



## SAFE Work Certified Audit Report

### Executive Summary

#### Introduction

This SAFE Work Certified Audit was conducted in the **North Eastman Health Association Inc. (Interlake Eastern Regional Health Authority)** from **February 13, 2023 through to March 08, 2023**. It was initiated and conducted under the authority of Tonya Nelson, Director of Safety Programs, Manitoba Association for Safety in Healthcare. The SAFE Work Certified Audit was conducted by **Jacques St. Hilaire, CRSP (Lead), Michelle Gawronsky**

North Eastman Health Association Inc. (Interlake Eastern Regional Health Authority) known as (IERHA) for the purpose of this audit. IERHA is responsible for the planning and delivery of healthcare services to meet the needs of the population they serve situated within the geographical area of the province of Manitoba. The region extends east to the Ontario boarder, north to the 53rd parallel, west to the eastern shores of Lake Manitoba and south to Winnipeg's north perimeter. A significant portion of the region is considered northern with a remote area accessible only by air, water or winter roadway systems. There are over 133,800 people living in the region, representing 9.6% of Manitoba's population. The regions population increases significantly over the summer months as cottage owners and vacationers enjoy the multitude of lakes, beaches within the regions boundaries. The region is culturally diverse with indigenous populations comprising 27 per cent of the regions residents inclusive of 17 First Nation communities.

IERHA is one of 5 regional health authorities within the province of Manitoba. IERHA safety and health management systems are corporately sponsored and directed by the Human Resources Department and Senior Leadership Team within the regional corporate offices. For the purpose of this safety and health external audit, **6** worksite location comprising of health centre(s) i.e.: Hospital, primary care, community health & public health centre(s) and personal care home(s) in the region were audited including the corporate offices in Selkirk, Manitoba. Within the region, IERHA provides a range of services to adults and children with physical and complex health needs. IERHA operates under the provincial workplace safety and health jurisdiction/mandate with industry specific accredited standards of practice in health care adopted by Manitoba Health and Share Health/Soin communs

### **Pre-Audit Meeting**

A pre-audit meeting was held on February 13, 2023 at the Interlake Eastern Regional Health Authority corporate office located at 233A Main Street, Selkirk, Manitoba. The meeting included:

- **Marian (Mary Anne) Ellis, CEO,**
- **Samantha Roberts, Primary Safety & Health contact,**
- **Susan Beddall, Workplace Safety and Health Committee member - Kin Place, Oakbank,**
- **Bonnie Peloski, Workplace Safety and Health Committee, Worker Co-Chair, Corporate and Community/Primary Care Health Centre, and the Safe Work Certified Auditors noted above.**

The meeting discussion included a brief overview of the purpose and scope of the "SAFE Work Certified Audit". The audit instrument was described along with the scoring requirements. The auditor code of ethics and standards for confidentiality were also discussed. Subsequent to the pre-audit meeting, the CEO kindly requested the Auditors meet with members of the Senior Leadership Team that were available to participate on February 14, 2023 to

### **Close-Out Meeting**

A close-out meeting was held on **March 28, 2023 via Microsoft Teams with WSH Committee representation and on March 30, 2023**, at the Selkirk Church, 202 McLean Avenue, Selkirk, Manitoba for the North Eastman Health Association Inc. (Interlake Eastern Regional Health Authority, (IERHA)) designated meeting site location to accommodate larger venue and participation across the region. The meeting participants include:

- **Marion Ellis, CEO**
- **Samantha Roberts and Safety and Health Officer(s),**
- **Susan Beddall, Kin Place WSH Committee member, and**
- **Bonnie Peloski, Co-Chair of the corporate/community primary health centre in Selkirk along with numerous Senior Leadership Team representation, Directors, Managers and the aforementioned Safe Work Certified Auditors.**
- Refer to sign-in sheet provided.

The meeting discussion included the audit findings, questions and answers about the audit, and the next steps / Action Plan required.

### **Audit Process**

The audit commenced with documentation review. Prior to the audit a list of required documents was provided to the Safe Work Auditor(s) by Samantha Roberts, internal audit lead from Interlake Eastern Regional Health Authority and further documents were requested during the course of the audit. In total, **51 persons were interviewed**. Please note, although the region has ~524 workers in the North Eastman Health part of the region, only a representative sampling was completed in keeping submitted to the Manitoba Association of Safety in Healthcare (MASH).

