

ISO 45001

# ISO 45001 Occupational health and safety management for hospitals and healthcare



**ISO 45001 is the internationally recognized management system standard for Occupational Health and Safety (OH&S). It was created to address the need to provide a consistent global framework, focussed on proactive prevention of injury and ill-health whilst providing an environment which is safe and healthy.**

With its focus on strategic risk management, contractor management and looking after the mental wellbeing, as well as physical health of workers, it is clear that ISO 45001 provides an excellent framework to support hospitals and organizations within the healthcare sector.

Added to that, the enhanced focus on statutory and regulatory compliance and alignment to the ISO high level structure makes ISO 45001 a perfect partner to quality, environmental and information security management system standards.

Take for instance ISO 9001 (Quality Management); ISO 45001 is one way organizations can demonstrate conformance to the personal safety aspects of clause 7.1.4 'Environment for the operation process' but the relationship with ISO 9001 goes much further than that.

Effective occupational health and safety is a key component of corporate responsibility, whilst ISO 45001's strong focus on legal and other requirements supports the regulatory focus within ISO 9001 requirements. Both standards also recognize the role human performance and error can have on the outcomes of the system and patient safety.

Finally, the requirement in ISO 45001 to align OH&S to the strategic direction of the business, driven by top management and to accelerate continual improvement, illustrates that the relationship between ISO 9001 and ISO 45001 goes well beyond a single clause.

Having complimentary management systems allows organizations to anticipate, adapt and respond to the risks and opportunities created. This provides organizations, large and small, with the resilience and agility needed to thrive in global markets.



## How can ISO 45001 benefit your organization?

A poor safety record can damage your business, affect employee morale and productivity, reduce revenue and impact on quality of care and patients. It can tarnish your company's brand and reputation—potentially to the point where it erodes patient trust for those you supply.

Added to that, organizations are now looking for ways to help them think beyond safety and accident prevention. Effective health management is a core part of ISO 45001, focussing on not just physical but mental and cognitive health too. ISO 45001 also encourages a more holistic approach, recognizing that linking with broader wellbeing initiatives can bring even greater benefits.

Being an employer who cares about the wellbeing of their employees is something that's considered particularly important by millennials who have been brought up surrounded by messages of the importance of health and wellbeing and expect similar support from their employer. In a competitive sector such as healthcare, where there are recognized skills shortages, attracting the best young talent is vital, and ISO 45001 offers a framework to enhance your recruitment and retention strategy.

Proactively managing occupational health and safety in this way will help you better protect your people, brand and business performance.

### Health and safety innovation in hospitals and healthcare

Hospitals and other healthcare providers such as residential and care homes, have a duty to manage the safety of their patients and clients but also their workers. In fact, the effective duty of care of patient safety is directly linked to how well workers health, safety and wellbeing is being looked after. The workforce is often large and diverse, covering surgeons and nurses, to porters and catering workers. Managing the needs of workers and what is often a vulnerable patient population, is often unique and complex. If it is not effectively managed, it can result in serious mental and physical harm to workers, patients and others.

Work-related stress is a major cause of sickness absence in hospitals and healthcare. Violence and aggression is an issue particularly for those who deal with patients with mental illness or conditions such as dementia. Front line workers such as paramedics and emergency workers are also at risk. Large caseloads, budgetary constraints, and a lack of resources are common stress factors in hospitals and healthcare. Added to this is the working hours; shift work, overtime and limited breaks, all give rise to fatigue. As well as stress for the workers, fatigue increases the risk of patient safety incidents, poor decision making around medication the risk to workers personal safety such as increased needlestick injuries through lack of concentration. ISO 45001 focuses on not just the physical but the mental wellbeing and cognitive health of workers through the identification of those social factors that can give rise to stress.

Infection is a constant risk within hospitals and the healthcare sector and outbreaks such as the current Coronavirus adds extra strain. Maintaining a completely germ-free environment is impossible but having robust management processes in place is possible. ISO 45001 provides the framework needed, ensuring that the risk from infection is identified and that robust controls such as 'safe zones' are implemented, with a fully competent and empowered workforce.

## What am I missing if I don't implement ISO 45001?

By not implementing ISO 45001 you are missing out some important opportunities and benefits including:

- Demonstrating commitment to the United Nations Sustainable Development Goals
- Attracting and retaining talent
- Enhancing workplace health and wellbeing
- Enhancing and protecting your organization's reputation
- And of course, providing a safe and healthy workplace free from injury and disease

For those organizations operating or trading internationally, working to ISO 45001 (the single international standard on OH&S) simplifies trade across boundaries; geographic, political, economic, commercial or social. Simplification and standardization can give you that competitive edge in the market.



## What steps do I need to take?

You'll already be complying with health and safety legislation so you have some of the basics covered. If you have ISO 9001, or other ISO management systems standard following the same High Level Structure, you have many of the processes in place as well, you'll just need to update them for ISO 45001.

Organizations wishing to upgrade to ISO 45001 are recommended to take the following actions:

- Purchase a copy of the ISO 45001 standard and the supporting guidance - BS 45002.0
- Complete a gap assessment to help you prioritize actions (BSI can help you with this).
- Undertake ISO 45001 training with BSI (everything from two-hour executive briefings to five-day IRCA lead auditor courses)
- Liaise with your local BSI office for further help and support

# Health and safety is in our pedigree

BSI is the world leader in occupational health and safety management systems. We were the originators of the first guide on occupational health and safety in 1996 which laid the foundation for OHSAS 18001, the standard on which the world's first global occupational health and safety management system – ISO 45001 was built.

We continue to work with global experts in this field, most notably in our management and leadership of the ISO Technical Committee (as Secretariat of Committee 283), which develops new standards and supporting materials on occupational health and safety. This expertise is carried through to our extensive training programmes, helping staff at all levels.

We are also the world leader in ensuring that safety products meet the highest standards of quality.

The BSI Kitemark TM is recognized globally as the defining mark of trust for construction products, safety equipment including personal protective equipment, fire detection and

suppression and gas and electrical products. Clients all over the world use it to differentiate their products and as a passport to new markets.

The power of the BSI Kitemark extends to beyond testing of products. Our mark of trust, is also available to those organizations that are using Building Information Modelling (BIM), including the international standard ISO 19650 for managing information over the whole life cycle of a built asset using BIM, and the specification for collaborative sharing and use of structured Health and Safety information using BIM (PAS 1192-6).

We harness this knowledge and expertise to help support organizations of all sizes, across all sectors worldwide to develop their health, safety and wellbeing programmes and safety products



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## Driving business improvement and organizational resilience

BSI partners with our clients to become more resilient and embed a culture of trust in workplace health and safety in organizations of all sizes worldwide.

### Our history

Established in 1901, today we work with over 84,000 clients each year across 193 countries.

### Our people

The expertise, passion and experience of our people are at the heart of what we do. This allows us to deliver excellence, enabling you to grow and prosper.

### Our clients

BSI works with leading organizations globally; 84% of the FTSE 100, 50% of the Fortune 500, 81% of the Nikkei listed companies as well as thousands of SMEs.

For more information on ISO 45001 or transferring to BSI, visit: [bsigroup.com/healthandsafety](https://bsigroup.com/healthandsafety)