



2017  
**UNION LEADERS  
LEADING PARTNERSHIP**

COALITION OF  
KAISER PERMANENTE  
**UNIONS**

# Building a Culture of Health and Safety

The How-to Guide For Unit-Based Team, Health and Safety champions

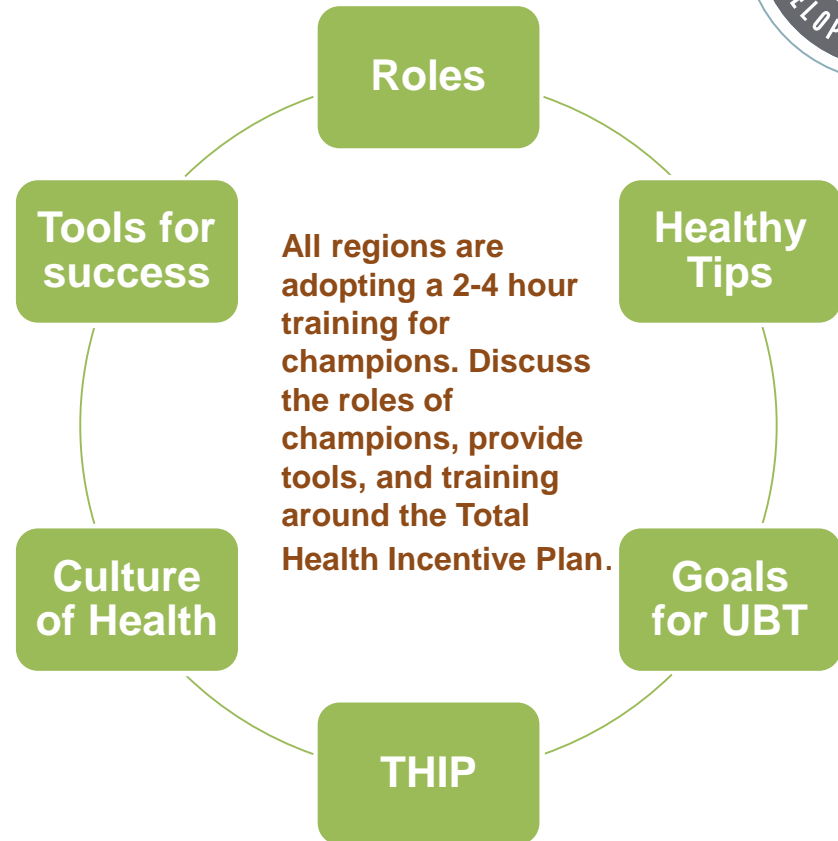
Michelle Cordova, THLL – Colorado

Taking Your UBT To The Next Level

Audrey J. King, UPR - Mid Atlantic States



# Training for Health and Safety Champions



# What is a UBT Health and Safety Champion?

---



- 2015 National Agreement calls for a new volunteer role in each unit-based team called the UBT Health and Safety Champion.
- The champion is a UBT member who spreads practices and information promoting health and safety.
- The UBT champion leads peers in health and safety activities and help team integrate those activities into their day-to-day work.

# Health & Safety Champion Role



Create a workplace that prevents injury & protects health:

- “Spark Plug” for health & safety
- Full, active member of UBT- keep health & safety in view for the team
- Lead monthly activity
- Join monthly Tele-town hall calls
- Know & use resources
- Provide health/safety messages
- Get involved/promote facility health and safety events.

# How you can support your H & S Champions



- Tie champions with local facility resources
- Engage champions to participate in THIP events, UBT Fairs, Fall Festivals, etc.
- Host a UBT Health and Safety Champion Orientation in your facility
- Support a facility communication venue for champions to consistently engage with one another outside the Orientation. “Lunch and Learn” etc.
- Invite UBT Champions to LMP Meeting/Steward Councils to report out on what they are doing around Culture of Health and Safety.

# Training for UBT health and safety champions

---



<https://www.Impartnership.org/>



[kp.org/healthyworkforce](http://kp.org/healthyworkforce)

**gokp»»**

[www.kp.org/gokp](http://www.kp.org/gokp)

**Daily Healthy Tips**

**Daily Healthy Recipe**

**Ability to track steps or physical activity**

**Ability to track water intake**

**Ability to track sleep**

**Share stories on wall**

**See individual Regions updates**

# Culture of Health within Kaiser Permanente



## What?

Culture of health means working together to improve health for all... *Creating a culture of health* is vital to improving the *health* and productivity of your workforce and your bottom line.



## How?

You must have the right programs in place and make sure your *health* strategy fits into your workplace *culture*.



