Ramsay
Health Care

People caring for people

Ramsay Health Care Limited
ACN 001 288 768

Work Health & Safety Report 2016

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Overview

Work Health & Safety is central to our business culture.

We are committed to the health and safety of all workers and persons who enter our workplaces. We remain on our continuous journey of improvement and as such are committed to:

- Legislative compliance with a best practice focus.
- Monitoring, improving and reviewing our measurable objectives and targets.
- Monitoring and reviewing performance and taking action.
- Continuously improving a model of consistent safe practice across our businesses.
- Being consultative and communicating with all key stakeholders.
- Maintaining systems which add value.
- Fostering a culture that empowers and encourages everyone to uphold these objectives and policies.

Everyone at Ramsay is encouraged to be a champion of safety and to speak up if unsafe behaviours are observed.

Scope

The National Safety Team (Australia) administers the RHC Safety Management System (RamAusSMS), which comprises primarily:

- A framework of policies and procedures via standards and guidelines within the Australian WHS Governance Framework.
- Education and instruction including specific safety based forums.
- Compliance and risk management including synergies with the Australian Risk Management Framework (RamAusRMF).
- Performance and targets, including audits and inspections.
- Consultation which is a fundamental cornerstone.

Key Performance Indicators

Our KPI's include:

- Zero fatalities and ever reducing harm.
- Accident and Incident measures including frequency / severity / duration.
- Incident investigations and proactive root cause analysis.
- Emergency preparedness and business continuity.
- LTIFR / SLTIFR / Duration and Severity Rates and Average Cost of Claim.
- Incidents Per Patient Day and by internal peer group.
- Workers Compensation Claims Per Patient Day.

Initiatives – FY16

- Continuation of the completely digital National Audit Program – RNAT-S V2.0
- Materials Manual Handling System Review – Hazardous Manual Tasks.
- Continued electrical awareness campaign.
- WHS Governance Framework.
- National Adverse Event Framework.
- 2016 Safe Work Australia Week national campaign and competition.

- National Injury Management Critical Job Demand Analysis Manual Roll Out.
- Workers' Compensation Internal Premium Model Review.
- National changeover of our digital staff health platform.

Outcomes in review

- Year-on-year reduction in number of incidents over total man hours.
- Lowest ever National LTIFR on record achieved in fiscal year 2016 with a low of 1.95 at June 2015.
- National LTIFR (1.95) less than a quarter of the National Health Industry Benchmark (9.90).
- National Injury Management Manual released for consultation.
- National rollout of our Staff Health electronic portal.
- National critical infrastructure systems survey (emergency power and generators).
- Dedicated electrical risk assessment and survey nationally.
- Significant focus and education on identified key risk (Legionella) prevention and management.
- National review of emergency departments.

Case Study 1

National rollout of our Staff Health electronic portal

The primary reason for introducing a dedicated Staff Health Module was to assist facilities with meeting the requirements of the National Standards and to reduce the administrative burden and management of immunisation and associated staff health tasks in each facility.

As part of Hospital Accreditation requirements under Standard 3.6 it states:

"Developing, implementing and monitoring a risk-based workforce immunisation program in accordance with the current National Health and Medical Research Council Australian immunisation guidelines",

In alignment with the Standard an electronic database can form a substantial portion of the evidence required to assist facilities to comply with this requirement when being assessed.

FY16 has seen the implementation of a new staff health platform, StaffVax, which meets all the requirements of the national team and is proven (10 years and 100 hospitals already using it) more efficient, user friendly, fast and very cost effective.

Case Study 2

Electrical Safety campaign - Dedicated electrical risk assessment and survey

A dedicated Electrical Safety campaign (ESC) was launched in 2012 and continues throughout FY16 and beyond.

The RHC Board, Australian Risk Management Committee, Australian CEO and National Safety Team all have this risk specifically identified as a special area of need given the growing number of electrical items being used in our business. We are committed to doing everything we can to prevent injuries via electrical incidents.

Initiatives from the ESC have included this financial year the release of a dedicated electrical risk assessment and survey which has been completed by all facilities so that we can determine a national footprint of electrical infrastructure and any risks therein.

Case Study 3

National critical infrastructure systems survey (emergency power and generators)

Given the growing critical reliance on emergency power in hospital facilities the National Safety Team surveyed every Australian facility to determine generator capacity, testing regimes, asset status and data capture to identify any deficiencies in this critical infrastructure space.

Case Study 4

National Injury Management Manual

The WHS Safety Management System of Ramsay is supported by a robust and comprehensive set of procedures which form our National Safety Guidelines Manual, these are mandatorily applied to all Australian facilities. Similarly we have developed a National Injury Management Manual which contains comprehensive guidelines for the management of injured workers to ensure best practice outcomes for all staff following an injury. The manual covers the benefits available to injured workers, rehabilitation and return to work management, responsibilities of all key stakeholders and more.

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