

Abbott Laboratories’ EHS Action Management System

*Are you ready to
take ACTION?*



Abbott Wide Web

Actions Action Items Rewards/Recognition Reports User Adv

Filter

Default Filter Applied!

Type: ALL
Sub-Type: ALL
Action Status: Open
Date From: []
Date To: []
Assignee: []
Role: ANY ROLE
Cause ID: []
Days: [] Days
Org Unit: ABBOTT

All Actions

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Action ID	Type	Status	Action Description
195466	Ned	New	emp sts that she was weighing chemicals.sts that
195467	Ned	New	emp was handling serum samples the leaked from tu...
195468	Ned	Pending	I went to remove the cup of tea from the fountain ...
195469	Ned	New	Went to the coffee machine to pour a cup of coffee...
195470	Ned	New	emp sts that his double gloved hand was caught bet...
195471	Ned	New	emp sts that she

<http://ehsaction.ced.abbott.com>

Agenda

- What is it?
- Why?
- System Demonstration
- Lessons Learned



What is EHS Action Management?

- Web based computer tracking system:
 - ✓ One system globally
 - ✓ EHS professionals' "One-stop Shopping"
 - ✓ EHS corrective action workflow management and closure tool



Environmental Health and Safety Action Management System - Microsoft Internet Explorer

Abbott Wide Web MARK PUSKAR (Super Admin, Programmer)

Actions Action Items Awards/Rognition Reports User Admin Utils

Filter

Type: ALL
Sub-Type: ALL
EHS Action Status: Open
Date From: ALL
Date To: ALL
Person: ALL
Role: ALL
Action ID:
Case ID:
Days Late:
Org Unit: ABBOTT
Site: ALL

Clear Form
Retrieve Filter
Set Default Filter

All Actions Actions displayed in [green] are NEW. Actions displayed in [red] are LATE.

	Action ID	Case ID	Type	Status	Action Description	Action Date	Involved Person	Involved Dept
Edit Del Copy Action Items	195466	195466	Med	Pending	Employee states that she was weighing chemicals an...	01/10/2003 01:44 PM	HODUR, CAROLINE	040H
Edit Del Copy Action Items	195469	195469	Med	New	Went to the coffee machine to pour a cup of coffee...	01/21/2003 09:04 AM	MEYER, DARLENE	032N
Edit Del Copy Action Items	195470	195470	Med	New	emp sts that his double gloved hand was caught bet...	01/22/2003 10:18 AM	HOWARD, TODD	R403
Edit Del Copy Action Items	195471	195471	Med	New	emp sts that she was getting supplies from a book ...	01/10/2003 04:44 PM	LOWREY, TERESA	R404
Edit Del Copy Action Items	195472	195472	Med	New	Employee states he was outside filling liquid Nitr...	01/24/2003 09:10 AM	BROWN, MICHAEL	R405
Edit Del Copy Action Items	195473	195473	Med	New	emp sts that she slipped on an freshly waxed floor...	02/06/2003 09:59 AM	MARSH, LINDA	R433
Edit Del Copy Action Items	195474	AP03-02PPD	Med	New	"I was walking from my cube to a developer's cube...	01/10/2003 09:00 AM	GORMAN, BONNIE	044R
Edit Del Copy Action Items	195475	195475	Med	New	I filled my cup with hot water for tea, and let it...	01/22/2003 07:09 AM	LEISNER, JUSTINA	R461

What is it?

- To report, manage, and document closure of:
 - EHS actions, including:
 - Incidents (Medical, Environmental, Property)
 - Assessment Findings (Corporate, Self Inspections)
 - Regulatory (Federal, State, Local inspections)
 - Near Miss Reporting (Any Employee)
 - Risk Assessment (M03 EHS Management Standard)
 - Security actions





Why Action Management?