# Total Health Incentive Plan



**UP To  
\$500.00**

**Total Payout**



**HEALTH  
SCREENINGS  
GATE**

Max payout = \$150



**HEALTH  
IMPROVEMENT  
GOALS**

Max payout = \$350

**TOTAL MAX PAYOUT = \$500**



# Total Health Incentive Plan



**\$75.00**

**Or**

**\$150.00**

## REGIONAL GOAL

Collectively demonstrate increase among eligible employees in up-to-date screenings across these six measures:

- ✓ **Body Mass Index (BMI)**
  - ✓ Breast Cancer
  - ✓ Blood Pressure
  - ✓ Cervical Cancer
  - ✓ Smoking
- ✓ **Colorectal Cancer**



## LEVELS OF PAYOUT

If region achieves at least a **one-percentage point average improvement**

**\$75**

If region achieves an **average Improvement of two-percentage points or more**

**\$150**

# Total Health Incentive Plan

---



**UP TO  
\$350.00**

Three independently achievable Health Improvement Goals:



Collectively maintain or improve the **mean (average) BMI** across the eligible employee population

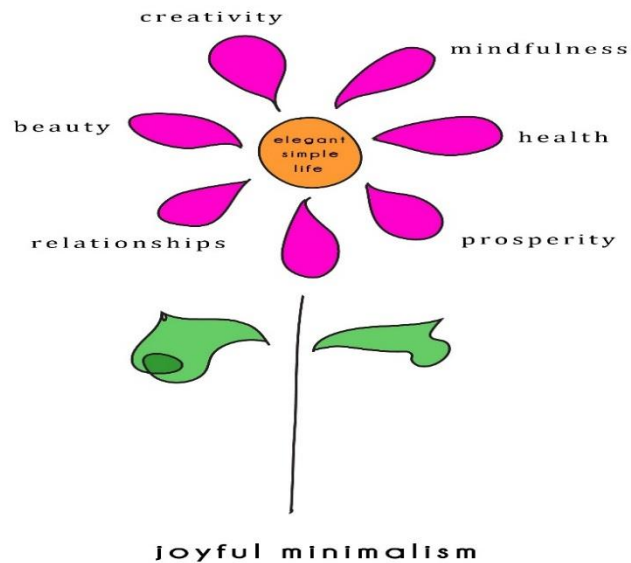


Collectively demonstrate an improvement in employees in **healthy blood pressure** category



Collectively demonstrate an improvement in employees in **nonsmoking** category

# Healthy Mapping Activity



# Sharing Success Stories

---

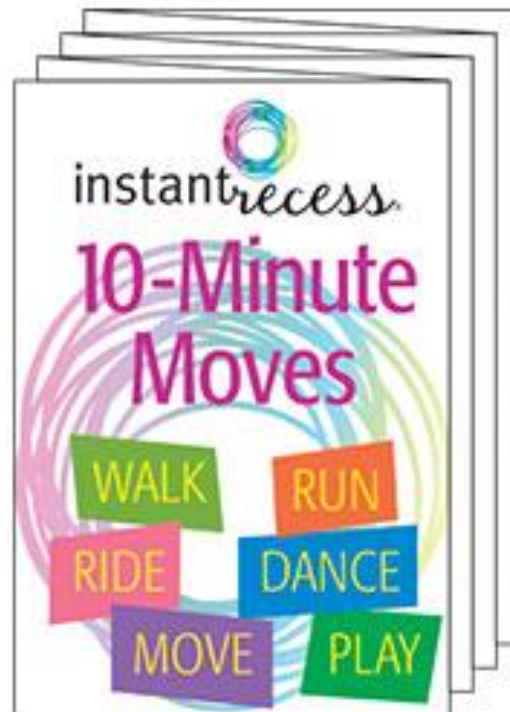


Let's use your Healthy Mapping, or any past success project and share at your tables. Take 10 minutes and we will do a report out.



