



**Engineering and Maintenance System Wide Accredited uLearn
Training for Licensing Compliance, Reduced Expense and
Enhanced Associate Safety Education**

University of Pittsburgh Medical Center

Presented By:

UPMC Presbyterian Shadyside Engineering & Maintenance Department

UPMC Presbyterian Shadyside Environmental Health & Safety

Department

UPMC Human Resources Learning and Development Department

ISD – Enterprise Hospital Applications Department

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UPMC Presbyterian Shadyside Hospital

Project Statement

The goal of the project was to create a consistent training program for compliance.

- Standard Core Training program for all facilities within UPMC
- Cost Savings
- Time Savings
- Automated reporting on training completion

Project Team



**All Stars of
Safety**

Ed Dudek	Assistant Vice President Engineering & Maintenance
Tracy Garchak	Supervisor Learning Technology Learning & Development
Wendy Kuch	Manager Environmental Health & Safety
John Noel	Senior Manager Engineering & Maintenance
Angel Morris	Senior System Analyst ISD-Hospital Applications
Bill Warren	Training & Development Manager Engineering & Maintenance

Project Abstract

There was a need for consistent and standardized work safety training to meet regulatory requirements. In a partnership the UPMC Presbyterian Shadyside Engineering and Maintenance Department (E&M) and Environmental Health and Safety Department (EHS) developed a set of courses that E&M had certified by the City of Pittsburgh to meet the accreditation requirements for renewal of Stationary Engineering Licenses. EHS training associates would conduct one course at each of the monthly E&M departmental safety meetings. E&M managers tracked training completion and conducted makeup sessions.

The process was time consuming and there was no automated reporting, making it impossible to implement on a large scale. The Learning and Development (L&D) department was engaged to transform the current in-person process to computer based uLearn work safety training courses.

The pilot program was rolled out in 2012, will expand to 100% of facilities in 2013 and be measured using the following:

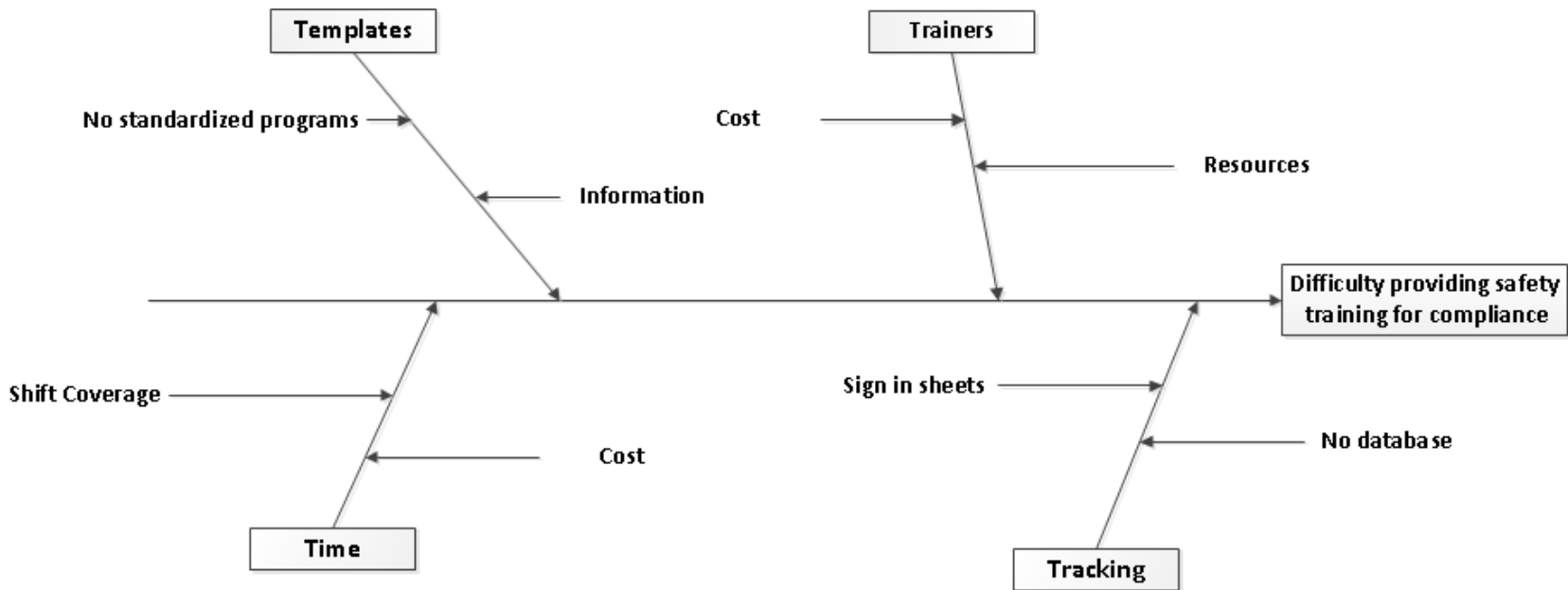
- Actual and estimated cost savings for EHS
- Actual and estimated cost savings for E&M
- Actual and estimated cost savings for outside training for licensing

The success of the uLearn program positively impacts patient safety, improving the overall environment of care at all facilities. It will ensure that 100% of the facilities have consistent and standardized safety training being used across the UPMC Health System.

