Helping You Improve:

- Facility Efficiency
- Patient Experience
- Emergency Readiness
- Safety and Compliance
Welcome! 

Healthcare Segment Manager 
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Creating a Safer Workplace for your Staff & Patients with Grainger Online Safety Manager

Agenda

• Grainger Online Safety Manager Overview, with focus on:
  ➢ Inspection, Assessments - Audit Pro Suite

• University of Rochester Health System Case Study

• Q&A
Rick Cowman, QSSP & OSHA 30
Sr Manager
Online Services & Solutions Development
Grainger
Grainger Online SafetyManager®

EHS Suite of Tools

- Learning Management
- Specialized Training
- Incident Management
- Inspections & Assessments
- Occupational Health
- SDS Management
Featured Grainger Partner!

Tony Martinez
V.P. Quality and Marketing
Audit Pro
Audit Pro Introduction – Top Questions

• What is Audit Pro?
• Is Audit Pro a SaaS model?
• How does Audit Pro improve the compliance inspection process?
• Can Audit Pro be used with my existing CMMS system?
Audit Pro Overview

Closed Loop - Safety & Compliance Solution

Front-end Tools

Continuum of Safety & Compliance

Back-end Dashboards

Comprehensive audits and corrective recommendations

Automated Processes

Fully Hosted – Mobile Platform

Self-Guided / Smart Protocols / Corrective Recommendations

Actionable Data

What used to take days or weeks is now completed in 1-2 hours

Mobile App

Dashboard

1. NO EXPERIENCE required, easy to use software
2. PRELOADED with market-specific regulatory content
3. TURN-KEY ready to use software
4. SUPPORTS API’s integrates with any 3rd party software

1. REAL TIME Issues are instantly populated
2. RISK PROFILE Visibility to exposure & potential fine value
3. ANALYTICS Robust dashboards & reporting capabilities
4. WORKFLOW Assign and track issues across your organization
Mark Schwartz, CHFM, CHC

Director of Medical Center Facilities
University of Rochester
Rochester N.Y.
General Overview

• University of Rochester Medical Center:

  • The University of Rochester Medical Center (URMC) is one of the nation’s leading academic medical centers combining health research, teaching and patient care missions.

  • With more than 26,000 employees, URMC is the largest component of the University of Rochester, the largest private sector employer based in Upstate New York and the sixth-largest employer in the state.
General Overview

• University of Rochester Medical Center:
  • The main URMC facility is Strong Memorial Hospital with 846-beds. It is a Level One regional trauma and burn center and cardiac and liver transplant facility.
  • URMC has been a dedicated Audit Pro user for more then two years.
Important aspects of the Environment of Care that are addressed in the standards include:

- **Security** - This section addresses risks in the physical environment, access to security-sensitive areas, product recalls and smoking etc..

- **Hazardous materials and waste** - This section addresses risks associated with hazardous chemicals, radioactive materials, hazardous energy sources, hazardous medications, and hazardous gases and vapors.

- **Fire and Life Safety** - Risks from fire, smoke and other products of combustion; fire response plans; fire drills; management of fire detection, suppression equipment and systems. Including measures to implement during construction or when the Life Safety Code® cannot be met.
Medical Equipment - Selection, testing, and maintenance of medical equipment and contingencies when equipment fails.

Utilities - Inspection and testing of operating components, control of airborne contaminants, and management of disruptions.

Infection Prevention - How the environment is managed to reduce the risk of transmitting infections or disease (Extension of IP Plan).

Failing to follow these guidelines can cause an organization to get a Conditional Accreditation or worse.
EOC Inspection Form
Why Audit Pro?

• Currently > 5M GSF at the Medical Center
• Over 80+ Article 28 off-site, Hospital extension clinics
• Numerous staff changes between positions & locations
• Ample number of capital budget priorities to manage!
• How do you manage the detail Tracking, Accountability and Timeliness of your compliance programs?
Why the switch to Audit Pro?

