

## **2009 CEO Challenge Safety Contest**

1. All activities are focused on the *VISION* adopted by the two Boards of Trustees for the PHD and WAH Trusts:

***“TO LEAD OUR MEMBERSHIP TO CREATE AND MAINTAIN THE SAFEST WORK ENVIRONMENT.”***

2. Requirements of member participation in contest:
  - a. Hospital Member/Hospital District Member must be a current participant in the Washington Hospitals Workers' Compensation Program and in good standing.
  - b. Member must have an Employee Safety Committee that meets the requirements of WAC 296-800-13020. The purpose of this rule ensures an employee safety committee is maintained for a safe and healthy workplace for all employees. This rule also requires the hospital to maintain a method of communicating and evaluating safety and health issues reported by employees in your workplace.
  - c. Member must have established a safe patient handling committee by the required date of February 1, 2007, either by creating a new committee or assigning the functions of a safe patient handling committee to an existing committee that meets RCW 70.41.390 (2) and meet all subsequent requirements of this rule. The purpose of this committee is to design and recommend the process for implementing a safe patient handling program.

For additional information or assistance on the requirements on either the employee safety committee or safe patient handling requirement committee, consult with your assigned Workers' Compensation Program (WC) Safety Coordinator.

1. Background on Contest

The CEO Challenge Safety Contest was first introduced 2006. CEOs have rallied and we had great participation in the 2006, 2007 and 2008 contests. In 2009, we are following the 2008 participation contest criterion. The CEO Challenge contest is still designed to engage the CEO with the safe patient handling committee and for the CEO to become familiar with patient handling equipment. We are not requiring that CEOs become involved in direct patient care, but we believe with the confluence of patient and employee safety, it is important for each CEO to understand this important process. For background on how this contest started, please read the following paragraph. If you are familiar with the background, go to number 4.

Background: This contest is based upon a PBS and Discovery Channel show. CEOs of large organizations, for example, Heathrow Airport, Loews Hotels, California Pizza Kitchens, Club Med. etc. took an opportunity to place themselves in the middle of activities. In the Heathrow Airport, the CEO worked baggage and other areas. An example of that CEO's interaction: Complaints were received from baggage handlers that signage was confusing to the passengers. The CEO went to look at the signage, but didn't see that it was confusing. Then he started working in the baggage area and understood how the language was confusing and corrected it for the passengers. For the Loews CEO, he worked poolside, the front desk, room service (he agreed with employee complaints that the uniform was too hot for walking up and down hallways, delivering food,

etc.), and as maid service, cleaning and making up rooms (his room never passed inspection). The Club Med CEO performed different employee jobs such as bartender, sailing instructor, and participated in stage performance and dance routines. He left with a new appreciation for what they asked their employees to be able to do, but nothing was changed. He did discuss with his executive staff that this would be a good experience for them for the next year as a continued process improvement. We believe this is a process that our members could utilize.

4. For 2009, we “challenge” the Hospital CEO to interact with the Safe Patient Handling Committee for the purpose of understanding the committee’s work, the current plan, as well as future plan for developing safe patient handling policy changes, identifying needed equipment and identifying barriers to achieving zero patient handling injuries. The CEO must “shadow” a patient care team to see how the patient handling equipment is used on a daily basis. The CEO is required to learn how to use or operate two pieces of equipment and then demonstrate the operation of one piece of patient handling equipment or assistive device such as a slip sheet. The CEO must also participate in the use of equipment by taking the role of patient so the CEO understands what patients experience.

A five to ten minute videotape of the CEO must include a discussion of participation in the committee; how purchase and use of equipment has made a difference for employee injuries; the challenges and barriers facing the committee; lessons learned; and any recommendations for the future. A portion of the CEO’s recorded experience must include his/her demonstration of competency with at least one piece of equipment. The video will be judged with specific criteria listed in Number 6. The \$5,000 prize is to be used to assist the Safe Patient Handling Committee to meet their goals.