Quality Indicators

- Actual and estimated cost savings for the Environmental Health and Safety Department that conducts the trainings
- Actual and estimated associate work hour cost savings for the Engineering and Maintenance Department
- Actual and estimated cost savings for acquiring outside training for Engineering and Maintenance associate's licensing and compliance

Continuous Quality Improvement Tools (CQI)



Base Data

Who needs training?

265 Maintenance Associates Presbyterian
Shadyside Hospital

345 Maintenance Associates
at other UPMC Facilities

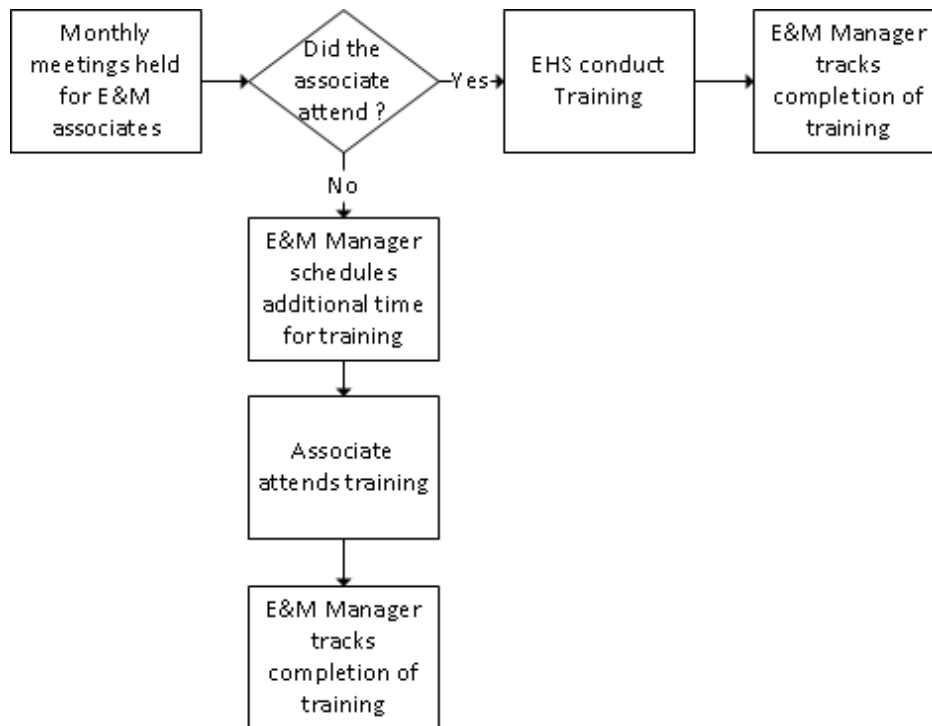
What is the cost ?