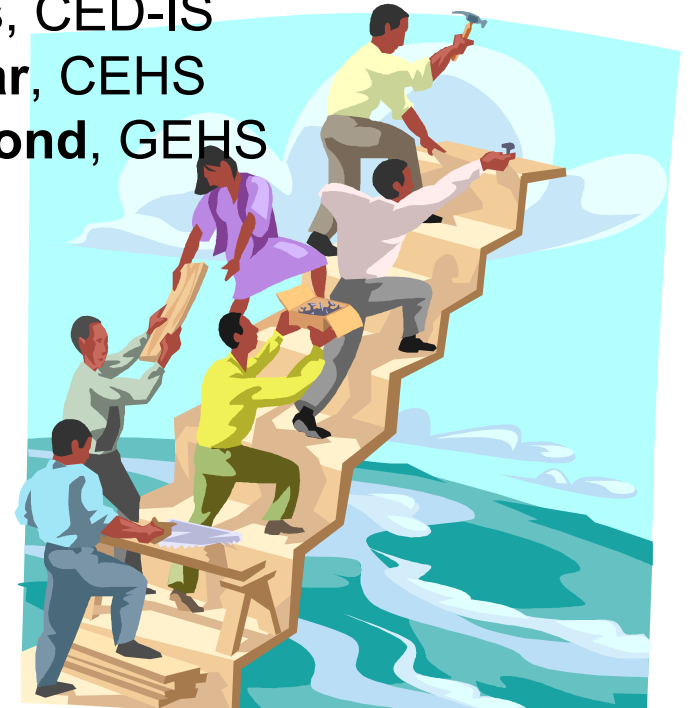
- Centralize information systems
- Drive consistency
- Improve “Knowledge Sharing”
- Improve service to remotely located facilities

Champion Team: Started 1999

(As of 10/10/03)

Nancy Liaboe, PPD
Larry Twigg, AI
Lindell Sneed, ADD
Elisabel Puskar, HPD
Eileen Openbrier, CED
Carissa Rollins, CED-IS
Lisa Braker, GPRD
Dave Lumby, ADD

Mike Davis, SPD
Mike Monaghan, RPD
Haleh Kord, CED
Rich Prodans, PPD
Mimi Norris, CED-IS
Mark Puskar, CEHS
Deb Hammond, GEHS



Business Process Created: 2000

EHS Incident Tracking

- Loss Prevention
- Env. Releases
- Haz Mat
- IH/Safety Issues

Assessment

- Corporate
- Self Assessments
- Insurance/Property

Regulatory

- Environmental
- Health and Safety
- Local

Direct Feeds from other Systems

1. HS Incident Tracking from PR and LC MIMS.
2. Audit Findings from Corp. EHS Audits.
3. Employee Master file from HRIC.
4. e-mail addresses from Lotus Notes

Incident Database and Work Flow

Work Flow

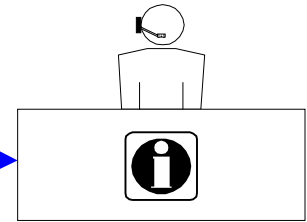
1. Org Tracking
2. Goal Setting/Reporting
3. Corrective Action Tracking

Divisional Admin

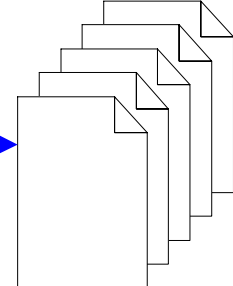
- Track Organization
- Set Goals
- Assign Passwords
- Manual Employee info and e-mail addresses where necessary.

Corporate Admin

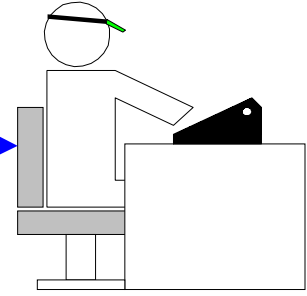
- Track Organization
- Assign Divisional Admins



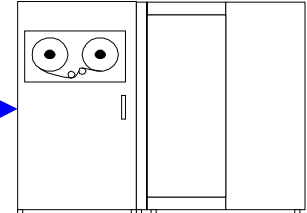
Automated Incident / Corrective Action Notification