# Instant Recess

---



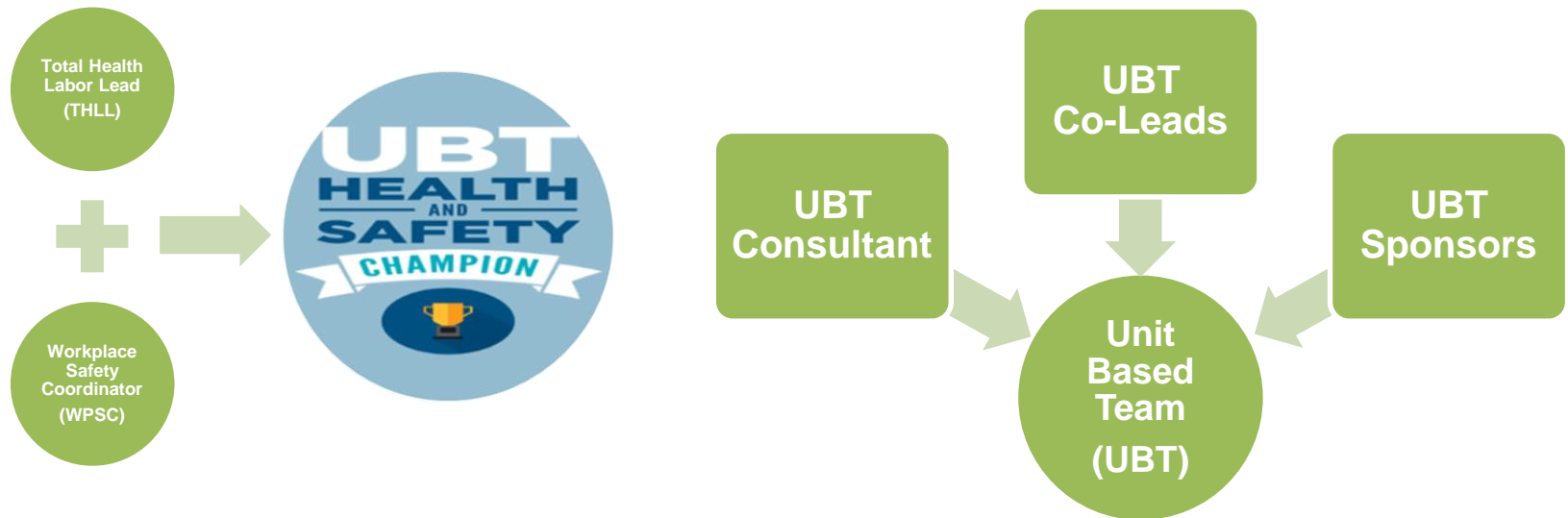
# Taking Total Health Goal To The Next Level...