5. Here are some ideas for planning contest participation to determine how the CEO might prepare for this CEO Challenge and to interact with the safe patient handling committee:
  - a. Review your hospital claims analysis report of injuries for the current and prior two years for all employee injuries from patient handling. You can contact your assigned WC Safety Coordinator and talk to your direct care staff for updated information.
  - b. Talk to your assigned WC Safety Coordinator for ideas on how to assess employee injuries and look at trends in employee injuries
  - c. Ask your Safe Patient Handling Committee for ideas.
  - d. Review what equipment the hospital/hospital district currently has for safe patient handling.
  - e. Review what equipment the committee has determined is needed for the future and how they arrived at that conclusion.
  - f. Is a renovation planned? Is new building being planned? How is planning for safe patient handling being done in connection with the committee? Do you have an established process for this with your policy? If not, you can contact your assigned WC Safety Coordinator for assistance.
  - g. If the answer to (f) is yes, what is your architects’ level of understanding of what needs to be done according to the law? Does your architect understand that design can help to engineer out employee injuries? (Many do not). Contact your assigned WC Safety Coordinator and talk to your committee about how this can be addressed.
  - h. Talk to a union representative (if any).
  - i. Has employee turnover been evaluated due to patient handling injuries? If not, ask for this to be completed to assist in the evaluation.

- j. Ask your nurse executive for ideas.
  - k. Following employee injuries due to patient handling, the WC Program has required that a root cause analysis be completed. A) What were the results of these analyses, and B) What is being done with the results of these to improve the hospital's program?
6. **Your video must include all of the elements below. The scoring committee will review the videos submitted for each of these elements. If elements are missing, then your chance of winning the contest are lessened. In the past, top scoring videos pay close attention to these elements and check them for inclusion in the video.**

The video contest entry by the CEO will be scored on the following critical elements listed below:

- a. Introduction of the name of the hospital, your name, date of the video taping, the dates of the Safe Patient Handling Committee meetings you attended as well as persons you talked to for developing the process used for the CEO Challenge.
  - b. Describe the process of the Safe Patient Handling Committee and their progress in developing a plan for patient handling equipment for the hospital.
  - c. What are the committee's challenges and barriers? How are they planning for the future? What are the lessons learned from the committee?
  - d. Comment on the patient handling equipment that the hospital currently has.
  - e. What is the plan and process used by the hospital for determination of purchase of equipment?
  - f. Discuss what has happened to the rate of employee injuries from patient handling in the last 12 months since the purchase of equipment including? Are there any trends noted?
  - g. What have the results of employee injury investigations shown to be the root causes of any injuries from patient handling? How are the results being used to enhance the safe patient handling program training?
  - h. Describe the patient care team that you "shadowed". How often did that team use patient handling equipment? What is the feedback from that care team in using patient handling equipment?
  - i. Discuss the two pieces of equipment that you are now competent to use as the result of training. In what piece of equipment did you play the part of "patient?" And what was that experience like?
  - j. What other equipment has been identified for purchase for safe patient handling? How would winning the contest make a difference for improvement in working conditions and, therefore, lessen injuries for direct care staff?
  - k. Is a new hospital, renovation or addition being planned for the hospital? How is the safe patient handling committee involved in making the design safe for employees? Have you contacted your WC safety coordinator for feedback?
  - l. The video must star the CEO, be between 5-10 minutes, and must include the CEO demonstrating competency in using one piece of patient handling equipment.
7. DUE DATE: The ENTRY must be received by the Washington Hospitals Workers' Compensation office in Seattle (300 Elliott Avenue West, Suite 300, WA 98119) no later

than Close of Business (5:00 p.m.) on **Monday, August 31, 2009**. Entries received after this date and time (no exceptions) will not be considered for the contest.

8. A member is entitled to win only one contest prize per contest year.
9. Judging will be by one WC staff member and two to three other individuals. The judging will review:
  - a. whether the facility meets the basic requirements of elements for participation
  - b. scoring of all the critical elements listed in #6
  - c. the entry is received timely
  - d. creativity of the video
10. The decision of the judges is final.
11. There will be one First Prize Winner:

A Check for \$5000 will be awarded to the winner chosen by the judges through the scoring process. The check is to be applied to the Safe Patient Handling Committee to purchase equipment or provide training resources that will promote safe patient handling and minimize employee injuries.

The prize money can be applied to any area of the hospital or hospital district that the Safe Patient Handling Committee deems appropriate; it is not limited to acute care as B & O tax credits are in the regulation. For example, the committee may choose equipment resources for EMS, nursing home, home health, etc.
12. The announcement of the winner will be by the Washington Hospitals Workers' Compensation Program.
13. The Washington Hospitals Workers' Compensation Trusts will retain the contest videos for use in the Workers' Compensation Programs to demonstrate the work of the program.
14. The Washington Hospitals Workers' Compensation Program will follow-up with the winner and interview designated individual(s) for an article in the *Trust Notes* Newsletter on how the \$5000 is used.
15. Questions regarding this Contest should be directed to: Beverly Simmons, Executive Director of Workers' Compensation Programs at 206.216.2536 or [BeverlyS@wsha.org](mailto:BeverlyS@wsha.org)