



## Healthcare injuries: The real costs

How to calculate staff injury  
costs and use that data to  
achieve dramatic  
improvement and savings

October 25, 2017



# Webinar Logistics

- All participants are muted
- 45 minute presentation
- 10 minutes Q&A session
  - Use the Questions box on your sidebar to submit questions
  - We'll respond to as many questions as we can in the Q&A session so we can end on time!
- Web/Phone Conference Issues or Concerns
  - If you are having difficulty seeing/hearing the presentation, please submit a question using the Questions box or
  - Call / text 925.408.0944
- A short evaluation survey will be sent after the session –please help us with your feedback!
- All attendees will receive a link to the recorded webinar, presentation slides and injury reduction guide within a day or two of the webinar

# Today's Speaker



## Christy Foster, Director, Healthcare, BSI EHS Services and Solutions

- Over 20 years of EHS experience in the public and private sectors including the healthcare, biotech, semiconductor, and manufacturing industries
- Led worker injury prevention projects for some of the most respected healthcare institutions in the nation, resulting in millions of dollars in savings and significant incident reductions
- Co-founder of the EHSENTIALS Symposium for healthcare EHS and a lecturer for the San Jose State University Engineering Department

**Interactive Poll - What role do you have in your organization**





**317**  
million

accidents occur on  
the job annually



**4%**

global GDP

The estimated cost of poor  
occupational safety and health  
practices each year

## Range of direct costs

1. Workers compensation payments
2. Medical expenses
3. Lost time, absenteeism, lost productivity
4. Legal services
5. Cost of fines, work stoppage

## Indirect Costs

1. Costs of injury investigation
2. Increased insurance costs
3. Business disruption
4. Replacing employees
5. Reduced employee morale
6. Impact on company image/reputation

# Hospital Staff Injury Costs

- **\$22,300** – Average cost of a lost-time workers comp claim
- The average hospital experiences \$0.78 in Workers comp losses for every \$100 in payroll



**\$1 Billion/year**  
Unnecessary costs



**\$24,000**  
Avg. cost of each low  
back injury



**\$15,600 per claim**  
Avg. patient handling  
related WC claims

# Hidden Costs

- 24% of nurses and nursing assistants changed shifts or took sick leave to recover from an **unreported** injury
- 8 out of 10 nurses say they frequently work with musculoskeletal pain
- Staff Turnover impact



# Hidden Costs

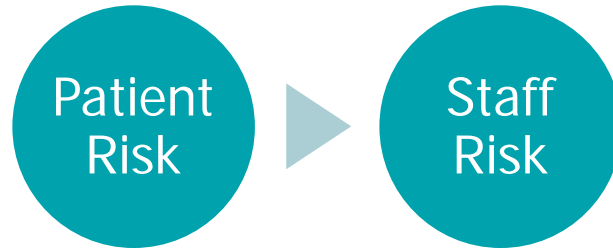
- Injury Investigation time
- Labor costs for absences not covered by workers comp
- Increase use of employee healthcare benefits
- General deterioration of productivity and morale
- Under-staffed units increase risk of medical errors and patient infections
- Support Services Impacts
  - Room cleaning
  - Supply/equipment delivery



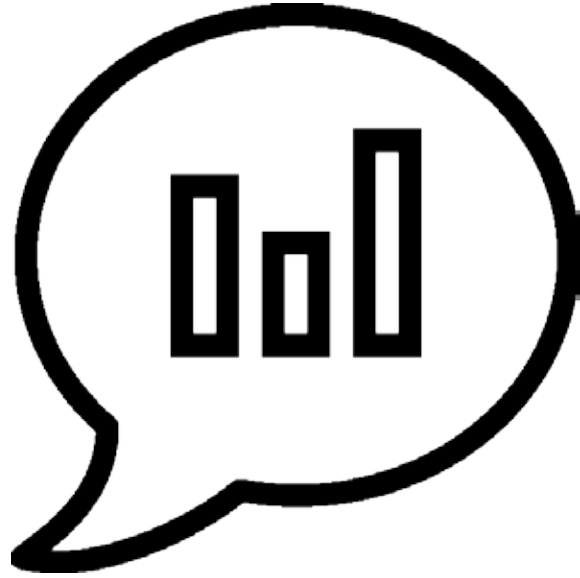


# Shared Hazards

- Manual lifting puts the caregiver at risk, and can also put patients at risk for falls, bruises and skin tears
- Slippery floors and trip hazards impact both staff and patient falls



