



SafeCare BC

# SafeCare BC: Supporting Quality Care Through Safer Workplaces

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# Supporting Quality Care Through Safer Workplaces



## Overview

- Background on SafeCare BC
  - Who are we?
  - Rationale
- Where are we going?
  - Goals
  - Guiding principles
  - Action plan
- Current status
  - Focus / goals
  - Activities to-date

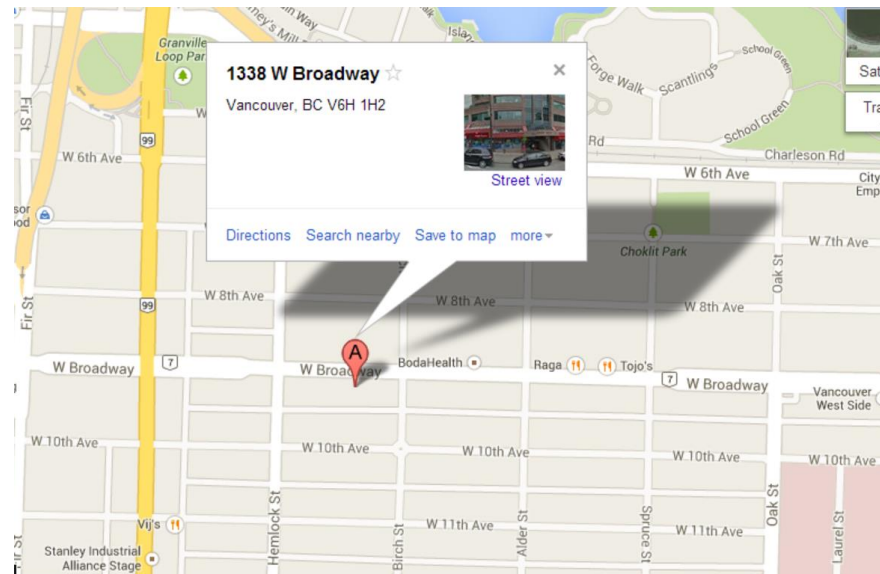


## What is SafeCare BC?

- Industry-funded health and safety association
- Mandate: Reduce injuries among long term care workers in BC
- Membership: Defined according to classification unit (766011)
- Created with support of industry (BCCPA, DHA) and WorkSafeBC

Come by and visit!

