

# Helping You Improve:

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



# Welcome !



**Healthcare Segment Manager**

Email address [kym.orange@grainger.com](mailto:kym.orange@grainger.com)

LinkedIn <https://www.linkedin.com/in/kymorange>

**GRAINGER'S GOT YOUR BACK<sup>SM</sup>**

**GRAINGER**  
FOR THE ONES WHO GET IT DONE

# 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**

# Granger 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

## AuditPRO Closed Loop - Safety & Compliance Solution



### Mobile App

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 3<sup>rd</sup> party software

### Dashboard

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



A blue EKG (heart rate) line graphic is overlaid on a dark blue background at the top of the slide. The line starts on the left, dips, then rises to a peak, dips again, and rises to a higher peak before dipping and rising once more.

# 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 than two years.

# Environment of Care Standards

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.

# Environment of Care Standards

- 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

← HealthCare EOC

General Information

Life & Fire Safety

Infection Prevention

Medical Equipment

Public Safety & Security

Regulated Waste & Haz Mats

Utilities

Safety Management

Additional Concerns

Requirements not met

Submit

Next

General Information

# 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 institutions 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

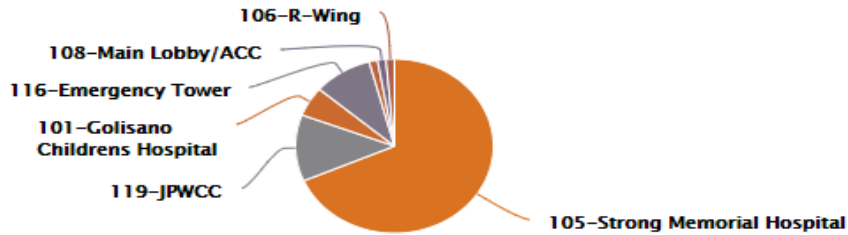
# How does it work at URMIC?

- 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.

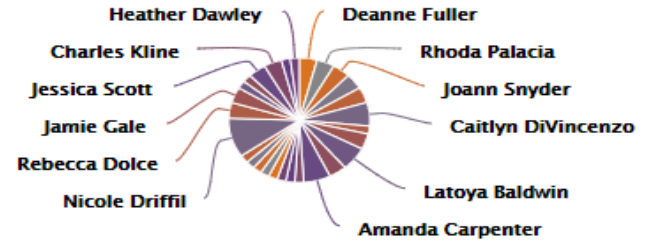
# Dashboard

## Issues Breakdown

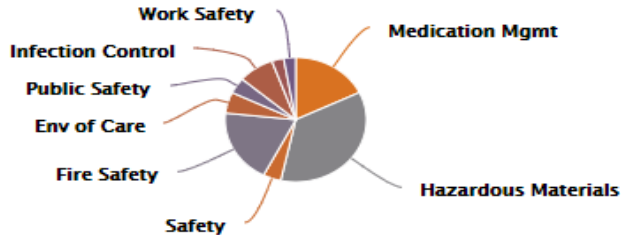
Potential Issues: By Building  
Total: 73



