



THE RISK AUTHORITY
STANFORD

VIEWPOINT

A monthly newsletter of The Risk Authority Stanford | April 2018

INSIDE THIS ISSUE

- Aon: Global employee engagement levels bounce back to all-time highs
- Commission approves changes to Medical Services Provider Manual
- New Sentinel Event Alert focuses on physical, verbal workplace violence against healthcare staff
- ISO debuts new global safety standard
- Safety improves when workers appreciate their job

VIEWPOINT is published monthly by TRA Stanford. To be added to our mailing list, please call us at 803.731.5300 or 800.849.8010.

VIEWPOINT © 2018 The Risk Authority Stanford. You have permission to forward VIEWPOINT in its entirety only, to your colleagues, provided this copyright notice remains part of your transmission, or they can subscribe to this free e-mail newsletter by sending an e-mail to info@theriskauthority.com and typing "subscribe VIEWPOINT" in the body of the message.

Two upcoming educational programs for PHT members

The 3rd Annual PHT Worker Safety Symposium will be held on May 17 & 18, 2018 in Charleston, SC. During this invitation-only symposium, we will cover Trust data trends and key prevention strategies for leading loss drivers. This will include how healthcare institutions can implement and improve worker safety programs related to slip/trip/fall prevention, patient handling, workplace violence, and needlesticks/sharps/splashes.

In conjunction with program enhancement opportunities, we will receive an update from SC OSHA, on the status of recently updated standards and their safe + sound campaign. The Symposium agenda includes:

OSHA Update – Harvey Jessup, program manager, South Carolina OSHA

Trust Update – Wendy Stephenson, MS, ARM, CPHRM, CSP, vice president, risk management, The Risk Authority Stanford Global Service Center

Gaining Executive Level Support Using Data & Metrics – Michele Blazek, director, Environmental Health & Safety, Stanford Healthcare

Slip, Trip, Fall Project Update & Minimizing Falls in Your Physician Practice Locations

- Wendy Stephenson, MS, ARM, CPHRM, CSP
- Amy Uldrick, RN, MSN, CPHRM, vice president, risk management, The Risk Authority Stanford Global Service Center

Workplace Violence in Hospitals – Monica Cooke, BSN, MA, RNC, CPHQ, CPHRM, DFASHRM, CEO, Quality Plus Solutions, LLC

Stanford Healthcare's Journey to Reducing Needlesticks and Sharps Injuries – Michele Blazek, director, environmental health & safety, Stanford Healthcare

Panel: Using ANA Interprofessional Standards to Enhance your Patient Handling Program

- Deanne Johnson, MSN, RN, CMSRN, acute rehab clinical nurse manager, Beaufort Memorial Hospital
- Emily Gibbs, PT, CEAS I, safe patient mobility and handling coordinator, Spartanburg Regional Healthcare System
- Heather Wagner, BSN, RN, UPLIFT facilitator, Greenville Health System

Continued on page 2

Each member will be contacted directly regarding this invitation-only event, designed to enhance your overall worker safety program.

The following month will bring the *PHT Claims Coordinator Workshop & Awards Lunch*. This workshop, to be held June 22 at the offices of The Risk Authority Stanford Global

Service Center in Columbia, is an excellent opportunity for Trust members to keep up with current and emerging developments in workers' compensation.

For more information on either of these educational offerings, please contact Janine Wall, ARM, AIS, GBA, director of marketing at TRA GSC, at jwall@theriskauthority.com. ■

Aon: Global employee engagement levels bounce back to all-time highs

After a dip last year – the first since 2012 – global employee engagement levels jumped back to an all-time high in 2017, according to a new report from Aon.

Aon's analysis of more than five million employees at more than 1,000 organizations around the world found that global employee engagement levels rebounded back to 65% in 2017, up from 63% in 2016. The percentage of employees who were highly engaged increased from 24% in 2016 to 27% in 2017.

"In the last year, there has been political and economic stability in more mature regions and continued economic expansion in regions like Asia and Africa," said Ken Oehler, global culture & engagement practice leader at Aon. "Although most companies continue to face some level of disruption and uncertainty, a robust, expanding economy means organizations are typically willing to invest more in people, and that makes the work experience much better for most employees."

