GET YOUR SAFETY ON!

The Office of Risk Services has partnered with campus Environment, Health, and Safety offices to develop three new systemwide policies on laboratory safety activities. Two of these policies go into effect on October 31 of this year.

The Laboratory Safety Training policy requires that all researchers complete a Laboratory Safety Fundamentals class and then receive an in-person, lab-site specific safety orientation. UC has developed an online version of the initial Lab Safety Fundamentals course and a checklist for Principal Investigators (PIs) to use when conducting the safety orientation. http://policy.ucop.edu/doc/3500598/LabSafetyTraining.

The Minors in Laboratories and Shops policy establishes requirements for children under the age of 18 to gain access to UC laboratories. http://policy.ucop.edu/doc/3500602/MinorsLabsShops.

“The purpose of these policies is to ensure laboratory activities are conducted safely and to provide campuses with the tools they need to properly manage the risk.”

Ken Smith, Systemwide Laboratory Safety Manager

On March 31, 2014, the new Personal Protective Equipment (PPE) policy will go into effect. This will be a major step in strengthening UC safety culture. This policy requires that PIs perform a hazard assessment of their laboratories and determine the type of PPE needed to protect their researchers. It is then the University’s responsibility to train the researcher on the necessary PPE, issue the correct and properly fitted PPE to the researcher, and finally provide for its care (including laundry) and replacement. UC is investing more than $4 million in this effort.

Who does this affect?
The policies affect anyone “who actively performs work functions with hazardous materials or equipment in a laboratory/technical area. This could be faculty, staff, student volunteer assisting in a non-academic class, or visitor/visiting scholar.”

How does one obtain the proper PPE?
Prior to selecting PPE, one first needs to understand what type of equipment is required. The systemwide Laboratory Hazard Assessment Tool (LHAT) will be introduced to UC campuses in early Fall 2013. This user-friendly, online tool will be a portal which PIs can use to complete an online hazard assessment. The LHAT will generate a set of PPE recommendations based on the results of the assessment.

How will training be provided?
Training will be delivered primarily through a short YouTube video filmed by Dr. Haim Weizman, UC San Diego Chemistry Professor. A video entitled “Outfit for Safety” is available for viewing, as is the public service clip “Stay Protected.” http://www.youtube.com/watch?v=RXmG8mjUviI. Also created to raise awareness that the type of PPE varies based on the activity.

What equipment is included in the PPE policy?
The initial rollout of the PPE distribution program will include almost 10,000 face shields, over 115,000 lab coats and over 135,000 pairs of protective eyewear. Most workers will receive two lab coats and two pieces of protective eyewear. The protective eyewear will include a diverse selection of ANSI Z-87 standard-approved impact resistant safety glasses and chemical splash goggles. In addition, a small number of ANSI Z-87 face shields will be provided to any lab that needs this kind of specialized PPE.

I’m on board!
How does my campus get started?
This PPE distribution program is a Be Smart About Safety initiative sponsored by Office of Risk Services. For more information or to request this PPE program for a specific campus location and schedule program rollout, contact your local EH&S office to http://policy.ucop.edu/doc/3500598/LabSafetyTraining.

Editor’s Message

A key component to reducing the cost of risk is safety, and the Office of Risk Services plays an integral role in making safety happen throughout UC. Our Fall 2013 issue will highlight some of our Centers of Excellence that are leading the safety efforts in specific risk areas.

Laboratory and Theater Arts safety represent two of our Centers of Excellence that have been making great strides in development and implementation of safety measures to protect our faculty, student, staff and visitors.

• Our cover story, “Get Your Safety On,” speaks for itself. Wearing personal protective equipment in labs is just one of the ways to ensure laboratory activities are conducted safely. Learn about this initiative and how you can get on board.

• Specialized expertise is required in developing a Theater and Performing Arts safety program. Read about what this Center of Excellence is doing to make our theaters safer.

Other Centers of Excellence sharing their success are Dangerous Goods Shipping which has developed programs to ensure materials are properly shipped, and Smart Labs which uses new technology that not only ensures safety and improves ventilation in laboratories, but also reduces energy costs by over 60 percent.