\$4,000 = Environmental Health and Safety
Department onsite training

1100 = Number of hours spent conducting
training

Current Process

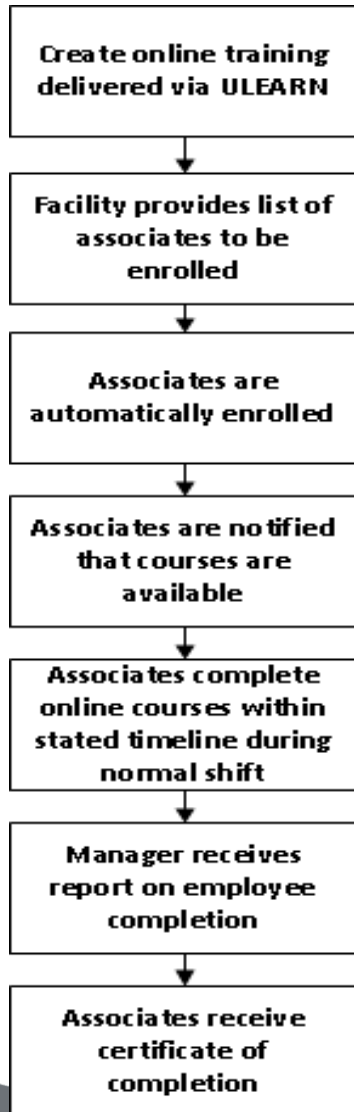
Presbyterian Shadyside Process



Other UPMC Sites

No formal process to document

New Process



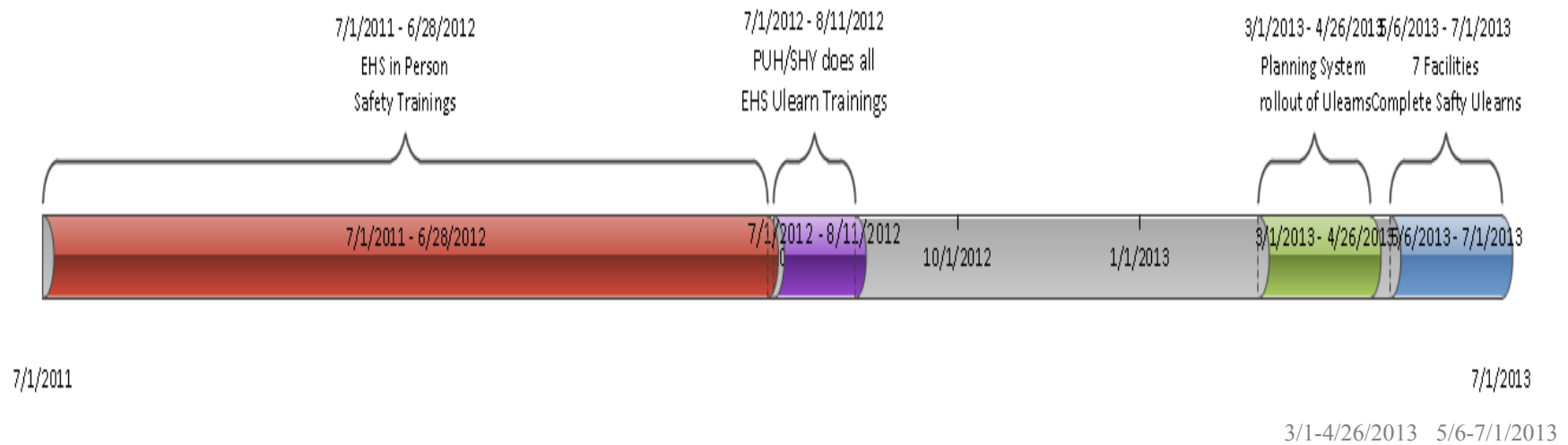
All classes completed within 6 weeks



- *Asbestos Awareness
- *Confined Space Entry
- Electrical Safety
- *Fall Protection & Ladder Safety
- *Haz/Com and Waste Training
- *Laboratory Safety
- *Lock Out-Tag Out
- *Machine Guarding and Tool Safety
- Maintenance Area Safety and Security
- Maintenance Dept. Customer Service Excellence
- *MRI Safety
- *Respiratory Protection