301-1338 W. Broadway St, Vancouver

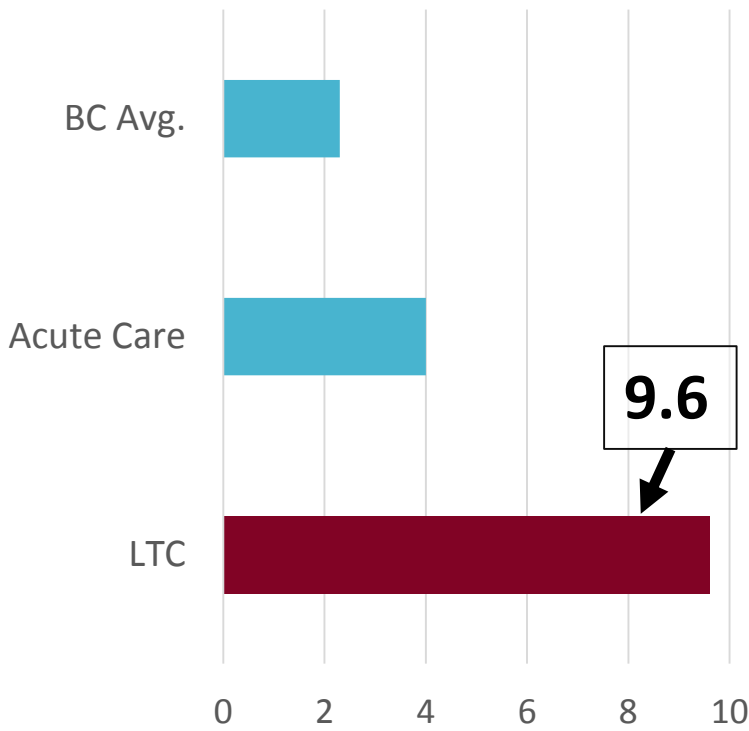


# High Injury Rates, More Time Lost

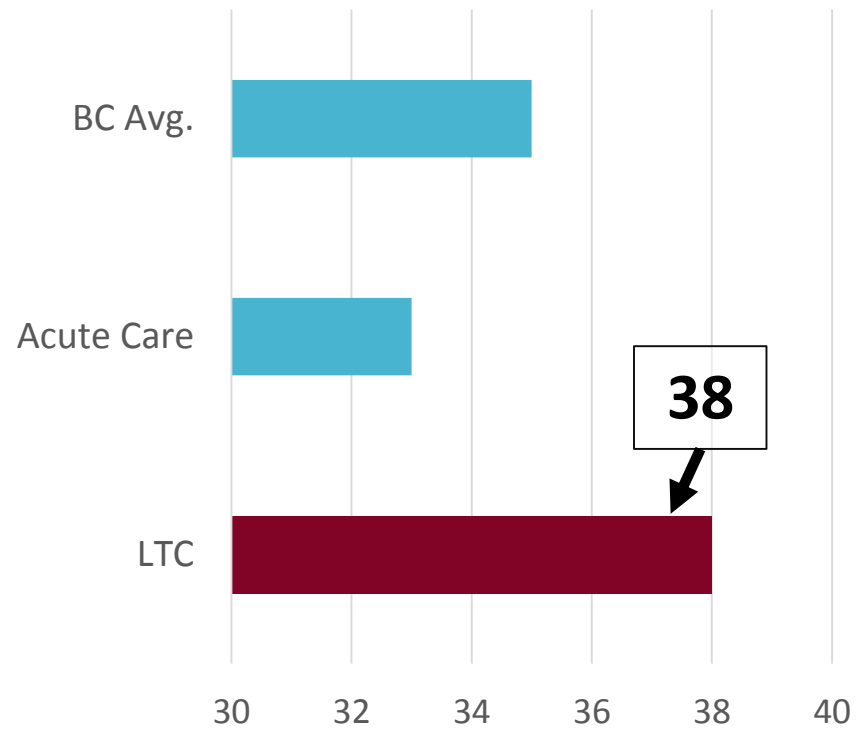


## Why have a health and safety association?

Overall Claims Rate



Claims Duration (STD)



## Why have a health and safety association?

- Over **2 900** claims annually
- Over **120 000** days lost per year
- **\$23 million** in annual claims costs

# The “Hidden Costs” of Injuries

## Why have a health and safety association?

- The “hidden costs” of workplace injuries:
  - Higher staff turnover; lower consistency of care
  - Recruitment issues
  - Coverage costs (shift coverage, overtime, retraining, etc.)
  - Burnout and decreased job satisfaction
- **Lower quality of care**



# Quiz Time!

## Audience participation...

- Who is more likely to get injured at work?

Men

Women

- What occupation has the highest number of injuries?

RNs / RPNs

LPNs

Housekeeping

Care aides

- What age group is most frequently hurt?

