplace environment
- Advocate for patient safety
- Correct unsafe conditions with potential to cause injury or disease
- Speak up when there are safety concerns
- Be accountable for my actions
- Resist blaming others for system and workflow breakdowns
- Participate and complete all safety and emergency preparedness trainings and education
- Comply with all safety policies and procedures

**CAUTION**



# Patient Safety

Patient-centered care is the hallmark of all quality health care. This approach encourages respectful and responsive collaboration between the care team and its patients. It takes patient preferences and needs into consideration. By working together, patients are empowered to meet their health challenges with knowledge, confidence and energy.

## **AS A COOPERATIVE HEALTH PATIENT SAFETY CHAMPION, I WILL:**

- Be a participant in the Cooperative Health Safety Champions Program
- Communicate any health and safety risks to my clinician and care team
- Provide accurate contact information so the clinician and care team can reach me at all times
- Provide accurate information about myself and my health
- Report medication allergies to my clinician and care team
- Ask questions when you do not understand
- Bring medications to my office visits for the clinician and care team to review
- Ask how laboratory results are reported
- Be responsible for my health
- Follow the office rules and regulations concerning patient care and conduct

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# Emergency Preparedness

Emergencies may threaten individual health and safety. Planning and preparedness can help save lives and reduce injury and impact. During a disaster, everyone is at the forefront either caring for patients, supporting colleagues, protecting the organization or helping the community recover. These types of disasters include but are not limited to: chemical spills, medical emergencies, tornadoes, flooding, fires, earthquakes, bomb threats, hurricanes, active shooters and inclement weather.

Utilize your site's Grab & Go Binder so that Cooperative Health can continue to serve patients, even under unusual circumstances. These binders provide a step-by-step approach to ensure that you and your team are prepared in the event of a disaster. The binder is composed of five sections including: (1) administrative and local emergency contacts (2) your site's map and phone tree (3) procedures to follow during a disaster (4) training tools and forms (5) and emergency preparedness policies.

Each site is responsible for conducting monthly emergency drills (i.e. fire) and tabletop discussions (i.e. procedures to follow in the event of a disaster) during monthly meetings. Individuals are assigned appropriate roles for emergencies. You need a location where staff should gather during an evacuation-level event, along with ensuring that there is also a process for personnel identification and safety of all employees and patients.

In the event of a disaster at your site or in your community, the communication plan is championed by the Chief Organizational Development Officer (CODO). Any communications or new developments are reported to your immediate supervisor for action. All communications with any outside entities during a disaster or emergency are conducted by senior management and leaders, along with clinical administration.

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# Communication

Effective communication is an integral part of Cooperative Health's Safety Champions Program. We aim to utilize the best vehicles for delivering and executing any communication to and from our Safety Champions. Examples of safety concerns and issues that should be reported include, but are not limited to: employee injuries (needle stick, back injury, latex allergy), defective instruments and equipment, workplace hazards (chemical exposure, electrical hazard, falling objects), and patient safety concerns.

## **Safety Champions have several options when selecting a communication tool to report a safety concern or issue:**

**Compliatric** – Supervisors and managers are responsible for entering all safety concerns and issues in our internal reporting system, Compliatric. This is the fastest and easiest way to report and receive feedback.

**Email** – Your work email address can be used as a communication tool for reporting safety concerns to the Risk Management Team.

**Telephone** – Utilizing a work or cell phone would be the best communication tool to report safety concerns that are urgent, such as in emergencies.

## **Safety Champions are informed about safety updates and highlights using these communication tools:**

**The F.O.R.U.M (Friday Online Recap and Update Meeting)** – The Safety Champions Program provides frequent safety updates and information using our F.O.R.U.M. monthly video messages.

**Monthly Newsletter** – The Safety Champions Program provides safety highlights and activities in our monthly organizational newsletter.

Examples of safety concerns and highlights communicated via The F.O.R.U.M. and the monthly newsletter include, but are not limited to: laboratory reporting data, clinical safety best practices, emergency preparedness highlights, and data on safety incident reports entered in Compliatric.

# Training & Education

As Safety Champions, completing our daily roles and responsibilities safely begins with being educated and trained routinely. This is a very important component of our Safety Champions Program.

The program provides many training and educational opportunities, including the following, for our new and existing employees:

- Risk & Safety Annual Moodle Training
- New Employee Orientation
- Emergency Planning / Disaster Preparedness Drills
- Infection Control Guidelines
- OSHA (Occupational Safety and Health Administration) Standards
- Compliatric – Incident Reporting Training
- Medical Waste Management / Disposal Protocol Refreshers
- Office-Based Safety Games & Challenges



## **Cooperative Health**

This health center is a Federally Qualified Health Center (FQHC) and a Federal Tort Claims Act (FTCA) deemed facility.