

### **Project Title**

Towards Sustainability Development – KKH's ISO 45001 Occupational Health and Safety Journey

### **Project Lead and Members**

- Moon Loh Guek Yoong
- Quah Yi Tong
- Mohammad Taha Bin Rahmat

### **Organisation(s) Involved**

KK Women's and Children's Hospital

### **Healthcare Family Group Involved in this Project**

Healthcare Administration

### **Specialty or Discipline**

Occupational Health and Safety

### **Project Period**

Start date: Jan 2019

Completed date: Jun 2019

### **Aims**

1. To reinforce employee's safety in the workplace and involve management in the leadership of the ISO 45001 OH&S Management System implementation
2. To utilize in-house competency and capability to integrate ISO 45001 into the hospital's culture

### **Background**

See poster appended / below

## **Methods**

See poster appended / below

## **Results**

See poster appended / below

## **Lessons Learnt**

See poster appended / below

## **Conclusion**

See poster appended / below

## **Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Risk Management Category)

## **Project Category**

Care & Process Redesign, Quality Improvement, Workflow Redesign, Value Based Care, Risk Management, Build Environment, Facilities Management Improvements, Training & Education, Technology, Data Analytics

## **Keywords**

Employee's Safety, Workplace Injury, Culture

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# Singapore Healthcare Management 2021

## Towards Sustainability Development - KKH's ISO 45001 Occupational Health and Safety Journey.

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### INTRODUCTION

Occupational Health & Safety (OH&S) Management System has been taken as an indicator of safety management standard and sustainable development ability for the hospital.

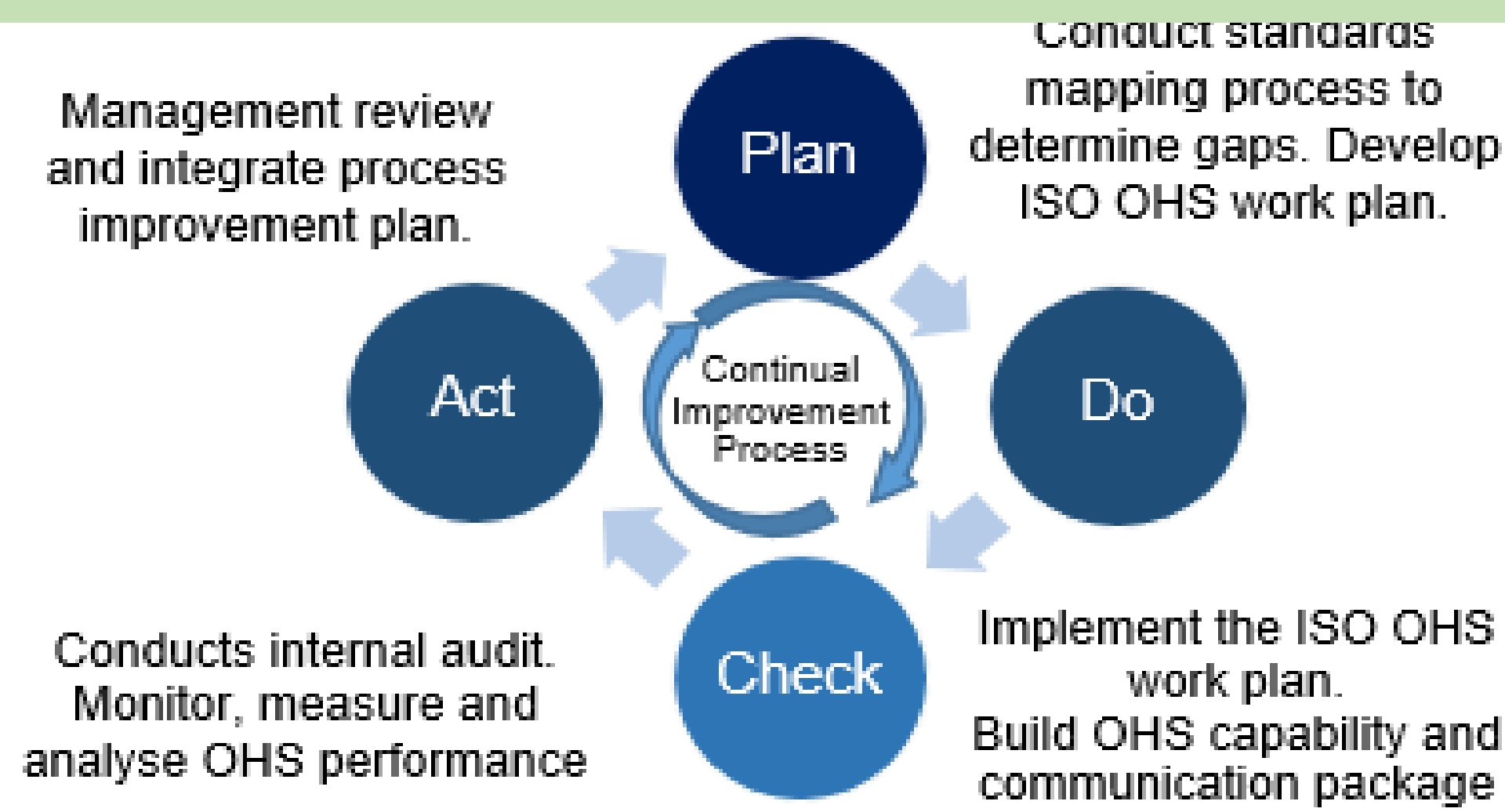
In 2019, KKH embarked on the migration of its existing OH&S Management System to the ISO 45001 OH&S Management System standard to sustain and continually improve health and safety culture.