UC’s medical centers present high visibility and reputational risk for the University. About 110,000
Managing Risks to Surgery Patients

The UC Center for Health Quality and Innovation (CHQI) was launched in October 2010. The center is designed to promote, support and nurture innovations and UC medical center campuses and hospitals to improve quality, access and value in the delivery of health care. The Office of Risk Services has partnered with CHQI to form a joint venture: the Center for Health Quality and Innovation Quality Enterprise Risk Management. The partnership’s goal is to inculcate performance improvement into UC Health’s clinical enterprise, with the goal of managing risks in the delivery of health care.

The joint venture has awarded $5.4 million in 11 grants to physicians and other researchers at UC medical center campuses.

The projects, all managed by CHQI, are designed to improve patient care and reduce the risk of clinical harm to surgery patients. With improvements come changes that will require a focus on enhancing collaboration between specialties and practitioners, and training in leadership and change management. CHQI, along with its new partner, the UCSF Center for the Health Professions, is offering each UC physician/researcher and medical center risk manager training in leadership and change management.

Innovation center Executive Director Terry Leach: “We are asking staff to work with us to change the culture of care from within their institutions, and we want to arm them with information about their own negotiation and leadership styles, as well as those of the individuals who they will need to influence.”

“We believe that one of the single most important tools that we can give our awardees is training in leadership and change management.”

Greg Maynard, MD, Clinical professor of medicine in the Division of Hospital Medicine at UC San Diego; director of the UC San Diego Center for Innovation and Improvement Science. Dr. Maynard received a project grant for optimizing care of surgical patients with hyperglycemia.

- High-risk colon and rectal surgery intervention program
- Developing standardized operative bundles to decrease surgical site infections
- Enhanced recovery after surgery: A UC-wide initiative to decrease postoperative morbidity after major surgery
- Development and implementation of comprehensive periprocedural handover processes
- The UC collaborative to improve management of perioperative anticoagulant care and transitions

- Project to eradicate postoperative delirium in high-risk patients
- Delivering value-based neurosurgery care and enhanced professional communication for comprehensive risk prevention
- Optimizing care of the surgical patient with hyperglycemia across the continuum of care
- Improving communication and perinatal outcomes with the use of standardized handoffs for nurses, residents and staff physicians
- Co-managed geriatric hip fracture care model designed to improve clinical care and optimize recovery

In addition, the joint venture is awarding $2.3 million in three other grants to projects to improve patient care and satisfaction at UC Health: expanding training for palliative care, advanced resuscitation, and bedside ultrasound.

More information about UC’s Center for Health Quality and Innovation is available at http://health.universityofcalifornia.edu/innovation-center
Effective January 1, 2014, UC joins more than 1,100 colleges and universities nationwide by implementing a systemwide smoke & tobacco-free policy. This policy is being adopted by all UC campuses, labs and medical centers to improve the health and safety of all students, staff, faculty, patients and visitors. The policy prohibits the use of cigarettes, e-cigarettes, cigars, snuff, snus, water pipes, pipes, hookahs, chew, and any other non-combustible tobacco product. Also, the sale and advertising of tobacco and tobacco-related products are prohibited. This policy will apply to all UC facilities, whether owned or leased.

While the use of tobacco is a personal choice, the health hazards related to smoking and exposure to second- and third-hand smoke are well-documented. These hazards can affect not only the smoker, but also nonsmokers who are exposed to the smoke.

Neither smoking nor the use of tobacco products are permitted within the boundaries of any UC controlled properties. Smoking/use of tobacco is not permitted in a personal vehicle, whether parked or in motion, if the vehicle is located on UC property. Smoking is not permitted on any of the sidewalks and streets inside campus. And UC will not provide designated smoking areas or smoking shelters on University property.