**Interactive Poll – How aware  
of these costs is your site  
leadership?**



# Making the Case for Investment in Worker Safety



# Building Blocks

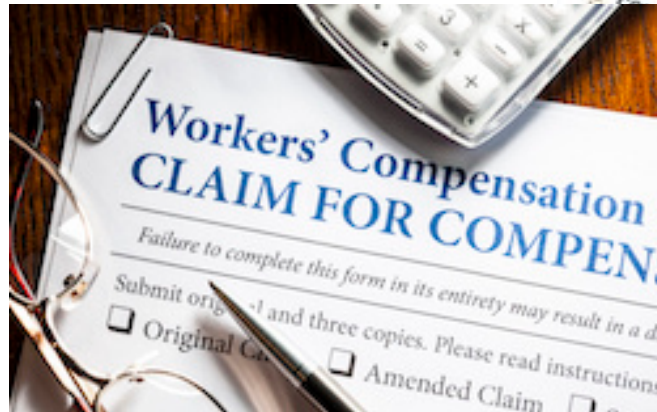


# Workplace Safety Impacts Everyone



# Direct Costs: Understand Your WC structure

- Self insured vs fully-insured
- Corporate vs site paid
- Insurance terms



# Direct Costs: Lost and Restricted Days and Workers Comp Claims

- Calculate the financial impact of lost and restricted time
  - Example: Avg hourly wage of \$31/hour, 8 hour work day, 500 lost work days = \$1.24M
- Undeveloped vs Developed costs



# Indirect Quantifiable Costs

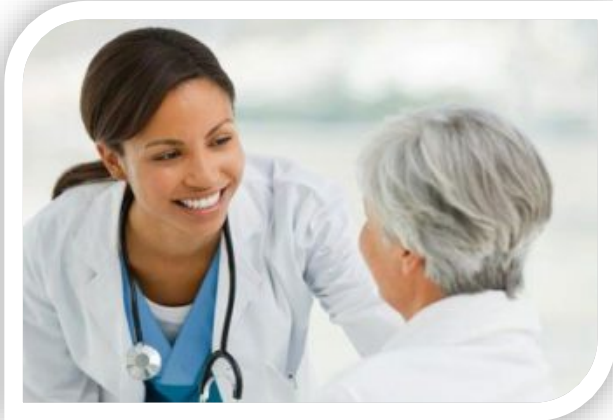
- Staff time investigating and managing injuries
  - EHS Professional making \$44/hour, 10 hours/week following up on injuries, \$440/week or \$22,000/year
- Time training new patient care or support staff in a new job
  - » Estimate minimum and maximum time required to get new team members up to speed on the department specific procedures
- Talk to HR and get a sense of current turnover rates. Use these numbers to calculate additional costs due to loss of staff.
- Support Services
  - Hourly cost impact of OR uptime
  - Cost impact of delayed room turn-over (terminal clean)