15 - 24

25 - 34

35 - 44

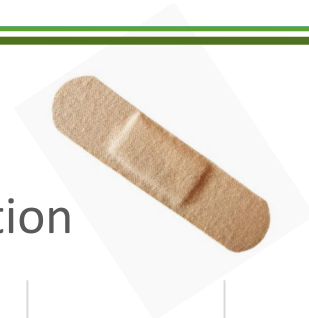
45 - 54

55 - 64

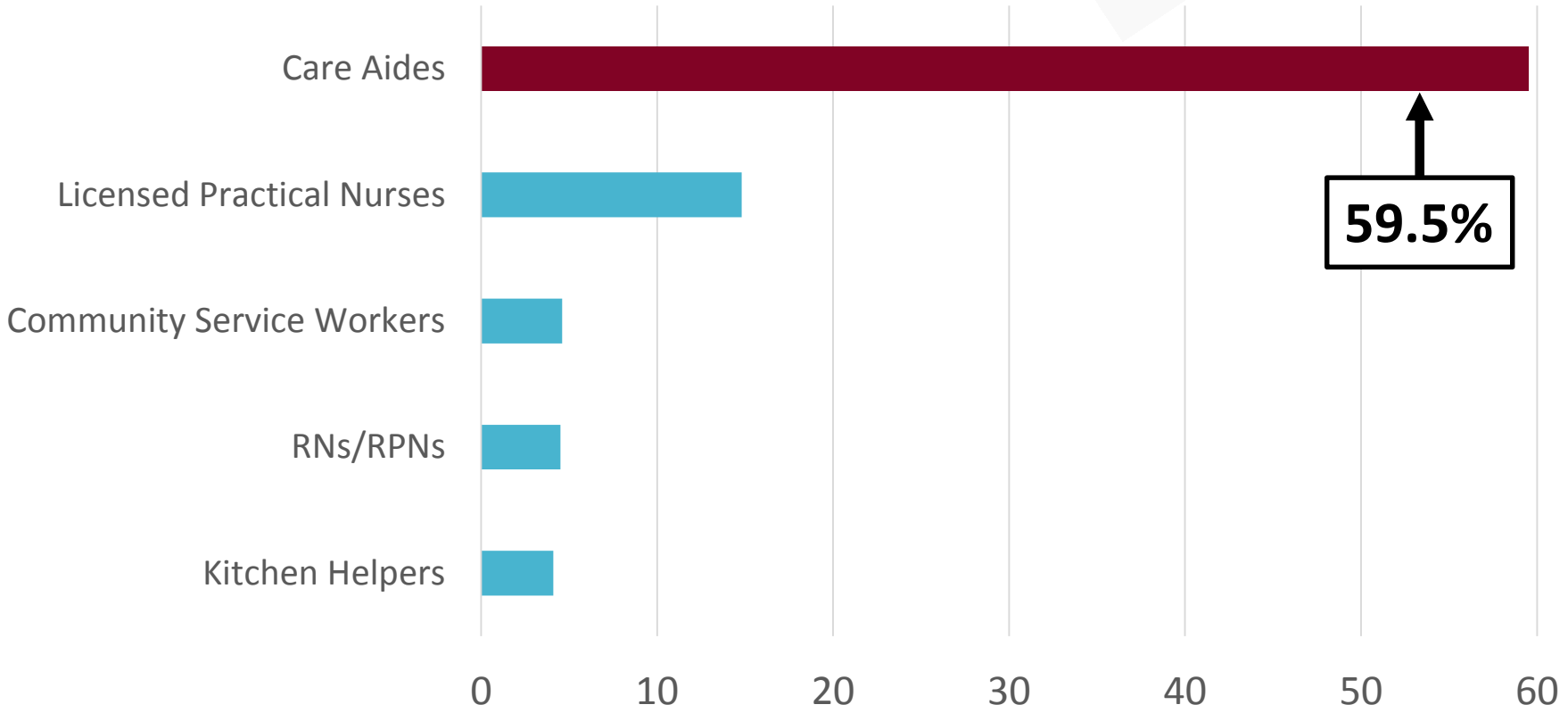
65+



# Care Aides Have the Highest Number of Injuries