### **Summary of Audit Findings**

North Eastman Health Association, Inc. (Interlake Eastern Regional Health Authority's) safety management systems achieved an overall score of **91%** on required elements and **95%** on optional elements.

### **Areas of Strengths**

Interlake Eastern Regional Health Authority's current culture of safety maturity has been categorized in the infancy of "**calculative**" while continuous improvements are required and will be articulated within our site observations, and overall recommendations. Safety leadership and values drive continuous improvements. To further support this statement, management has clearly demonstrated their commitment to safety by providing extensive resources, training, support and implementing leading best practices.

The "Industry Specific Healthcare" program element received the highest points within the region! IERHA has conducted an enormous amount of work in the preparatory years leading to their external healthcare audit in consultation and collaboration with Safe Work Manitoba, and the Manitoba Association of Safety in Healthcare industry partners.

The workplace safety and health committee(s), internal Safety and Health Officers and Senior Leadership Team is instrumental in ensuring internal compliance to the regions highest standards of practices when considering safety and health requirements to maintain everyone's safety and health

### **Opportunities for Improvement**

While Interlake Eastern Regional Health Authority's safety management system strives to address all required audit elements, it should be noted that some policies and procedures may require a review/revision based on the Auditors review and best practices in the industry. See specific program elements for additional information. i.e.: The **Commitment Statement**, although is all encompassing, the Auditors recommend IERHA post their 1 condensed commitment statement in a similar fashion (prominent locations within their organizations). This will demonstrate that the IERHA values their Safety and Health Program as much as they value their Healthcare Accreditation Standards Certification. **Contractor's programming is to be fully adopted by Facilities Management with continuous improvements being monitored and further implemented by the regional Safety and Health Team**

### **Recommendations**

**Based on the observations by the auditor(s), the following recommendations are made towards the ongoing improvement of the safety management system:**

- North Eastman Health Association Inc. / Interlake Eastern Regional Health Authority (IERHA) should fully implement the monitoring of contractors. IERHA OSH Team have full access to i-Auditor/Safety Culture software that can be used to undertake periodic reviews/inspections and participation from Facilities Management and OSH Team members at the contractor WSH Committee meetings. (Randall Plumbing, Bockstael Construction, Marrbeck Construction).

- **Lockout/tag out** defective equipment required to be applied in all workplaces/departments. Facilities Maintenance is working on fixing electrical hazards i.e.: junction box covers, missing electrical spacers throughout the sites visited, etc. These are higher risk hazards.

- **2-3 step ladders** observed in a number of properties were using non-industrial grade step ladders. OSH Team is working to replace with Little Giant 2-3 step ladders with rail system, on wheels to reduce MSI for transporting from place to place.

**Additional Observations for follow up/corrective action and continuous improvements:**

- **Fire Safety plans** in various locations are readily available by external contracted service providers Fire Plan Strategies for the ~ (6) locations visited. It is IERHA's responsibility to ensure Facility Maintenance together with OSH Team representatives are trained in conducting the annual review and appropriately documenting such reviews on their internal template. In some cases, this review was not observed onsite within the Fire Safety Plans reviewed.

- IERHA has a minimum **general orientation/training standard** with records maintained regionally. It was noted that although regional orientation records are readily available, the **site/department specific training** records may require additional attention to ensure completed. Site specific documentation was only available in safe work procedure review.

- It was clear that IERHA **Workplace Safety and Health Committee** members strive to receive **safety and health training** for their roles and responsibilities, inspections and investigations. IERHA should make the time for this to be achieved and dedicate resources to allow members to not feel split between staffing and involvement.

- It is believed that **patient/resident** beds were in disrepair in 1-2 sites observed/discussed with OSH Team and Clinical Team Managers. i.e.: Head of bed

**Worker Representative Statement:**

I understand this report has been shared with me as an extension of my role as the worker representative. I have been informed of the audit process, outcomes and have had the opportunity to ask questions.

Name of Worker Representative

Susan Beddall and Bonnie Peloski, Workplace Safety and Health Committee members in the region.

Date

**28-Mar-23**



By selecting the box, you are indicating that you have read and agree with the Worker Representative Statement above.