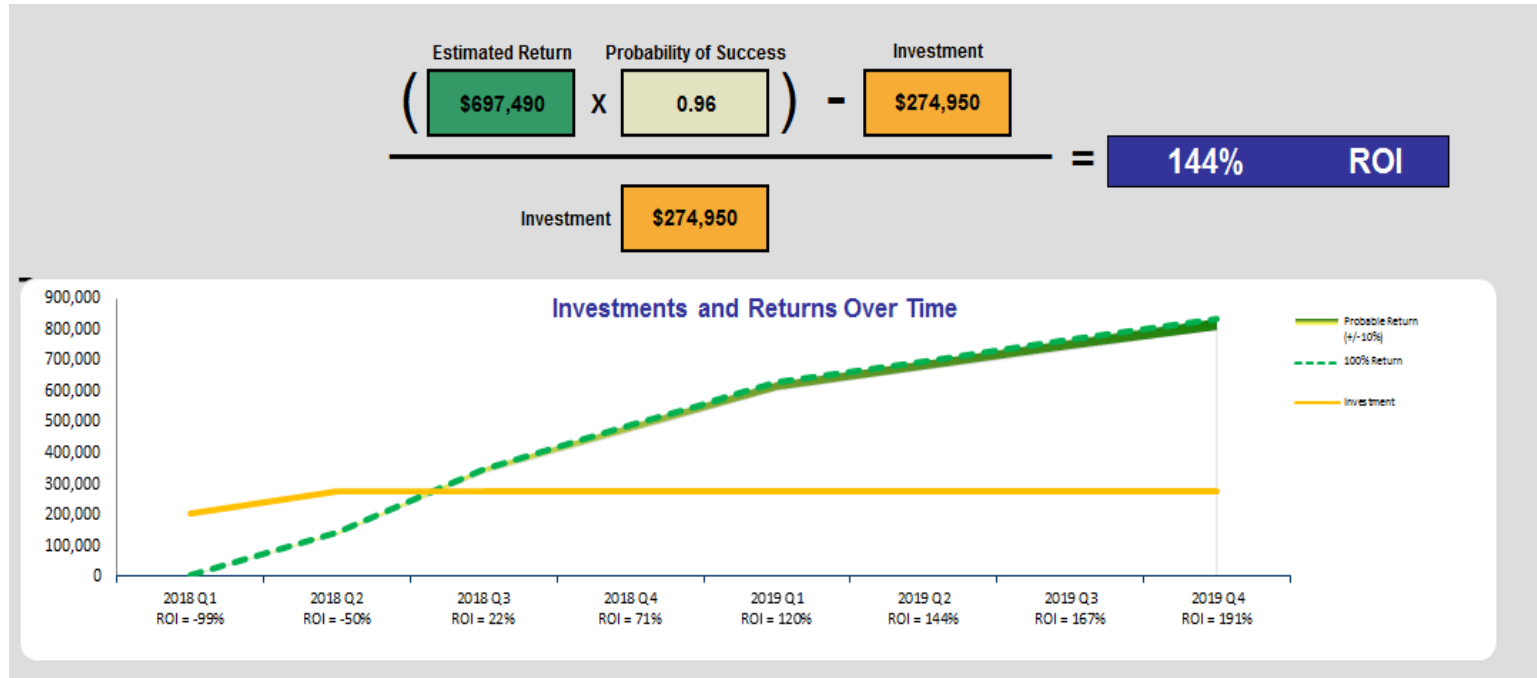
# Strengthening your case

- Case Studies
- Patient Safety
- Patient Experience – patient satisfaction scores
- Organizational reputation



# Illustrate your ROI

- A picture is worth a thousand words



# Test Drive Your Business Case

- EHS Peer
- Support Services Leadership
- HR
- Financial Analyst



# Case Studies

## EVS Linen Handling

- Facilitated a risk identification process using employees in the department
- Measurable improvements in key outcomes:  
**Cost of injuries** down 44%  
**Lost work days** down 60%  
**Restricted work days** down 23%

## Slips/Trips/Falls

- Analyzed accident reports to identify “Hot” spots where these injuries were occurring
- Controls put into place including footwear, umbrella bags, slip resistant mats, and a spill response team.
- During the six months following the implementation of recommendations, slips, trips and falls had **dropped 33%**.
- In the year following implementation, the slip, trip and fall rate had **decreased 47% compared to the average rate for the prior three years.**

# Resources – Visit the RAPID website



The screenshot shows the BSI website header with the logo and tagline "...making excellence a habit." The navigation menu includes Home, Standards (eg. ISO 9001), Our services, Industry sectors, and About BSI. A search bar is also present. The main content area features a red banner for the "Hospital Staff Injury Prevention Program - RAPID" with sub-navigation for RAPID Program, How we help, Resources, Training, and Contact us. Below this is a photograph of three healthcare professionals in a clinical setting. Text on the page reads "Costly hospital staff injuries" and includes a note: "\*Based on data from the Bureau of Labor Statistics". A small thumbs-up icon is visible in the bottom left corner of the image area.

[www.bsigroup.com/rapid-us](http://www.bsigroup.com/rapid-us)

Questions?



# Thank You for Attending

- Please fill out our short survey
- Watch your email for link to webinar recording and our EHS Guide to Injury Reduction; share with your team
- Join us for our next session – OSHA and Sharps
- Contact our Presenter  
**Christy Foster**  
[christy.foster@bsigroup.com](mailto:christy.foster@bsigroup.com)