According to Aon, improving engagement can pay dividends. Aon research shows that a five point increase in employee engagement is linked to a three point increase in revenue growth in the subsequent year.

"The concept of employee engagement is often confused with satisfaction or happiness," said Oehler. "But it's

really about an employee's psychological investment in their organization and motivation to produce extraordinary results. Companies with above average engagement levels will see better employee productivity, lower turnover rates and higher customer satisfaction scores – all factors that can significantly contribute to improved financial performance."

According to Aon, rewards and recognition ranked as the strongest engagement opportunity for the second year in a row, with "recognition for contributions" and "fair pay" being the most influencing factors.

"There is not a one-size-fits-all employee experience that will maximize engagement; the specific drivers will vary by region, by industry, by company and by role," noted Oehler. "Organizations need to identify the drivers that are most important to their own employee population and then focus on creating the employee experience to yield the best return."

To learn more about Aon's Trends in Global Employee Engagement report, visit: www.aon.com/engagement18. For more information on the services available through TRA GSC and Aon, please contact Adam Allen, chief operating officer at TRA GSC, at adamallen@theriskauthority.com. ■

Commission approves changes to Medical Services Provider Manual

At the Business Meeting on March 19, 2018, the South Carolina Workers' Compensation Commission approved changes to the *Medical Services Provider Manual* (MSPM). The changes included approving a Conversion Factor of \$50 and adopting the 2018 CMS CPT/HCPCS codes.

In August 2017 the Commission approved the annual update of the MSPM approving a Conversion Factor of \$50 and the use of the CMS 2017 CPT/HICPCS codes. At that time, various stakeholders recommended the MSPM be updated to utilize the most recent Relative Values established by the Center for Medicare and Medicaid

Services (CMS). The Commission directed the consultants to calculate several Conversion Factors and their respective financial impact on the system using the 2018 Relative Values; claims medical data in terms of frequency and amount paid to the provider reported to NCCI for the calendar year 2016, and the 10% limit imposed by Act 183 in 2012.

The updated MSPM became effective on April 1, 2018.

A copy of the updated MSPM may be purchased at www.wcc.sc.gov/insurance/Pages/MedicalServicesDivision.aspx. ■

New Sentinel Event Alert focuses on physical, verbal workplace violence against healthcare staff

Hhealthcare workers can be subjected to many forms of violence in the workplace. Lisa Tenney, RN, of the Maryland Emergency Nurses Association, says she's been bitten, kicked, punched, pushed, shoved, spat upon and scratched. But it doesn't end there.

"I have been bullied and called very ugly names," Tenney said. "I've had my life, the life of my unborn child, and of my other family members threatened, requiring security escort to my car."

Sentinel Event Alert Issue 59, "Physical and Verbal Violence Against Healthcare Workers," focuses on the physical and verbal violence directed toward healthcare workers. This alert sets out to help organizations:

- Recognize and acknowledge workplace violence directed against healthcare workers from patients and visitors.
- Better prepare staff to handle violence.
- More effectively address the aftermath.



The alert, which can be found on The Joint Commission website at https://www.jointcommission.org/sea_issue_59/, includes an infographic titled, "Take a stand: No more violence to healthcare workers" that The Joint Commission urges organizations to share. Also, check out The Joint Commission's Facebook and Twitter social media pages to see a series of memes previewing the alert, including the graphic shown above. ■

ISO debuts new global safety standard

Business Insurance recently reported on the development of the ISO 45001:2018 standard, the first global standard for occupational health and safety management systems. The International Organization for Standardization developed the standard over a 4½-year period, and it was approved in January by about 93% of the ISO membership – beyond the two-thirds majority needed for publication.

According to calculations by the International Labour Organization (ILO), worldwide there are 2.78 million fatal workplace accidents each year. Additionally, there are some 374 million non-fatal work-related injuries and illnesses each year, many of these resulting in extended absences from work.

ISO 45001 hopes to change that. It provides governmental agencies, industry and other affected stakeholders effective, usable guidance for improving worker safety in countries around the world. By means of an easy-to-use framework, it can be applied to both captive and partner factories and production facilities, regardless of their location.

