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Project title
Eliminating Unsafe Acts at Work – Behavior Based Safety Program

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Introduction
Human factor is one of the essential elements affecting safety performance in a workplace. Heinrich’s Accident Triangle described that every 300 unsafe acts may result in 29 minor injuries and 1 serious injury. Accident analysis in KEC revealed that about 84% of injuries in 2013 were related to unsafe acts. Unsafe acts like taking short-cut on work procedures, non-compliance to safety rules, and poor attitude on handling trolleys/carts/wheelchairs/beds are commonly seen. KEC initiated a Behavior Based Safety Program (BBS) which means to sustain improvement in safety performance by identifying and defining critical safety-related behavior, through onsite observations and numeral feedback directly between frontline and supervisors, thus turning risky behaviors to safe ones.

Objectives
To equip colleagues’ competency in implementing BBS program, To reduce staff injury rate by reducing unsafe acts at work.

Methodology
Unit supervisors are responsible for occupational, patient and public safety in the premises. BBS training program was launched in KEC in 1Q2014 so that participants could be able to identify critical safety-related behaviors through causative analysis of injury in their units, colleagues’ feedbacks and onsite observations, followed by a comprehensive observation exercise. 89 colleagues of 49 units completed the training. The frequency of safe acts versus unsafe acts of the critical behavior was then charted, analyzed, and communicated to all staff of the participating units. Objectives such as achievement of higher compliance rate, elimination of risky acts, improvement in facilities, establishment or adjustment of safety guidelines, and provision of training have been agreed with staff. A 3-month (2Q2014) onsite observation was followed to assess if the desirable behaviors could be ensured. 84 BBS projects targeting on removing/reducing KEC’s major hazards like Manual Handling Operation (61%), Sharp injury (30%), and Slips, Trips, and Fall (7%) have been conducted. The compliance rate for safe acts and IOD rate before and after the program were compared.

Result
The average compliance rate for the safe acts increased from 90% (ranging from 63% - 100%) to 99% (ranging from 94% - 100%). Monthly average IOD rate was decreased by 6% (0.374 in Jan to Dec 2013 vs 0.352 in Sept to Dec 2014). The program facilitated effective staff supervisory and helped align standards and values in OSH amongst the department staff. Supervisors and unit staff found the workshop useful and practicable. With joint effort of the users and the respective units, safe work behavior can be ensured.