• Serious about compliance!
• Previously all paper based records
• Manual tracking and follow up processes were weak
• No automatic reports of condition, total risk or potential fines
• Realization that there must be a better way to achieve Tracking, Accountability and Timeliness for our institutional correctives!
Audit Pro in the Field

- Audit Pro is a web-based program that tracks our Environment of Care rounds and survey findings
- Survey questions are based on managing the Environment of Care and the element of performances established by Joint Commission
- Questions are customizable to an individual institution's needs or priorities.
- Audit Pro gives us the ability to have real-time reporting and tracking of findings
Audit Pro in the Field

- At URMC the ECC team is made up of 5 individuals who are responsible for one to more areas covered by the standards.

- Members of the team are crossed trained in compliance issues and topics and use Audit Pro as their compliance reference tool and data organizer.

- As members go through the area and identify deficiencies they utilize their Audit Pro device to record location, deficiency type, institutional criticality and potential risk, etc.
How does it work at URMC?

• Once the field deficiency is identified and the report is submitted all deficiencies for that facility is uploaded to the dashboard

• Deficiencies are assigned a priority number (#1-5) based on the severity of the findings

• When an issue is reported, it is assigned to a team member for correction. The team member is notified via an email from Audit Pro or for facilities operations, a W.O. is placed into our CMMS system
How does it work at URMC?

• Inside the email will be a brief description of the finding(s) and a description of the recommended corrective action including pictures and notes!

• From the email notification, you can correct and close out the issue assigned to you.

• If the issue was fixed during the inspection, hitting “Corrected” with a note is acceptable. Otherwise creating an action plan as to the timing and resources required is the best approach and allows for system tracking.
Dashboard

Issues Breakdown

Potential Issues: By Building
Total: 73
- 106-R-Wing
- 108-Main Lobby/ACC
- 116-Emergency Tower
- 101-Golisano Childrens Hospital
- 119-JPWCC
- 105-Strong Memorial Hospital

Potential Issues: By Assigned To
Total: 49
- Heather Dawley
- Charles Kline
- Jessica Scott
- Jamie Gale
- Rebecca Dolce
- Nicole Drifil
- Deanne Fuller
- Joann Snyder
- Caitlyn DiVincenzo
- Rhoda Palacia
- Latoya Baldwin
- Amanda Carpenter

Potential Issues: By Category
Total: 73
- Work Safety
- Infection Control
- Public Safety
- Env of Care
- Fire Safety
- Hazardous Materials
- Medication Mgmt

Total Potential Fines
Total: $25,868
What does the Dashboard tell us?

• The dashboard allows us to look at all issues.

• We can track specific issues and drive down repeat occurrences!

• It is broken down into specific locations here at the Medical Center and also between off-site locations.

• From the dashboard, we can also run multiple different reports and have custom reports made to fit our specific needs.
Reports

Top Violations

- IC.02.01.01.EP01-2
- LS.02.01.20.EP31
- LS.01.02.01.EP02
- EC.02.06.01.EP01-11
- EC.02.04.03.EP03
- LS.02.01.20.EP13-1
- CMS.482.42.002
- EC.02.04.01.EP02
- EC.02.06.01.EP20-2
- EC.02.04.03.EP03-6

Violations
In Summary …

• A safety and compliance tool that is easy to use and can be infinitely customizable by the institutional user. (Locations, people, processes, reports, survey data)

• Builds standardization across multiple locations and among the institutional team members.

• The dashboard generates multiple real time compliance reports building a knowledge base for accountability, timeliness and prioritization of work load.
In Summary …

• Extremely cost effective mobile platform. Improves labor utilization and timeliness to completion.

• Reduces compliance risks - Intelligent collection and analytics.

• Intelligent Application Technology – The mobile platform grows with the institutional user and as new safety and compliance mandates evolve.

• Very short ROI.. can be as little a one month!
Learn More

- Contact your Grainger representative to set up an Audit Pro suite demo or to learn more visit: https://www.grainger.com/content/auditpro

- Overall GOSM Suite https://www.grainger.com/content/online-safety-manager
  - Live Demos Every Wednesday @ 12pm
  - Suite Features & Options
  - Pricing
Open Discussion & Questions
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