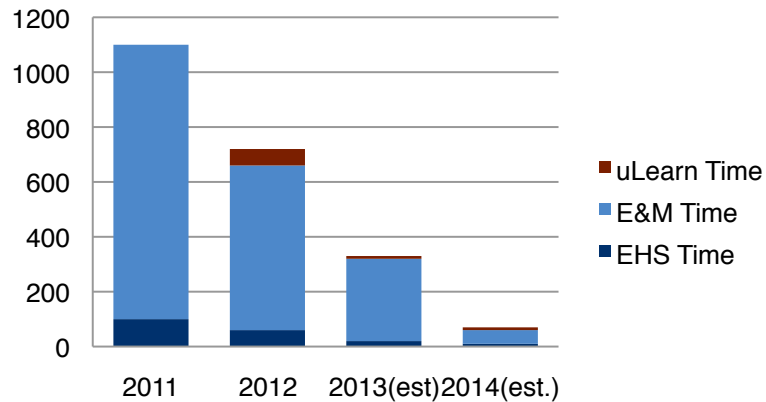
**Contact Hour Credited*

Timeline

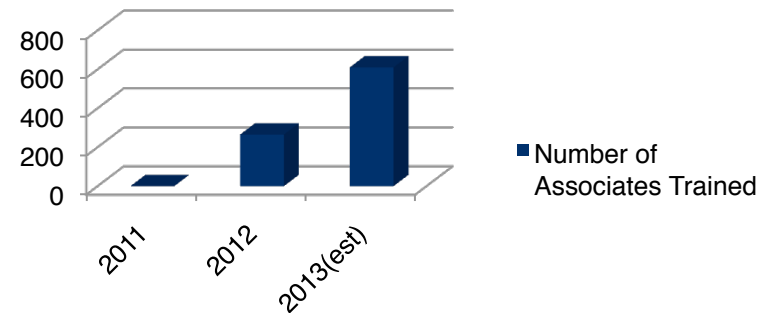


Outcome Results

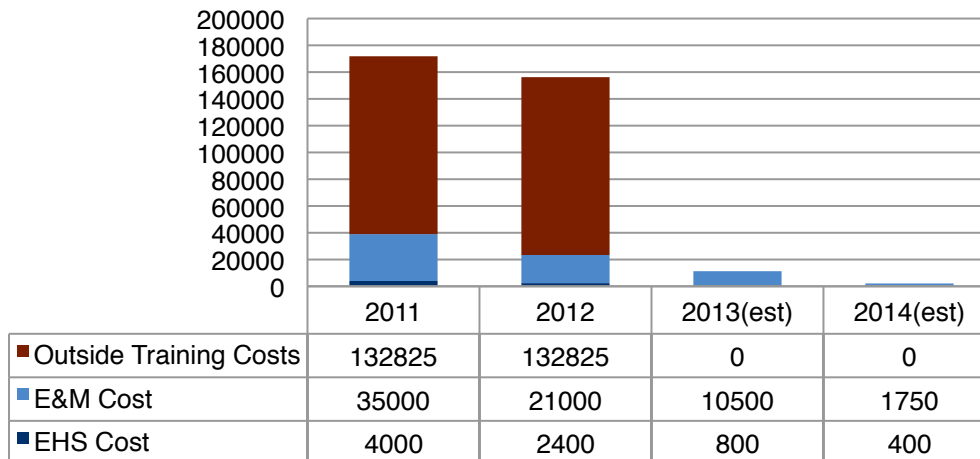
Time spent delivering training



Number of staff associates trained using uLearn



Cost savings



Proof by the numbers

Outcome Results

- 100% of UPMC Hospital facilities enrollment in the 2013 Work Safety uLearn program
- 610 employees receiving consistent work safety training annually
- Automated reporting for OSHA compliance
- 1000 hours of effort being saved for delivery of UPMC Presbyterian Shadyside program
- 100% UPMC hospital facilities will now have a formal safety training program
- Allows time for additional training programs to be developed... more safety to come!

Training Certificate Awarded

DATE	REFRESHER COURSE NAME	REFRESHER COURSE #
2/16/2012	Fall Protection Safety	130-776-00
3/15/2012	Infection Control in Maintenance, Standard Bloodborne Precautions	130-779-00, 130-420-00
7/15/2012	Lock out-Tag out	130-415-00
7/15/2012	Respiratory Mask Protection	130-417-00
7/15/2012	Machine Guarding and Tool Safety	130-777-00
7/15/2012	Confined Space Entry	130-416-00
7/15/2012	Asbestos Awareness	130-736-00
7/15/2012	Fall Protection, Ladder Safety	130-776-00,130-421-00
7/15/2012	Hazard Communications/Workers Right to Know	130-418-00
7/15/2012	Laboratory Safety	130-423-00
1/17/2013	Elevator Emergency Response	130-780-00

Total Contact Hours Earned: Eleven

Certified By: **Bill Warren**
3514 FIFTH AVENUE
PITTSBURGH, PA 15213

Signature: _____

Barriers and Lessons Learned

Barriers to Success

Converting instruction led training into online format

Acquiring accreditations for multiple municipalities

Tailoring training to meet the needs of all facilities

Lessons Learned

Development of training that can be used system wide while also delivering facility specific information

There was a desire for this type of program at all of our facilities

Next Steps

- Identify other areas that require training
- Identify additional training requirements
- Create additional courses
- Provide additional reporting
- Communicate the process for transitioning to uLearn

References

- The Joint Commission Environment of Care Standards
- OSHA Requirements
- PA Department of Health
- City of Pittsburgh Bureau of Building Inspection(BBI), and The National Institute for the Licensing of Power Engineers, Inc. (NIULPE). * *

** **NIULPE** – “The National Institute for the Uniform Licensing of Power Engineers, Inc. (NIULPE) is a third-party certification organization mandated to establish and maintain international standards of education and competency for the power and energy related trades and professions. A few trades and professions include in these standards are boiler operators, fireman, water-tenders, operating engineers, stationary engineers, power plant operators, refrigeration plant operators, turbine operators. NIULPE also mandates quality control through the commissioning of examiners, proctors, instructors, educational facilities and their programs. NIULPE assists Federal, State and Municipal licensing agencies in maintaining the international standards within legislated programs. The philosophy seeks to break tradition by supporting a program that bridges regional boundaries. Its cornerstone is a standard qualification through education and assessment that is applicable in any part of North America and beyond.”