Standard Facility, Divisional, and Corporate Reports



Ad-hoc Searching and Reporting



Direct feed to EAST

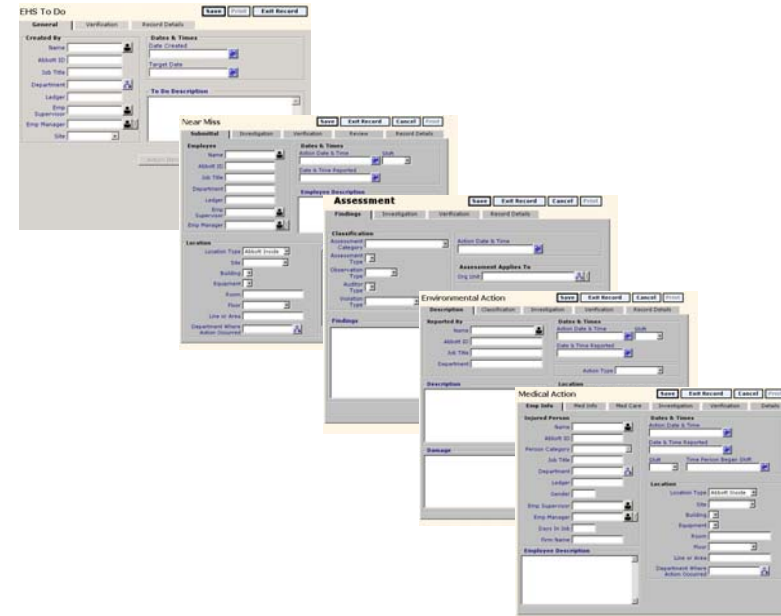
Inputs

Storage

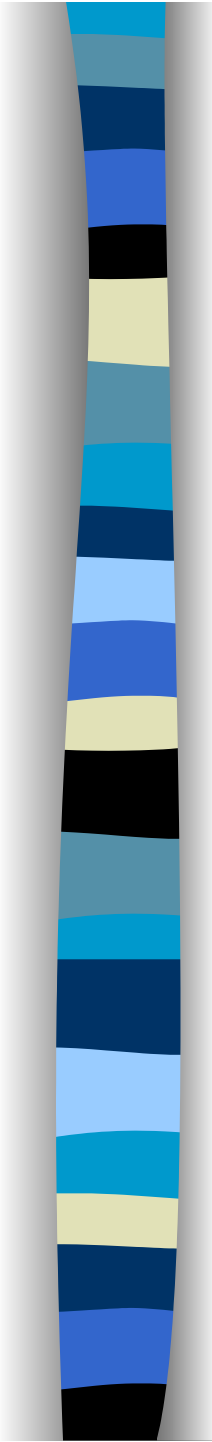
Outputs

Types of Actions

- Medical
- EHS Assessment
- Environmental
- Security
- Risk Assessment
- 1st Notice of Incident
- To Do
- Near Miss



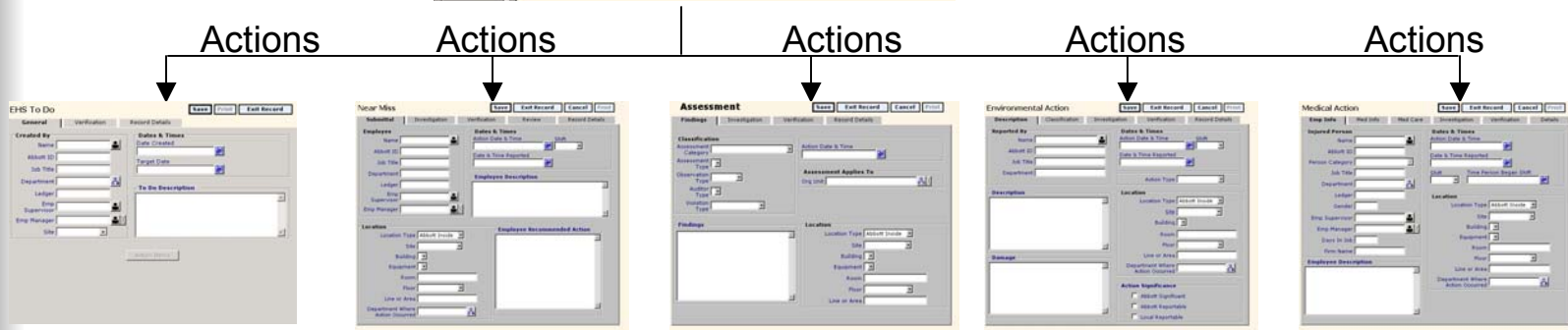
Functionality Warranted a Home-Grown System

- 
- Multi-language
 - Now: English, Spanish, German
 - In 2004: Portuguese, Italian, French, Japanese
 - E-mail routing of actions, including reminders
 - Linking of related/causal actions
 - Advanced Reporting of all Action types