### AIM

- To reinforce employee's safety in the workplace and involve management in the leadership of the ISO 45001 OH&S Management System implementation.
- To utilise in-house competency and capability to integrate ISO 45001 into the hospital's culture.

### METHODOLOGY

The Plan-Do-Check-Act (PDCA) cycle is the tool used to design and drive improvements within the OH&S Management System.



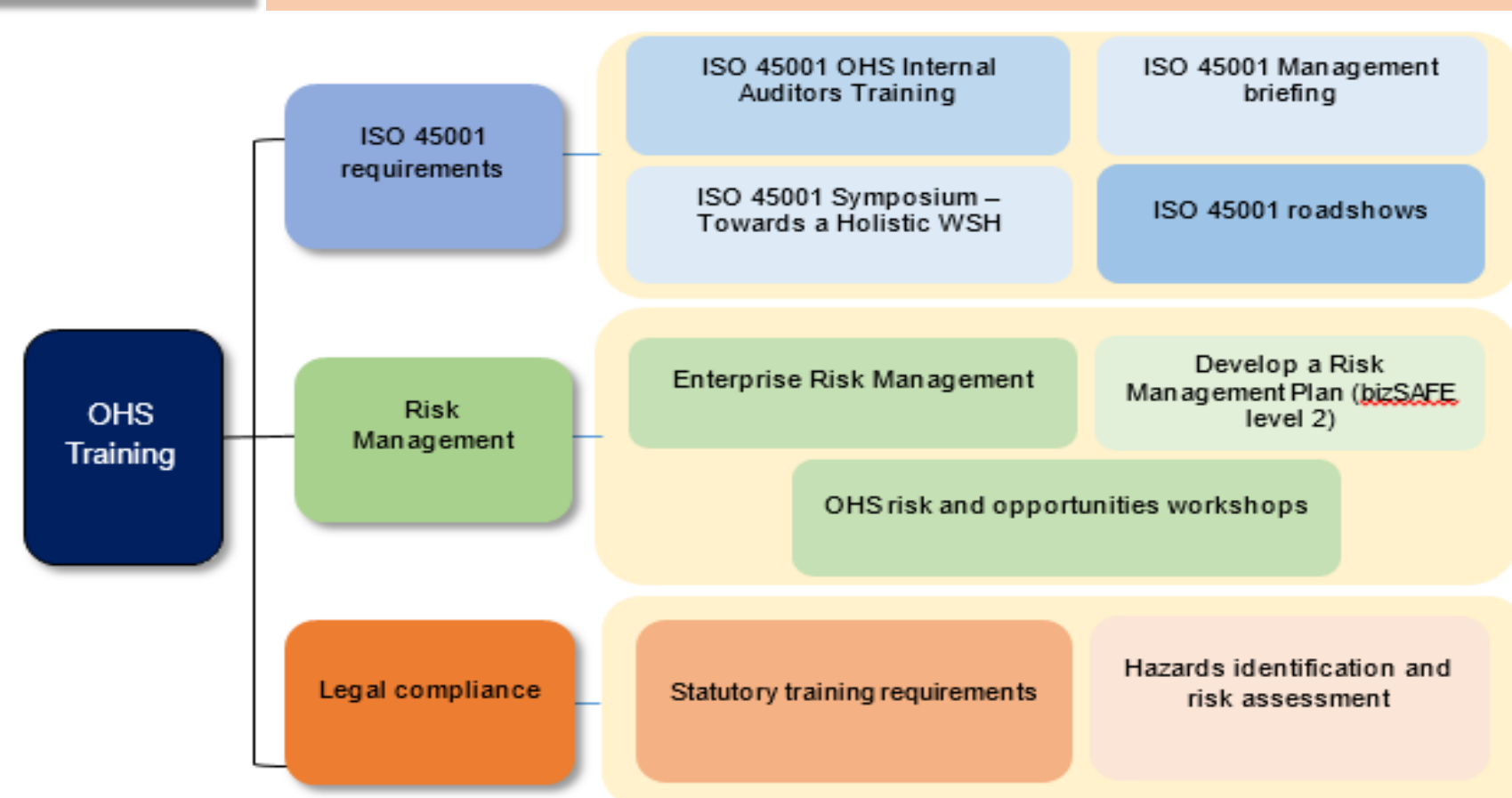
Used the Environmental, Health and Safety (EHS) policy as the starting point to demonstrate commitment from senior management in understandable terms to engage employees, tenants and contractors.