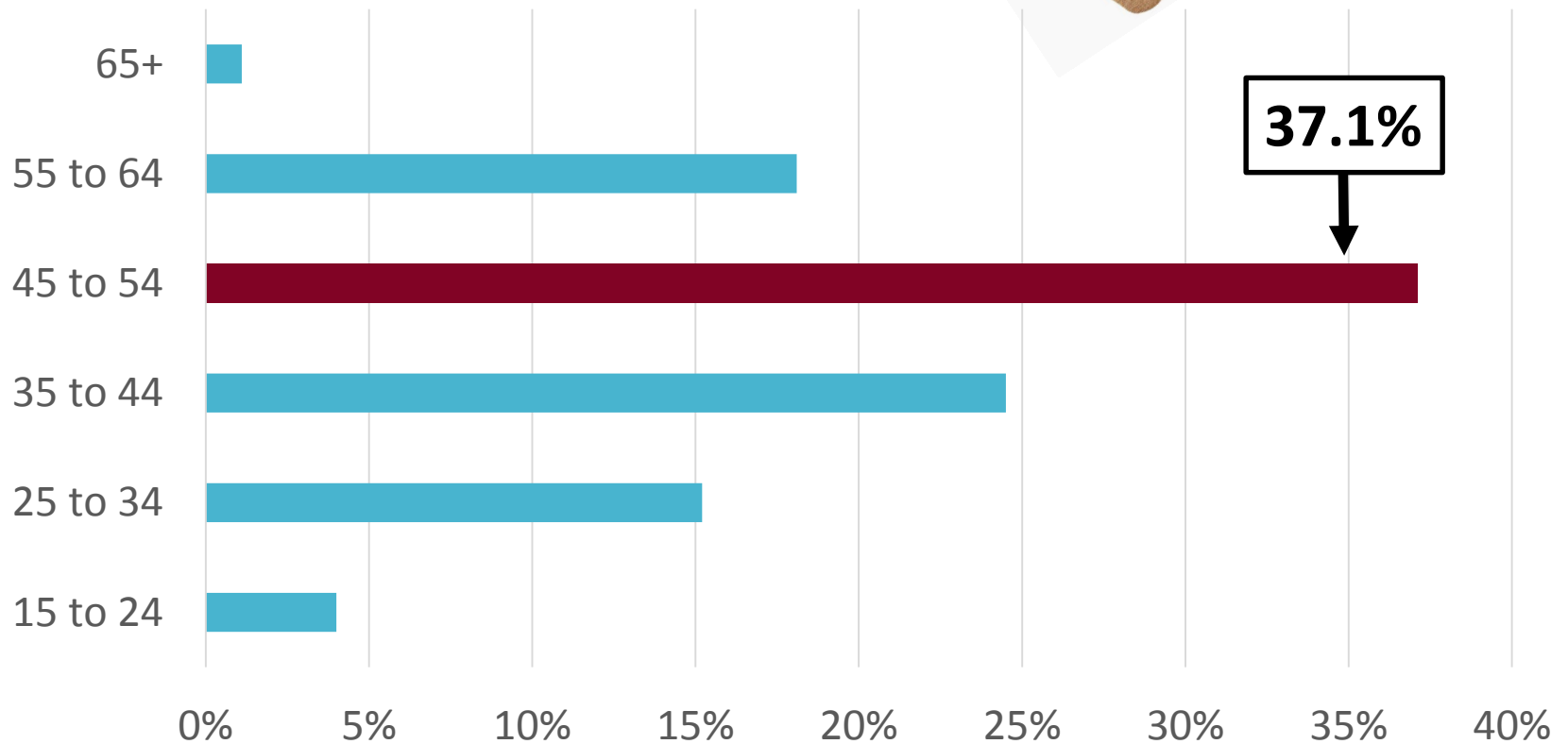
% of Claims: By Occupation





# Older Workers are More Likely to be Injured

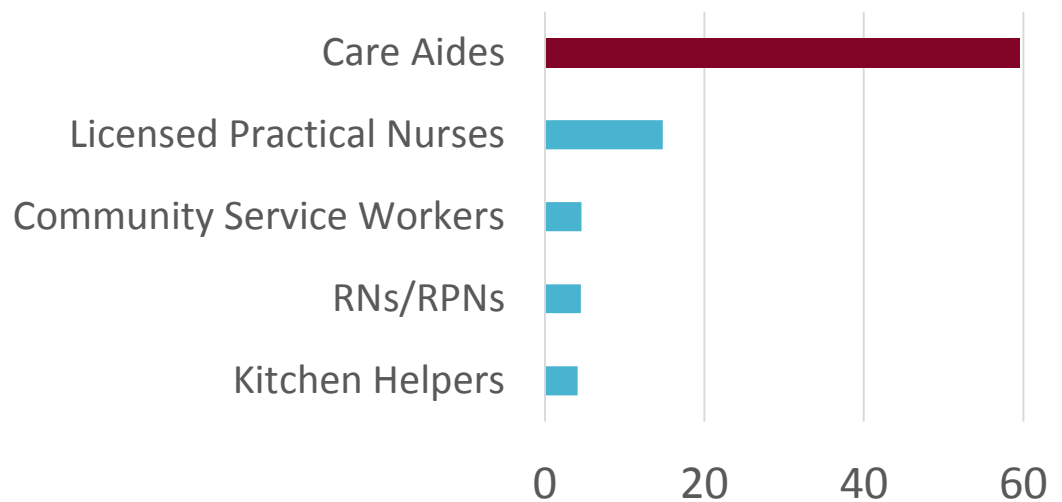
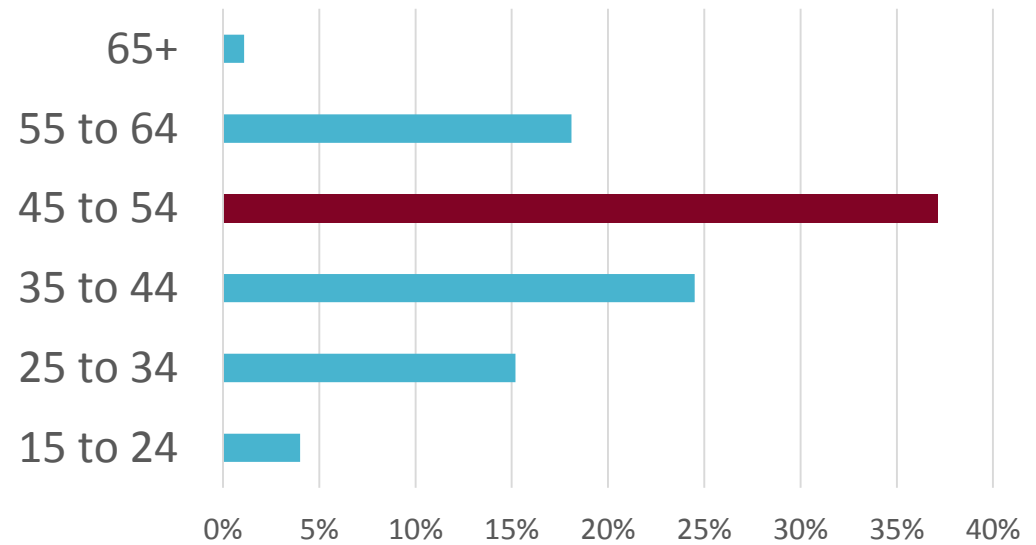
% Claims: By Age



# Upcoming Challenge?

Typical care staff:

- Care aide
- Female
- 43 years old



# Supporting Quality Care Through Safer Workplaces



**Where are we going?**



Imagine...