David Smith, chair of project committee ISO/PC 283 that developed ISO 45001, believes the new International Standard will be a real game changer for millions of workers: "It is hoped that ISO 45001 will lead to a major

transformation in workplace practices and reduce the tragic toll of work-related accidents and illnesses across the globe." The new standard will help organizations provide a safe and healthy work environment for workers and visitors by continually improving their OH&S performance.

Smith adds: "World standards writers have come together to provide a framework for a safer workplace for all, whatever sector you work in and wherever you work in the world." More than 70 countries were directly involved in the creation of this important document, developed by ISO/PC 283, Occupational health and safety management systems, with the British Standards Institution (BSI) serving as the committee secretariat.

Business Insurance notes the importance of having a global standard that could be practiced across borders became obvious to many when the Savar building collapsed in Bangladesh in 2013, killing more than 1,000 workers in the garment industry.

"What I like about (the standard) is that it can work with the other programs," Randy Parnow, corporate safety manager at industrial supply company Fastenal Co. in Winona,

Continued on page 4

Minnesota, commented to the publication. "I like that you can use it to bring the environment and safety together in one plan. I like that it ensures that you have employee involvement, because a lot of times companies will try to set up a safety program and without employees involved, if they have no ownership, they don't care. When they're involved in the process, then they care."

Edwin Foulke, an Atlanta-based partner at Fisher & Phillips L.L.P., and a former OSHA assistant secretary of labor, told **Business Insurance** "I think you're going to see a lot of companies, both in the United States and overseas – particularly if you're an international company – more

than likely you will have to seriously consider or get pushed into getting certified in 45001, because you may have customers and clients who want you to be in that program."

"Companies that get into this are going to significantly improve their safety programs, and that's going to translate into less workers comp costs and the total costs associated with injured employees," he continued.

"You're going to see for companies that are going into 45001 that their safety program is going to improve and as a result they're going to be more profitable and more competitive," he added. ■

Safety improves when workers appreciate their job

Employees who like their job and have an emotional attachment to it are more likely to be safety conscious and to speak out if they perceive potential risks, according to Daniel McGarvey, South Carolina-based managing director of the U.S. power and utility practice at Marsh.

Speaking at the 2017 IRMI Construction Risk Conference in Indianapolis, McGarvey noted "we have had claims related to construction where the workers at some point will have to say they basically knew something was wrong, but they kept doing it because that's what the client said, and it wasn't their job to ask questions. The engaged employee will ask questions."

Research has shown that engaged employees are not only

safety conscious but more productive and less likely to be absent from work.

Business Insurance quotes McGarvey as saying "what we try to do with actively disengaged colleagues is to get them involved in the decision-making process, make them feel more like a part of the team...the more involved someone gets, the more they tend to have a positive outlook."

According to McGarvey, employers can learn about their workers' level of engagement through surveys and various other informal means, but to improve employee engagement, employers should work on building a collaborative team, which, among other features, means giving workers the tools they need to do their job. ■

Around TRA Stanford Global Service Center

Nuwan Ranawaka, network & support specialist, attained two years of service on April 18.

Rebecca Parker, claims & risk management assistant, attained nine years of service on April 24.

DATEBOOK

- | | | |
|-------------|---|----------------|
| May 17 & 18 | PHT Worker Safety Symposium (PHT Members Only)* | Charleston, SC |
| May 22 | "Healthcare and Law Enforcement: Working Together Instead of Against Each Other" (webinar 1:00 - 2:30 p.m.) (HCPro)** | |
| May 30 | "Patient Safety Strategies: Building a Fall Prevention Toolkit" (webinar 1:00 - 4:00 p.m.) (HCPro)** | |
| June 22 | PHT Claims Coordinator Workshop & Awards Lunch (PHT Members Only)* | Columbia, SC |
| August 30 | Safe Patient Handling Champions & Coaches Workshop (PHT Members Only)* | Columbia, SC |

* To register or for more information, visit www.theriskauthority.com or contact Janine Wall, ARM, AIS, GBA, director of marketing at TRA GSC, at jwall@theriskauthority.com

** To register or for more information, visit www.hcmarketplace.com