The new policy is an important campus health and safety initiative. The University will offer support to those affected in order to make the transition as easy as possible for our campus community. The University is committed to supporting the community to stop using tobacco products. Assistance to students, faculty, and staff to overcome addiction to tobacco products is available through the UC health and benefits plans, Faculty/Staff Wellness Programs, Campus Health Centers, Faculty Staff Assistance Programs (FSAP), and Counseling Centers.

Integrating comprehensive and effective cessation programs and smoke/tobacco-free policies with other worksite programs such as health promotion/wellness programs is key to facilitating and supporting successful behavior change and maximizing the health of the entire UC community.

As a leader in health care and environmental practices, the University is committed to reducing tobacco use and exposure to second-hand smoke for the health and well-being of everyone. This policy is part of UC’s commitment to providing a healthy, productive and safe environment for the thousands who learn, work, live, visit and spend time at UC.

For more information and available resources go to the Office of Risk Services website at http://www.ucop.edu/risk-services/loss-prevention-control/uc-smoke-tobacco-free.html

MAKE IT A SAFE HOLIDAY SEASON!

Wintertime is a busy season, filled with special events, visiting family and friends, and joyful holiday celebrations. It is also a season filled with potential dangers. As you enjoy the good times ahead, don’t forget the simple measures that will keep you, your home and family safe and healthy.

Fire Prevention

- Be sure smoke and carbon monoxide alarms have fresh batteries and are placed properly throughout your house.
- Keep a fire extinguisher handy for small kitchen fires.
- If a fire starts in a microwave or oven, close the appliance door immediately and unplug it. This will smother the fire.
- Do not leave a room where candles are burning, and place candles well away from draperies, decorations and other flammable items.
- Replace any holiday light sets, extension cords and other electronic devices that have frayed cords or other damage.
- Do not snake electrical cords and extension cords underneath rugs.
- Replace older holiday lights with low-heat, energy efficient light sets.
- Have your fireplace or wood stove professionally cleaned every year. Use a sturdy fireplace screen to keep sparks from reaching the floor, and keep a fire extinguisher handy.
- Turn space heaters off before you leave the room or go to sleep. Space heaters are not designed to be used for long periods of time.
- Clean your dryer's lint filter with every load, and don't operate the dryer when you are not at home.
- Have your furnace inspected annually and replace filters according to the manufacturer's specifications.

Child Safety

- Keep children away from ovens, cooktops and their controls. Use back burners whenever possible, and keep pot lids turned inward. Make sure curious little ones cannot reach electrical cords attached to counter top appliances.
- Supervise children closely around fireplaces, wood stoves and candles, and store lighters and matches where children cannot find them.
- Turn your water heater temperature down to 120 degrees or less to prevent accidental scalding caused by hot tap water.
- Inspect new toys and decorations for sharp edges that could cut a child or small parts that toddlers could swallow.
- Child-proof your home if you are expecting young visitors during the holiday season.
- Always use proper safety seats when traveling with children, and place children in the back seat of your vehicle.

Crime Prevention

- Holiday shopping periods mean happy hunting for thieves. When going from store to store, don't leave purchases visible in your car; place them in the trunk.
- Avoid shopping alone and after dark. Park in well-lit areas close to the store, and don’t approach your car if you see anyone nearby who looks suspicious.
- When you get home, bring purchases into the house right away.
- Don't leave boxes out for recycling that show you've recently bought something valuable such as a computer or high-end electronics.
Reducing Risk and Optimizing Operations through the UC Center of Excellence Program

Over the last four years, the University has had four incidents in which an employee or student as fallen in a campus theater; each resulting in significant injuries.

On a daily basis, researchers ship materials which are considered “dangerous goods,” such as dry ice, which can result in serious fines of $18,000 per item if not properly shipped.

To ensure the safety of researchers, lab personnel and students, laboratories are required to have ventilation equipment that ensures a proper number of air exchanges occur each hour. In terms of energy consumption and cost, ventilation systems are UC’s largest users of energy, accounting for over $20 million in annual energy costs.

What do these three issues have in common? They have all been identified as opportunities to reduce and/or optimize the University’s risk through the UC Center for Excellence program.

Center of Excellence definition: a place where the highest standards of achievement are aimed for in a particular sphere of activity.