---



## Creating UBT Partnership

# Primary/Secondary Partnership



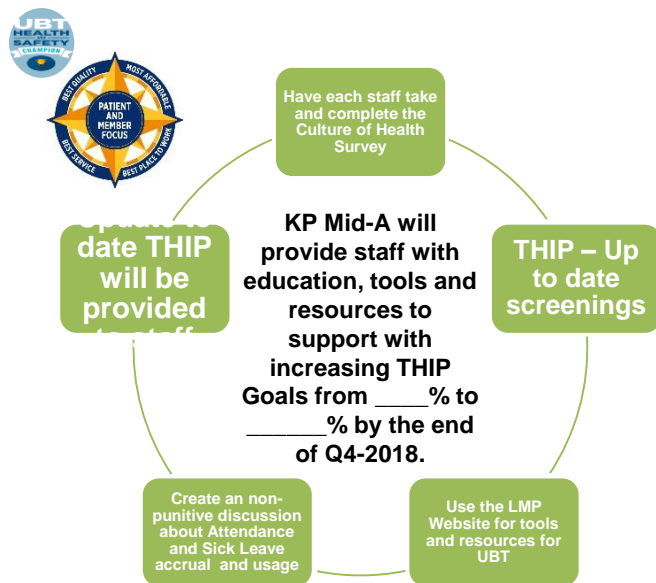
# Value Compass – SMART Goal

---



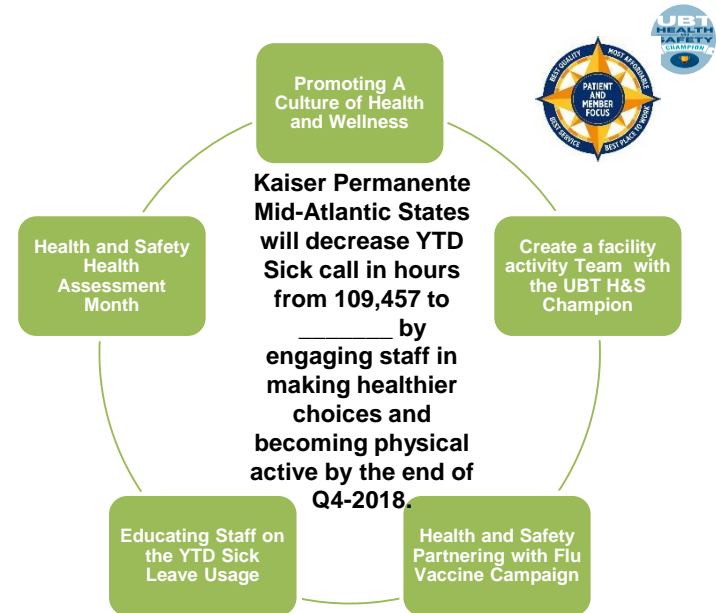


# Value Compass





# Value Compass

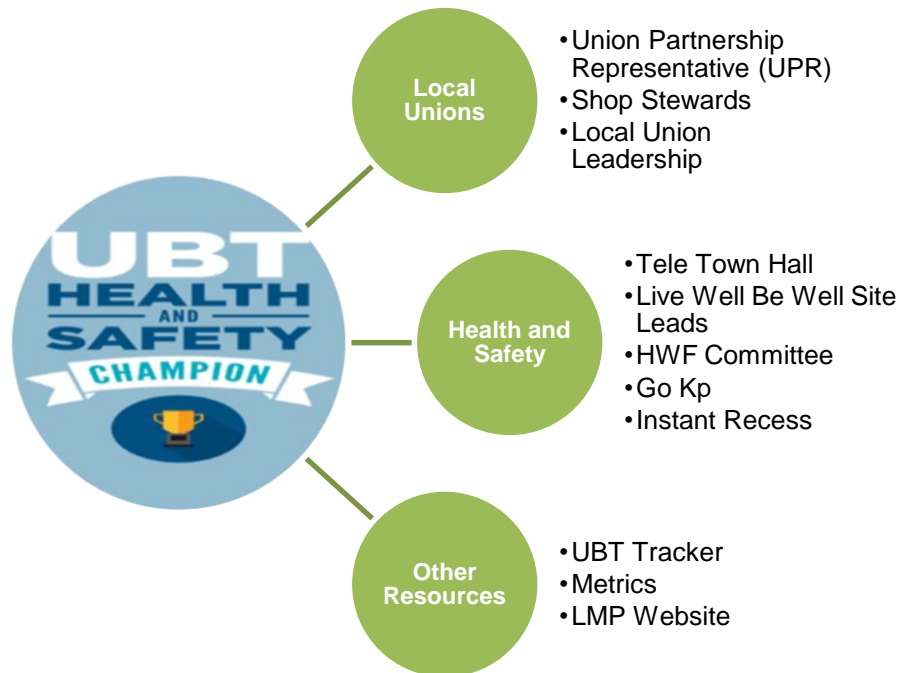


# The Power of Resource and Tools



# UBT Support and Resources

---





---

# Activity

## Creating A Visual Board

# Visual Board



Improvement Ideas		Name of Team	Safety Message
PDSA/Test of Change		Key Department Metrics	A circular logo with a blue and yellow starburst design. The text "PATIENT AND MEMBER FOCUS" is in the center. Around the starburst are four phrases: "BEST QUALITY", "MOST AFFORDABLE", "BEST SERVICE", and "BEST PLACE TO WORK".
In Progress	Park		
Completed Improvement Projects		Current SMART Goal	Team Recognition

# Visual Board



Improvement Ideas		Name of Team	Safety Message
<b>Stair Day</b> 10 Minutes Walk Salad Day Instant Recess Day Stretch Breaks One Moment Meditation Ring the Bell		Capitol Hill Medical Center HUB Ob/Gyn – “Getting Fit” UBT 	Remember to use the hand rails when walking up and down the stairs. 
PDSA/Test of Change		Key Department Metrics	
<b>In Progress</b>	<b>Park</b>	Screening Updates - 100% Register for gokp – 100% Completion of People Pulse – 100% 	
9/1 – 9/31 Alternating using the stairs September Salad Month: Sign up sheet in the staff facing area		 	
Completed Improvement Projects		Current SMART Goal	Team Recognition
June – Walking Team July – Water Only! August - Salad Day August - Total Health Tour 		CHMC HUB Ob/Gyn UBT will help change the culture of health in the department by engaging the staff from 56% to 70% by the end of Q4 – 2017. 	Two snaps up for our Health and Safety Champion – giving us the push we needed Hooray – UBT Co-leads 

# Huddle Report

## Aim Statement:

---



### Date and Time:

What worked well over the last week:

Concerns/Issues:

Current small test of change:

Potential improvement of changes:

Plan for next week:

Comments:



# LMP Website Supports UBT Health and Safety Champions



FOURTH QUARTER 2017

## Health & Safety Champions Activity Calendar

### October

- Preventing slips, trips and falls
- Tele-Town Hall: October 25

### November

- Showing gratitude
- Tele-Town Hall: November 29

### December

- Annual Champions Survey
- No Tele-Town Hall

Details on activities and tele-town halls are emailed directly to Champions listed in UBT Tracker.