The ISO OH&S Core Committee structure was reviewed to include various levels of authority from managers to safety professionals in various domains.



The 1st ISO 45001 Symposium 2019 was launched to gain attention on the focus of ISO 45001 and stimulate recall on OH&S. The event has garnered the support and participation of CEO, senior leaders and staff.

Provided learning guidance and updates through the use of a training matrix to identify training needs. Trainings include: risk management refresher training, ISO 45001 awareness for management, risk and opportunities workshops.



Developed a dashboard on Tableau to monitor safety and health performances in the hospital.

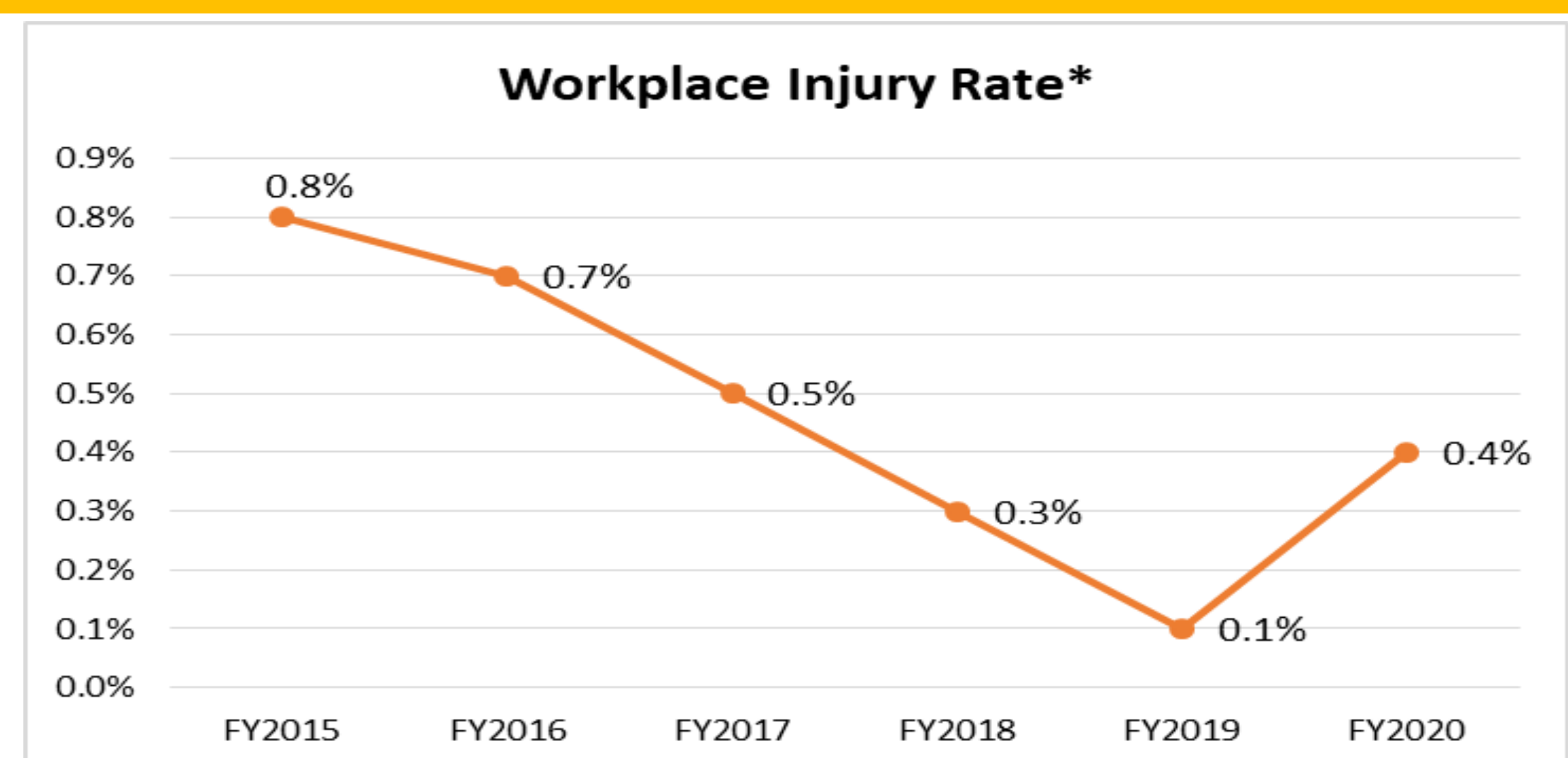
Reviewed and promoted continual improvement in the OH&S Management System.



### RESULTS

With the migration to ISO 45001 OH&S Management System in 2019, the Workplace Injury Rate has consistently decreased to an all-time low of 0.1% in FY2019. There was an increase in FY2020 due to the changes to the reporting criteria with effect 1st Sep 2020 which include more cases to be reported. Nevertheless, with the robust ISO 45001 OH&S Management System in place, the Workplace Injury Rate for FY2020 was still lower than before the migration.

Overall, there was a continuous downward trend observed.



### Resources provided by Senior Management for the implementation of the OH&S Management System

There were 6 key OH&S trainings and events organized at the hospital level from Jan to Jul 2019 inclusively. Over 2000 hours were clocked by staff of all levels across the divisions/departments:

Event	Date(s)	Training hours	No. of attendees	Total training hours
Internal Auditor Trainings	21 & 22 Jan 2019	16	29	464
	23 & 24 May 2019	16	17	272
ISO 45001 Management Workshops	25 & 26 March 2019	8	114	228
OSS-ISO 45001 Symposium	05-Apr-19	2	200	400
RA Updates Session	06-Jun-19	1.5	120	180
OHS Risks & Opportunities Workshops	25 & 28 June 2019	2	151	151
ISO 45001 Recertification Audit Roadshows	02 & 12 July 2019	2	331	331
<b>TOTAL</b>		<b>47.5</b>	<b>962</b>	<b>2026</b>

KKH achieved the ISO 45001 certification in August 2019, and for the year 2020, the hospital sustained its OH&S performance with zero non-conformity, and 5 positive aspects.

The external auditors also commended the high level of awareness, commitment and openness demonstrated by KKH staff.



### CONCLUSION

The hospital has received 2 awards in recognition of its journey towards ISO 45001 Management System:

- International Facility Management Association - Asia Pacific Award of Excellence in Occupational Health and Safety 2019.
- International Facility Management Association, Singapore Chapter – Environment, Health and Safety, Healthcare Excellence Award 2019.



Using internal competency and capabilities versus engaging external consultant have resulted in a cost savings benefit at least \$10,000. This has also enabled the hospital to build up her own OH&S competency to develop and continually sustain ISO 45001 OH&S Management System.