Actions/Action Plans/Action Items

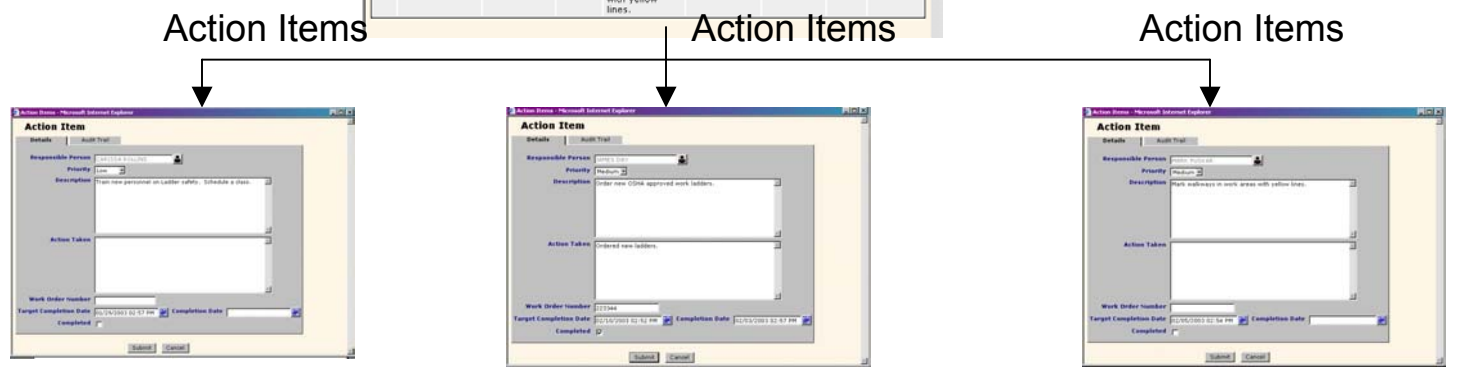
Action ID	Case	Status	Action Description	Action Date	Location	Contact
19715	9459	Prod	Slip on wet floor	03/22/2003	Stadium, Court	0-0-40 55
19712	9455	Assigned	Disinfectant & sanitizer application on the machine	03/22/2003	ROLLINS, CAROLINA	03/24 PM
19713	9453	To Do	Security Case	03/22/2003	TELSON, HARRIS	03/22 PM
19710	9450	New	Not material on the roof of the	03/22/2003	Stadium, Bank	0-0-40 55
19719	9478	Near	Heavy fall on the surface from	03/22/2003	TELSON, HARRIS	03/22 PM

All Action Screen



Action Plan

Action Item ID	Resp Person	Priority	Description	Action Taken	Target	Actual	Complete
20014	CARISSA ROLLINS	Low	Train new personnel on Ladder safety. Schedule a ...		01/29/2003 02:57 PM		No
20033	JAMES DAY	Medium	Order new OSHA approved work ladders.		02/10/2003 02:52 PM		No
20034	MARK PUSKAR	Medium	Mark walkways in work areas with yellow lines.		02/05/2003 02:54 PM		No



System Demo



Medical

EHSAM Medical Actions - Microsoft Internet Explorer

Abbott Wide Web MARK PUSKAR (Super Admin, Programmer)

Actions Action Items Awards/Recognition Reports User Admin Utils

To do before routing to the next level:

- Select the Involved Employee
- Enter Dates, Shift, Location and Description
- Click the Medical Info Tab
- Classify the Illness/Injury
- If Recordable, Enter Reason
- Save, Add Body Parts and LD/RD Info
- Enter Medical Care
- Set Status and Save

NOTE: When ADDing new actions, some buttons are disabled until the action has been Saved.