Potential Issues: By Assigned To  
Total: 49



Potential Issues: By Category  
Total: 73



Total Potential Fines  
Total: \$25,868

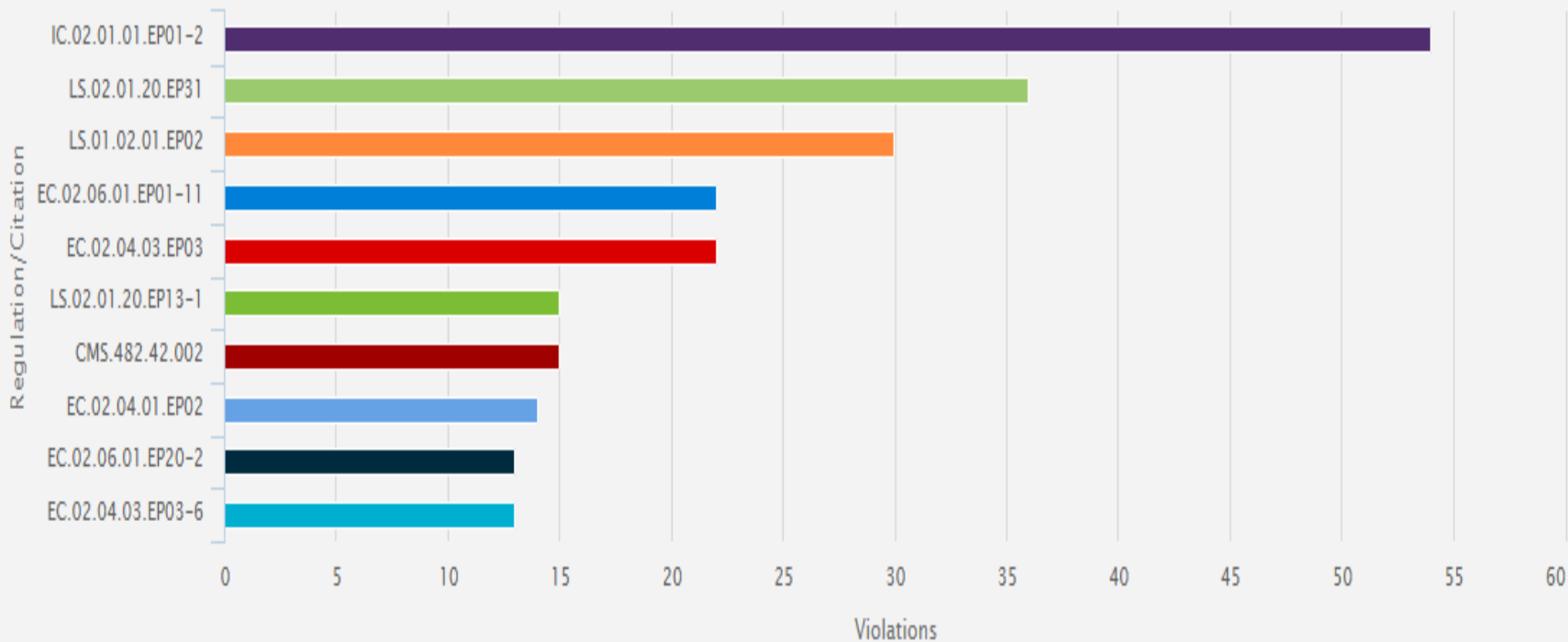


# What does the Dashboard tell us?

- 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



# 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

GRAINGER online **safety** manager®

CALL US TO GET STARTED OR ASK QUESTIONS

855-537-2338



**A BETTER WAY TO MANAGE  
WORKPLACE SAFETY**

**LIVE WEBINAR with Q&A**  
REGISTER NOW >

## FAST & EASY SOLUTIONS FOR MANAGING YOUR SAFETY PROGRAM

- Save time, money and create a safer workplace!
- Reduce injuries, accidents and exposure to fines
- Manage compliance, documents and SDS from your PC
- Assign and track training and documentation
- Ensure compliance and drive standardization
- Support your transition to GHS

(Global Harmonization Standard)

[Learn More >](#)

## Here's What's Available

- Online Safety Training & Tracking
- Document Sharing Tracking
- Written Program & Policy Templates
- Safety Meeting Materials
- SDS Management System
- Safety Assessment & Compliance Monitoring
- Incident & Inspection Management
- Occupational Health Tracking

# Open Discussion & Questions



# Additional Questions?

Kym Orange Healthcare Segment Manager Grainger  
[kym.orange@grainger.com](mailto:kym.orange@grainger.com)

Tony Martinez V.P. Quality and Marketing Audit Pro  
[tmartinez@auditpro.com](mailto:tmartinez@auditpro.com)

Mark Schwartz Director of Medical Center Facilities  
[mschwartz@facilities.rochester.edu](mailto:mschwartz@facilities.rochester.edu)