Ramsay
Health Care

People caring for people

Ramsay Health Care Limited
ACN 001 288 768

Work Health & Safety Report 2017

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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
- **Total Recordable Injury Frequency Rate (TRIFR)**
- **Medical Treatment Injury Frequency Rate (MTIFR)**
- Incidents Per Patient Day and by internal peer group
- **Workers Compensation Claims Per Patient Day**

Initiatives – FY17

- Extensive review of the National Safety Guidelines Manual (NSGM) and release of NSGM Edition 3
- Continuation of the completely digital National Audit Program – RNAT- S V2.0
- Patient Manual Handling System review and development of resources for the manual handling of the Bariatric Patient
- WHS Governance Framework
- National Adverse Event Framework including release of Business Continuity Plan (BCP) and associated Contingency Plans
- 2017 Safe Work Australia Week national campaign and competition
- Implementation of the Workers' Compensation Internal Premium Model

Outcomes in review

- Year-on-year reduction in number of incidents over total man hours.
- LTIFR continues to be well below the National Health Industry Benchmark.
- Release of National Safety Guidelines Manual (NSGM) Edition 3.
- Release of the Adverse Event Framework.
- National Staff Health Manual released for consultation.
- Release of electronic Risk Register.

Case Study 1

National Safety Guidelines Manual (NSGM) Edition 3

The NSGM forms the base of the Ramsay Safety Management System (RamSMS). During 2017 an extensive review of the NSGM was undertaken to ensure the NSGM meets all legislative requirements and beyond.

Facilities adopt the NSGM locally and are supported by numerous resources to ensure the implementation of the RamSMS is consistent across all facilities and is as seamless as possible.

A number of new resources were developed based on identified areas of high risk including:

- Legislative Compliance and WHS Governance
- Legionella and Water Management
- Adverse Event Framework (overview)
- Disaster and Emergency Management
- Fire Safety Management – National
- Business Continuity Management (Overview)

Case Study 2

Adverse Event Framework

The Adverse Event Framework (AEF) was developed to assist facilities develop robust plans to effectively manage emergency, disaster and business continuity events should they occur.

It provides facilities a pathway to consider all potential events and develop both Business Continuity and Contingency Plans with the aim that should an event occur there is minimal disruption and impact to the facility, patients, staff and the community.

Case Study 3

Staff Health Manual

The risk to staff from exposure to pathogens is now managed nationally. As an adjunct to the NSGM and the Staff Health Portal (StaffVax) a Staff Health Manual is being developed and is currently in the consultative phase.

The manual will provide facilities with guidance on managing a number of risks and will assist facilities meet the requirements of the Australian Commission on Safety and Quality in Heath Care National Standard 3.7

"Promoting collaboration with occupational health and safety programs to decrease the risk of infection or injury to health care workers".

Case Study 4

Electronic Risk Register

The electronic Risk Register is a component of the RiskMan incident management database which has been in place across all Ramsay facilities for many years

The Risk Register considers risks across a broad spectrum of the business allowing facilities to:

• Identify risks and how they might impact the business

• Assign controls and action plans to mitigate the risks

• Assign persons responsible to review and monitor the risk

• Track trends of risks associated with incidents entered via the incident management portal.

It allows all facilities risks to be monitored from a corporate level to ensure that identified risks are effectively controlled as far as reasonably practicable.

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