Understanding that the University of California has specialized personnel throughout the system who possess in-depth knowledge and expertise in various areas of risk, safety, and operations, the Center of Excellence (CoE) program was born. The underlying goal of the CoE program is to take advantage of our internal expertise and not only share best practices, but provide support and resources to campuses to help them implement programs that reduce risk and optimize our operations. While the CoE concept has been around for many years, the first centrally funded CoE began with the formation of the UC Center for Laboratory Safety at UCLA. Since then, Office of the President, Risk Services, has provided partial or full funding for 17 Centers of Excellence. The full Center of Excellence Directory can be found at http://ucanr.edu/sites/ucehs/Centers_of_Excellence/.

Center of Excellence Success Stories

Safety in the Arts

Formed after a student fell 23 feet from a tension grid in a theater at UC Santa Cruz and another fall at UC San Diego, the Safety in the Arts Center of Excellence was formed. Led by Brent Cooley, who served as the Interim EH&S Director at Santa Cruz, the Center has seen tremendous progress in less than a year from its creation. In the last year, Brent has visited each theater facility in the system and met with theater operations staff to better understand their operations. In July of this year, a systemwide meeting of theater operations and EH&S staff was held at Office of the President with the goal of creating a systemwide Theater and Performing Arts safety program which is expected to be released later this month. With a focus on safety in the arts, theaters are now evaluating working at height risks and establishing fall protection programs to address these hazards. But this is just the beginning, as many campuses have now requested Brent to help with development of safety training programs for their theaters.

Continued on Page 5

Fall protection harnesses and gear are easily accessible to stage workers in this theater catwalk area.

In a theater balcony light area, a fall protection guard rail has been added to protect staff who are focusing and adjusting lights from the catwalk.

At UC Davis, warning signs help prevent falls by alerting individuals on stage that they are approaching the leading edge.

Photos by Brent Cooley
Learn to Take More Risk

The Office of the President, Office of Risk Services, held its annual Risk Summit event June 5-7, 2013 at the Oakland Marriott City Center. We again surpassed the attendance from the prior years with more than 900 attendees, presenters and exhibitors.

The theme this year was “Learn to Take More Risk,” introducing innovative tools for attendees to take back to their campus or medical center to create efficiencies in the workplace, better manage risks, and save resources. Risk Summit provides opportunities to share perspectives, best practices, challenges and solutions to build a knowledge base that incorporates staff expertise throughout the system, and to come together and learn to take more risk. To view presentation recordings or to download presentations, please visit [http://www.ucop.edu/enterprise-risk-management/initiatives/risk-summit.html](http://www.ucop.edu/enterprise-risk-management/initiatives/risk-summit.html).

The opening session started with a skit reminiscent of a James Bond movie with “Mr. James BSAS” performed by none other than our own Mr. “Be Smart about Safety” Kevin Confetti. “M” was played by Chief Financial Officer Peter Taylor as the authority in charge delegating orders and instructing Mr. BSAS on the mission to manage risks and save resources. The “Q-Team” consisted of a group of risk tool developers that provided Mr. BSAS with various innovative tools to enable him to take more risk and achieve the mission. The innovative tools included:

- Chemical inventory tool to increase lab safety and easily identify the handling and use of chemicals in laboratories
- UC Ready continuity tool to identify strategies when an event occurs, and preparations to be taken in advance
- ERMIS dashboard tool to efficiently access and analyze information essential to effective risk management
- Trip planner travel tool to provide best practices and mitigate risks when UC staff, faculty and students are traveling
- UC Action tool to evaluate the performance and effectiveness of controls in place

The guest speaker at the General Session was Kent Wada from UCLA, who spoke on the topic of privacy and information security in not only the University environment, but also in your personal life. The session was very informative and definitely raised everyone’s awareness. Makes one stop and think about how we all conduct our daily work and personal business, often without realizing the associated risks that can occur through our daily actions. There is a need to stay abreast of the changes in technology to understand the evolving privacy and security risks. Constant change dictates constant need for developing new best practices in order to stay on top of the ever-evolving arena of privacy and security risks. This session was recorded and can be viewed at [https://www.youtube.com/watch?feature=player_detailpage&v=Rwux9tjzr1E](https://www.youtube.com/watch?feature=player_detailpage&v=Rwux9tjzr1E).

