



HEALTH SYSTEM'S FLU VACCINATION PROGRAM MAKES QUICK RECOVERY WITH A TRANSITION TO UL EHS SUSTAINABILITY'S OHM SOFTWARE SOLUTION



Baptist Health in Arkansas seeks to unite clinicians, employees and patients via the use of technology to deliver total healthcare services throughout the state, including rural areas. The health system includes seven hospitals, rehabilitation facilities, family clinics and wellness centers.

THE CHALLENGE

The Baptist Employee Health Department is responsible for the safety and health of more than 7,700 employees. Given the magnitude of this task and the dispersed nature of the workplace, the department needs a comprehensive software program to support training, manage work-related accidents and injuries, track medical surveillance and immunization activities, and monitor regulatory compliance.

When its employee health software vendor announced it would no longer support its product, Baptist was seriously concerned about how this change would impact operations, the well-being of its workforce and the quality of patient care.

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John Landry,
Safety Director, Baptist Health

THE SOLUTION

Upon evaluating the options, Baptist Health selected UL Workplace Health and Safety's Occupational Health Manager (OHM[®]) software solution to replace the system that its current vendor was phasing out.

RESULTS

Following a smooth conversion in spring 2012, the benefits of OHM's tracking and reporting mechanisms became immediately apparent. For example, management of Baptist's mandatory flu vaccination program, once "quite a nightmare," is now a well-coordinated effort, according to John Landry, safety coordinator.

Numbers help tell the story:

- In 2011, 6,691 employees received flu immunizations over a five-month period, for a compliance rate of 90 percent.
- In 2012, 7,637 flu immunizations were given between August and December, with a 99 percent compliance rate. (There were 7,711



employees in the Baptist Health System during that period.)

- An additional 849 flu shots were given in 2012 to independent healthcare professionals, students, volunteers and other contract personnel.

“Getting accurate numbers of active employees who were vaccinated was the biggest benefit we saw from our ability to track information in OHM,” Landry said. “Previously, our database would not allow us to pull information only on active employees, which made it difficult to exclude terminations, employees on family and medical leave, and retirees who might have been vaccinated prior to a change in work status.”

Other OHM benefits cited by Landry include the ability to:

- easily track employees who are vaccinated while in a Baptist Health facility and those who receive the vaccination elsewhere – a quality improvement metric.
- verify the accuracy of the list of those vaccinated by identifying duplicate entries or names, or flagging missing information in the vaccination record.

“This was extremely helpful when tracking so many people in various locations,” he said. “We are already reviewing our 2012-2013 flu campaign and looking for improvements for the 2013-2014 flu season. Thankfully, most of our evaluation leads us back to processes, not tracking, with the help of OHM.”

Beyond the scope of the flu vaccination program, Landry said employee health personnel use OHM to help them more effectively support Baptist Health’s mission, which emphasizes the values of service, honesty, respect, stewardship and performance, combined with a commitment to customer satisfaction through continuous improvement.

In September 2012, Baptist Health was recognized as a Customer Achievement Award winner at UL Workplace Health and Safety’s User Summit.