Find more information online at: <http://www.lmpartnership.org/how-to-guide/health-and-safety-champions>



**MAY 2015**  
**GET ACTIVE IN AN INSTANT—WITH INSTANT RECESS®**

Want to shake it out and do something good for yourself and your team? We've got the ticket. This month, be a champion for fitness using Instant Recess®. Don't panic—Instant Recess® is quick and easy! Just lead your UBT in at least ONE activity break for five to 10 minutes during the workday. It can be done almost anywhere, by anyone, at any time. And you can make it happen.

### TIPS FOR INSTANT RECESS:

**Talk to your team:** Find a day and time, fill out and post the ["Tip of the Instant Recess"](#) poster in a visible area to let everyone know where and when to join. You can even add to existing meetings or huddles.

**Get moving:** Start with simple stretches or movements: High knees, wall sits, walking in place or a fun and easy dance. More creative options include yoga, line dancing, boot camp or meditation. Get routines and videos here: [go.org/instantrecess](http://go.org/instantrecess).

**Share the fun:** Snap some pictures of your team. Get their OK and post your snapshots in the breakroom, or share them with us at [UBT@LMPChamps@lmpartnership.org](mailto:UBT@LMPChamps@lmpartnership.org). Encourage another teammate to lead the next Instant Recess® for your group!

**Don't have the ability to join in a round of instant recess?** Try *stretching*! A few minutes of stretching every day can help relieve stress, relax tense muscles and re-energize your day.

**FEBRUARY 2018**  
**SPEAKING UP KEEPS US SAFE**

Everyone wants the freedom to speak up and be heard at work. That makes Kaiser Permanente better—and safer—for ourselves and our patients. This month, UBT Health and Safety Champions are asked to remind their team members that we have a better chance of acting on errors and mistakes when we create a work environment where everyone is free to speak.

**What can champions do?**

- Introduce this month's theme of speaking up in your UBT meeting and huddles.
- Encourage each team member to start at least one safety conversation each week this month. Here are some examples:
  - Point out safety hazards you see to your supervisor and coworkers, such as trip hazards or heavy lifting.
  - Ask about reasons for unsafe behaviors, such as time pressures, and how to address those reasons.
  - Discuss ways to ask for help when you need it, and ensure someone is able to give it.
- Share some important information about what happens when workers feel free to speak:
  - Work units with good "speaking up environments" have 5.1% fewer injuries at work, 4% higher patient satisfaction scores, and 60% fewer patient falls, and 41% fewer lost work days.
  - Poor communication is blamed in two-thirds of medication errors nationwide.
- Post a "Free to Speak" poster in your break room or near your workspace.

*"Build a workplace where it's safe to speak up, and it will also be a safer place to work. That is something worth championing."*

**10 ESSENTIAL TIPS for Huddles**

- Stand up to keep the meeting short. When possible, avoid conference rooms and meet where the work happens instead.
- Have a set time or a specific signal for the team to assemble without any additional prompting.
- Gather close. Team members will speak at more relaxed volumes, pay better attention, and feel more comfortable saying what's on their minds.
- Huddles can be energizing and help start the day well. Find ways to recognize a job well done. Teams in Hawaii and Denver acknowledge teammates by giving snaps.
- Make sure valuable information doesn't fall through the cracks. Always ask how the work is progressing.
- Be inclusive. Invite team members and representatives from supporting units who wish to know about and/or contribute to the status and progress of team projects. Make sure any guests or observers know what behavior is expected beforehand.
- Not all forms of reporting can or should be covered by the huddle. Limit story-telling and full-scale problem solving by developing a simple signal that indicates a matter should be set aside for another time.
- Teams should end the huddle with purpose and a clear understanding of what needs to be done next. Post obstacles raised by the team to an "Improvement board": a publicly visible whiteboard or chart, which identifies key obstacles and tracks the progress of their resolution.
- Let the team lead the huddle, rather than the manager or a facilitator.
- Avoid talking over one another by using a speaking token (a card or a rubber ball, for example) to determine who should speak next. Passing or tossing something around introduces a bit of fun to the huddle ritual.

*These practices are gleaned from reporting from LMP Communications across Kaiser Permanente and have been translated into UBT Tracker. They are intended not as a checklist but as a starting point for team discussions. Go to [lmpartnership.org/huddles](http://lmpartnership.org/huddles) for links to stories and tools to help you lead your team with huddles.*



---

There are thousands of  
moments in a day.

What choice can *you* make in a  
moment that can have a positive  
impact on someone else?