The “Excellence Award for Best Risk Management Practices” was presented to the Santa Cruz campus and the San Francisco medical center in recognition of achieving the highest overall reduction in the total cost of risk.

The annual “University of California President’s Award for Excellence in Environment, Health and Safety” was presented to the Santa Barbara campus. This award is based on a compilation of the improvement in injury frequency rates from one year to the next and Cal/OSHA inspection history.

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Dangerous Goods Shipping

Based at UC Berkeley, Charles Borromeo is a former employee of United Airlines who was responsible overseeing their hazardous goods shipping program. Due to Charles’ past experience, he has developed excellent relationships with the FAA, who conducts regulatory inspections of our campus hazardous goods shipping program. Since the inception of the program, Charles has conducted several training classes for researchers at UC San Diego and has worked with other locations to develop programs and systems to ensure materials are properly shipped. Most recently, Charles created online training materials that meet regulatory requirements and allow researchers to take the training from their offices.

Smart Labs

UC Irvine is the systemwide leader in reducing energy consumption in our laboratories. Since installing new technology that has been shown to reduce energy consumption in labs, they have seen a reduction in energy costs in those labs of over 60%. Achieving this reduction is not as simple as just installing new technology, as it requires increased involvement by EH&S to monitor air quality and to ensure that the research being conducted can be done safely within the specifications of the monitoring systems. The results are over $7 million in annual savings in those labs in which the technology has been installed. The goal of the next several years is to help campuses develop the required systems and protocols to allow other locations to achieve the same results. This effort will be led by David Kang.

These are just a few examples of how the Centers of Excellence program can reduce risk and optimize operations. As you review the current Centers of Excellence and see an area where your campus can benefit, you are encouraged to contact the leaders of the CoEs directly. Additionally, if you have a program or suggestion for a Center of Excellence, please contact eyoung@ucop.edu or 510-987-0170.
Lori Taylor manages the implementation and ongoing strategic direction for UC Care, a highly anticipated new health plan for UC employees and families.

Lori's previous 15 years of experience in the benefits and health care industry include positions at United Healthcare and Blue Shield of California.

“I’m passionate about building relationships and inspiring people. It’s so important that folks are accountable for their lifestyle and choices,” Lori states. “Making health care easier and more understandable for people is a societal contribution I’m excited about.”

How would you sum up UC Care in a few sentences?
In 2013, 94% of covered workers in firms with 5,000 or more employees were in self-funded plans. UC Care is a new self-funded health plan available to UC employees and families during this fall’s Open Enrollment. We’ve designed it to meet the needs of our diverse employees and help leverage UC’s remarkable medical centers. Blue Shield will administer the plan and it is built on Blue Shield’s strong network of providers. UC Care really comes down to employees being able to choose the care they need. Employees and their families can get care from UC physicians and medical centers as well as the entire Blue Shield PPO network of providers. The choice is theirs. UC Care lets each person tailor his or her health care experience to meet individual or family needs.

Why are you excited about UC Care?
The potential for UC Care to have a huge impact is humbling. Health care costs—and outcomes—need to improve significantly or our current system will not be sustainable. With UC Care, we’ll be able to implement the most promising solutions to manage costs and mitigate risk. And, we’ll be able to do it while improving the health of UC’s most valuable asset—our people!

Why would a UC employee be excited about UC Care?
I can’t wait to be a UC Care member. The plan will provide really generous benefits at an affordable price. I live in San Francisco and the UCSF medical experts will be at my fingertips, with predictable copays for services. If for some reason I need to see other providers, the Blue Shield network will make that care affordable for me and the University. For folks who don’t live as close to UC medical centers, they will still have top-quality providers in their area at affordable costs and they’ll be able to get care at UC facilities as they wish.

Resource Review