Culture of Safety

Safety Snapshots

Quality Care

Training

Best Practices

Leading Industry

Peer Support

Awards

Resources





**“We strive to ensure injury free safe working conditions for long term care workers through preventative training, education, and resources throughout all of BC.”**

## Translation?

- **Identify** and **respond** to the needs of the industry
- **Support** industry by **promoting best practices**
- Promote strong grassroots **engagement**
- Seek out opportunities for **innovation** and **collaboration**

# Outcome Objectives



## End Result:



- #, severity of injuries
- Time off work
- Staffing shortages

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**Lower costs**

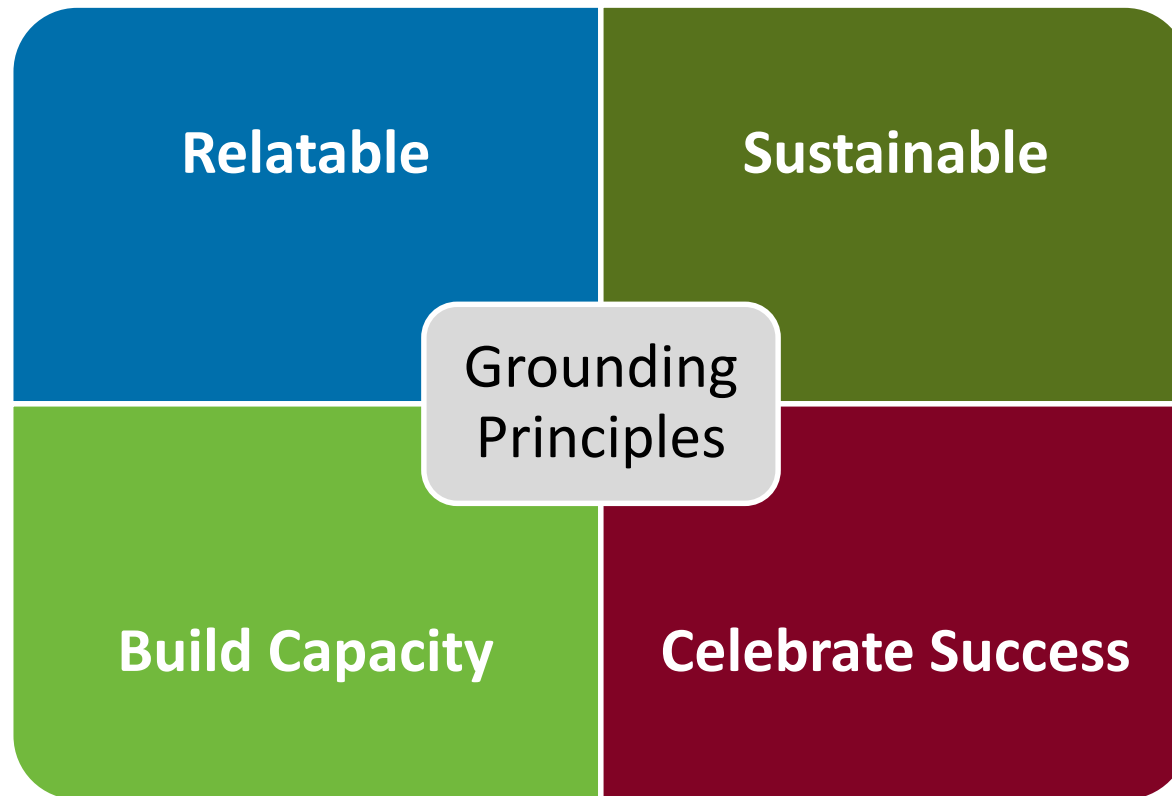


- Culture of safety
- Consistency of care
- Job satisfaction

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**Higher quality of care**

## Principles:





# Key Components



## Components:

**Training**

**Safety  
Snapshots**

**Awareness  
Initiatives**

**Engagement  
Initiatives**

## Training Program

- 1500 – 2000 trained annually
- Regional trainer network
- Regular training opportunities
- Regional and on-site training
- Direct and train-the-trainer
- Supplementary online materials



## Safety Snapshots

- Safety snapshots
- SafeCare BC is a certifying partner
- Certificate of recognition (COR)
- Regional network of SafeCare BC auditors
- Align with other organizations?



