



USE OF OCCUPATIONAL HEALTH AND SAFETY AUDITS AT A LARGE HEALTH LABORATORY SERVICE



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PRESENTER: D. JONES, M. MORGAN



NATIONAL HEALTH LABORATORY SERVICE (NHLS)

- Largest Pathology Laboratory in South Africa
- Servicing > 80% of the population
- Employ > 6700
- 349 pathology laboratories across South Africa, 268 sites
- 2 National Institutes and the Cancer Registry



Introduction

- Identified need for organization wide Occupational Health and Safety Audit.
- All service laboratories.
- First cycle of audits - April 2009 to March 2010
- Second cycle of audits - April 2010 to March 2011



AIM

- To measure compliance.
- Identify deficiencies.
- Provide assistance and support.
- Monitor implementation of corrective actions.



METHOD

- Audit tool - Structured questionnaire
- 13 broad categories, 72 individual questions.
- Based on appropriate legislation, SOP's and policies.
- Eight independent auditors from NHLS Quality Assurance Department.
- Duration of audits - 3 hours.
- Audits scheduled in advance
- Management and Health and Safety Representatives requested to be present.
- Results captured into a software package specifically developed for this purpose.



CHECKLIST CATEGORIES

- Policy and Legislation
- Health and Safety Representatives and Committees
- Accidents, Incidents and Occupational Diseases
- Risk Assessments
- Emergency Procedures
- Training
- Storage Facilities
- Personal Protective Equipment
- Waste (Health Care Risk Waste)
- Facilities
- Equipment and Maintenance
- Employee Health
- Documents



AUDIT REPORT

Three types of reports were generated and issued.

Laboratory Report

- Actual result obtained for each question
- Percentage compliance per sub-category
- Graphical representation of the percentage compliance per sub-category

Business Unit Report

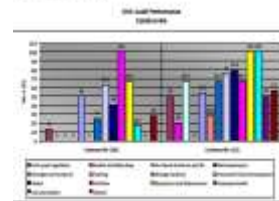
- Overall percentage compliance per sub-category, for all laboratories per business unit
- Graphical representation of the percentage compliance per sub-category

Region Report

- Overall percentage compliance per sub-category, for all business units per region
- Graphical representation of the percentage compliance per sub-category



Sub-Catagory	2010 %	2011 %
Policy and Legislation	81	87
Health and Safety Representatives and Committees	79	83
Reporting Accidents, Incidents and Occupational Diseases	61	83
Risk Assessment	21	34
Emergency Procedures	79	83
Training	57	61
Storage Facilities	50	62
Personal Protective Equipment (PPE)	98	99
Waste	59	83
Facilities	90	86
Equipment & Maintenance	87	89
Employee Health	44	67
Documents	87	87
Overall	68	77



RESULTS - REGION A

SUB - CATAGORY	2010 %	2011 %
POLICY AND LEGISLATION	81	87
HEALTH AND SAFETY REPRESENTATIVES AND COMMITTEES	79	83
REPORTING ACCIDENTS, INCIDENTS AND OCCUPATIONAL DISEASES	61	83
RISK ASSESSMENT	21	34
EMERGENCY PROCEDURES	79	83
TRAINING	57	61
STORAGE FACILITIES	50	62
PERSONALPROTECTIVE EQUIPMENT (PPE)	98	99
WASTE	59	83
FACILITIES	90	86
EQUIPMENT & MAINTENANCE	87	89
EMPLOYEE HEALTH	44	67
DOCUMENTS	87	87
OVERALL	68	77



RESULTS - REGION B

SUB - CATAGORY	2010 %	2011 %
POLICY AND LEGISLATION	65	78
HEALTH AND SAFETY REPRESENTATIVES AND COMMITTEES	72	85
REPORTING ACCIDENTS, INCIDENTS AND OCCUPATIONAL DISEASES	62	87
RISK ASSESSMENT	17	43
EMERGENCY PROCEDURES	80	89
TRAINING	36	46
STORAGE FACILITIES	74	75
PERSONALPROTECTIVE EQUIPMENT (PPE)	90	95
WASTE	79	81
FACILITIES	88	90
EQUIPMENT & MAINTENANCE	86	87
EMPLOYEE HEALTH	59	94
DOCUMENTS	79	78
OVERALL	68	79



RESULTS - REGION C

SUB - CATAGORY	2010 %	2011 %
POLICY AND LEGISLATION	60	89
HEALTH AND SAFETY REPRESENTATIVES AND COMMITTEES	71	92
REPORTING ACCIDENTS, INCIDENTS AND OCCUPATIONAL DISEASES	71	87
RISK ASSESSMENT	26	64
EMERGENCY PROCEDURES	72	89
TRAINING	41	73
STORAGE FACILITIES	64	77
PERSONALPROTECTIVE EQUIPMENT (PPE)	91	97
WASTE	83	83
FACILITIES	90	91
EQUIPMENT & MAINTENANCE	76	83
EMPLOYEE HEALTH	27	67
DOCUMENTS	57	74
OVERALL	63	85



RESULTS - REGION D

SUB - CATAGORY	2010 %	2011 %
POLICY AND LEGISLATION	54	77
HEALTH AND SAFETY REPRESENTATIVES AND COMMITTEES	50	69
REPORTING ACCIDENTS, INCIDENTS AND OCCUPATIONAL DISEASES	34	64
RISK ASSESSMENT	6	33
EMERGENCY PROCEDURES	63	76
TRAINING	39	56
STORAGE FACILITIES	36	54
PERSONALPROTECTIVE EQUIPMENT (PPE)	72	88
WASTE	24	59
FACILITIES	87	85
EQUIPMENT & MAINTENANCE	66	64
EMPLOYEE HEALTH	27	42
DOCUMENTS	51	60
OVERALL	54	77



COMPARISON

Region	2010	2011	% Improvement
A	69	79	10
B	68	79	11
C	63	85	22
D	47	67	20



OUTCOMES

- An improvement was noted in all four regions
- Laboratories able to clearly identify deficiencies
- Identify issues requiring intervention on a national level (risk assessments and medical surveillance)
- Considerable amount of support from QA Departments



PERSONAL OBSERVATIONS

- Training of QA Auditors
- Involved local management and Health and Safety Reps
- Audit tool freely available
- Detailed audit reports with a guide to correct
- Continuous telephonic support
- Approach was appreciated by facilities
- Reports on results tabled on Executive level
- Motivation for Safety, Health and Environment and Essential Occupational Medicine staff



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THANK YOU