## Awareness Initiatives

- Industry statistics and trends
- Legislative changes
- Best practices/ research
- Multi-media outreach



## Engagement Initiatives

- Recognition of achievement
- Certificates of participation
- Partnership projects (grassroots driven)
- Peer support networks

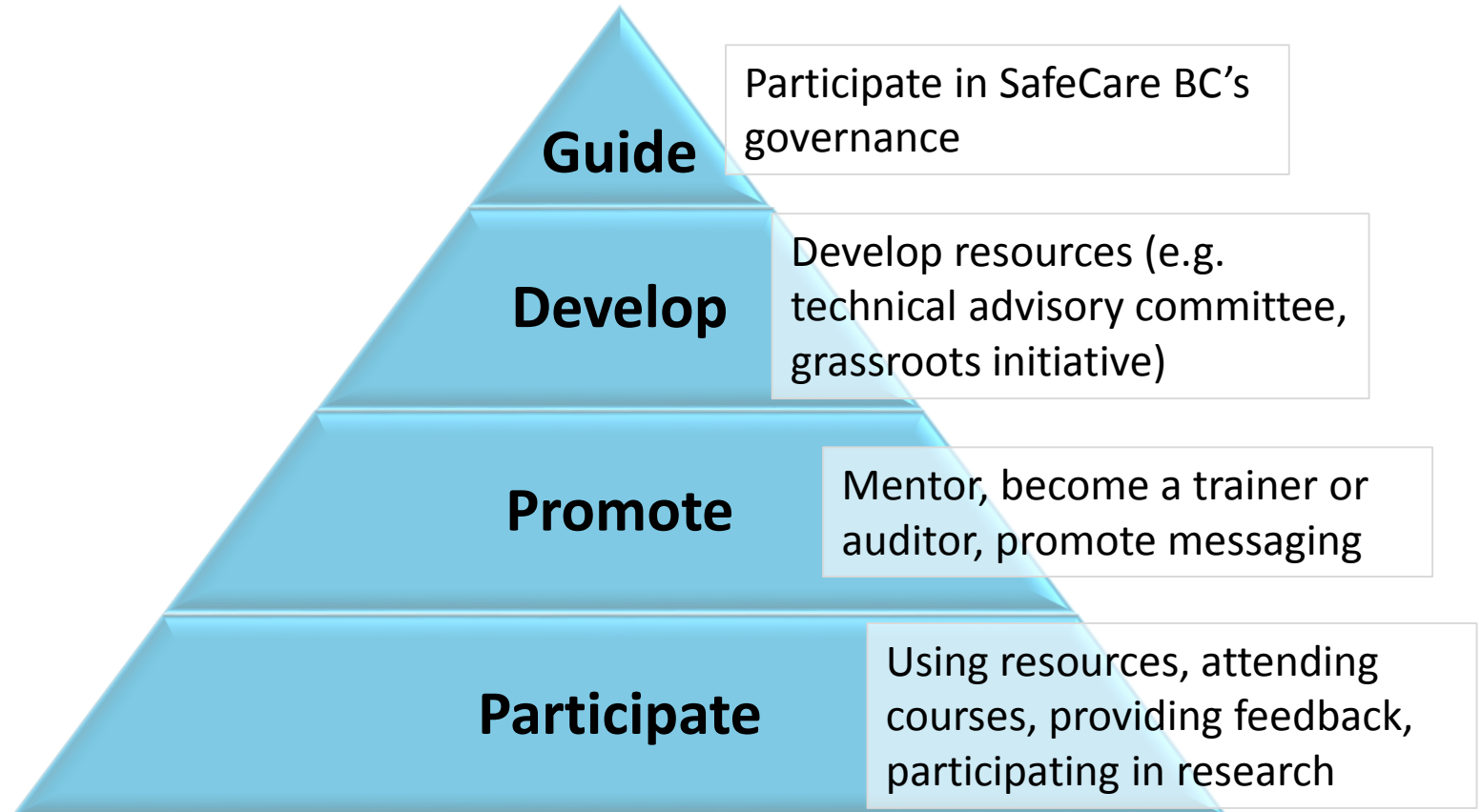


# Engagement is Key

“Alone we can do so little; together we can do so much”  
— Helen Keller



# Opportunities for Engagement



# Supporting Quality Care Through Safer Workplaces



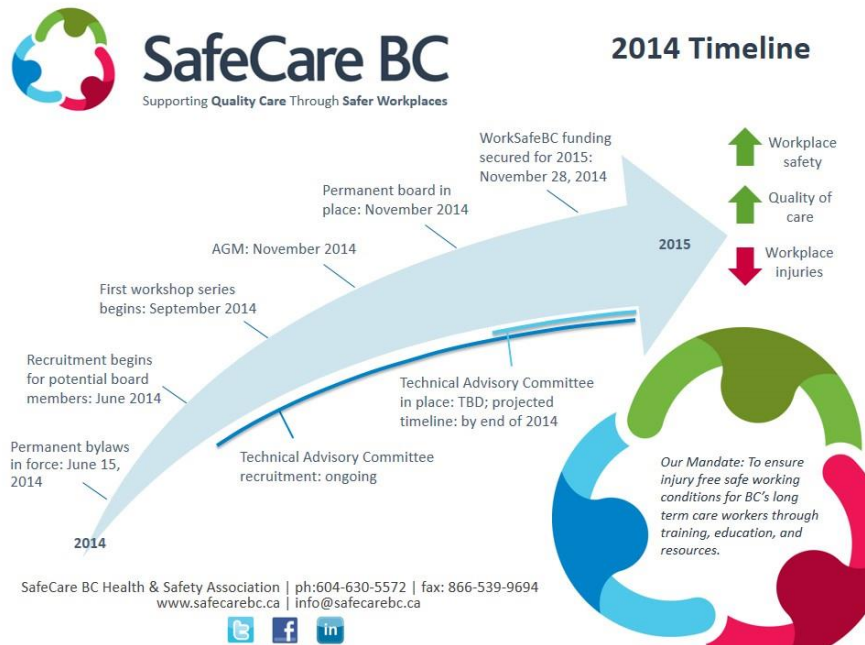
**Where are we now?**





## Foundation work

- Develop governance structure
- Create communications strategy
- Establish infrastructure



# Identify Needs and Establish Partnerships



- Completed training needs assessment
  - Engaged with employers and frontline staff across the province
  - Identified priority areas
- Strategic partnerships
  - Alzheimer Society of B.C.
  - Provincial Joint Occupational Health, Safety, & Violence Prevention Committee
  - Health Authorities
  - HEABC
  - Unions (9 in total)



# First Stage Intervention

- Initial priorities: **Education & Awareness**

- Priority topics:

- Dementia care / violence prevention
- Safe resident handling



- Action items:

- Workshops
- Supplementary resources (e.g. e-modules, guides, posters, reference tools)
- Outreach initiatives (awareness campaign)
- Benchmarking (leading indicators study)



# Upcoming Workshops & Projects



## Workshop: Dementia Care

- Partnership with Alzheimer Society of B.C.
- Nearly 500 training spots to open
- First workshop: September 2014; date TBA
- Registration to open June 2014



Safe Resident Handling and Violence Prevention Workshops TBA (end 2014 / early 2015)

## Leading Indicators Study:

- Validate survey questionnaire as a leading indicators tool
  - “Safety culture” = claims behaviour?
- Participant recruitment to commence June 2014
  - Contact: Suhail Marino, [suhail.marino@ubc.ca](mailto:suhail.marino@ubc.ca)



# Supporting Quality Care Through Safer Workplaces



## How will you make a change for the better?

You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make.

- Jane Goodall



SafeCare BC

**Thank-You!**

**Questions?**

Website: [www.safecarebc.ca](http://www.safecarebc.ca)

Look for us on Twitter, Facebook, and LinkedIn!