Medical Action

Emp Info	Med Info	Med Care	Investigation	Verification	Details
<p>Injured Person</p> <p>Name <input type="text"/> </p> <p>Abbott ID <input type="text"/></p> <p>Person Category <input type="text"/></p> <p>Job Title <input type="text"/></p> <p>Department <input type="text"/> </p> <p>Ledger <input type="text"/></p> <p>Gender <input type="text"/></p> <p>Emp Supervisor <input type="text"/> </p> <p>Emp Manager <input type="text"/> </p> <p>Days In Job <input type="text"/></p> <p>Firm Name <input type="text"/></p>					
<p>Dates & Times</p> <p>Action Date & Time <input type="text"/> </p> <p>Date & Time Reported <input type="text"/> </p> <p>Shift <input type="text"/> Time Person Began Shift <input type="text"/> </p>					
<p>Location</p> <p>Location Type <input type="text" value="Abbott Inside"/></p> <p>Site <input type="text" value="Lake County"/></p> <p>Building <input type="text"/></p> <p>Equipment <input type="text"/></p> <p>Room <input type="text"/></p> <p>Floor <input type="text"/></p> <p>Line or Area <input type="text"/></p> <p>Department Where Action Occurred <input type="text"/> </p>					
<p>Employee Description</p> <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>					
<p>Work Related <input type="text" value="Work Related"/></p>					



Medical

- Can be used to create Medical Incident or receive Medical Incidents from OHM.
 - Lake County: link to OHM
 - 2004: Link from RPD OHM
- H&S Coordinator makes “Recordability” determination.
- Significant Incident Reporting & Management (T15)

Assessment

EHSAM Assessments - Microsoft Internet Explorer

Abbott Wide Web MARK PUSKAR (Super Admin, Programmer)

Actions Action Items Awards/Rognition Reports User Admin Utils

Assessment **Save** **Print** **Exit Record**

Findings Investigation Verification Details

To do before routing to the next level:

- Select Assessment Category
- Select Assessment and Observation Types
- Enter the Date and Time of the Assessment
- Select Auditor and Violation Types
- Enter the Location and Findings
- Select the Organization Level
- Assign the Investigation
- Save, Set Status and Notification and Save Again

NOTE: When ADDing new actions, some buttons are disabled until the action has been Saved.

Classification

Assessment Category

Assessment Type

Element

Observation Type

Auditor Type

Violation Type

Findings

Location

Location Type

Site

Building

Equipment

Room

Floor

Line or Area

Action Date & Time

Assessment Applies To

Org Unit



Assessment

- Any type of Environmental or Safety Inspection or Audit findings
 - Corporate EHS Audit Findings
 - Self Assessments
 - Insurance ([GRC/FM](#))
 - Governmental Inspections ([link to Env Quarterly Metrics](#))
 - Divisional / Facility EHS Inspection
 - Safety Committees
 - Industrial Hygiene Issues
 - Occupational Health

Environmental

EHSAM Environmental Actions - Microsoft Internet Explorer

Abbott Wide Web MARK PUSKAR (Super Admin, Programmer)

Actions Action Items Awards/Recognition Reports User Admin Utils

Save **Print** **Exit Record**

Environmental Action

Description
 Classification
 Investigation
 Verification
 Details

To do before routing to the next level:

- Select the Reported By Person
- Enter Dates/Times, Location and Department Where Action Occurred
- Type Description and Damage to Property/Environment
- Set Recordable Status
- Fill in the Classification Tab
- Assign Coordinator, Investigator, and Target Date
- Save, Set Status and Notification, and Save Again

NOTE: When ADDing new actions, some buttons are disabled until the action has been Saved.

Reported By

Name

Abbott ID

Job Title

Department

Action Type

Description

Damage

Dates & Times

Action Date & Time Shift

Date & Time Reported

Location

Location Type

Site

Building

Room

Floor

Line or Area

Department Where Action Occurred

Event Type

Abbott Significant Abbott Reportable Local Reportable Exceedance

Recurring Event Info

Recurring Event?



Environment

- Any type of Environmental Issue
 - Contained Spill
 - Release
 - Explosion
 - Fire/Flood
 - Property Damage (EHS Component)
 - NOV-Notice of Violation from Authority
 - Exceedances of discharge standards
- Env Quarterly Metrics
- Significant Incident Reporting & Management (T15)



Lessons Learned

(there are a lot of these!)

Stakeholder Buy-in is Critical

- System objectives will be many and must appeal to all org levels
- Users will expect a lot, and you will have to deliver most of it
- Marketing and developing a new system of this magnitude is a full-time job
- All of the above are constants, whether system is home grown or off-the-shelf/customized

A system project of this scope is never done – it is merely an evolution!

- May 2002: Version 1.0 completed.
 - Rolled out in 2 of 6 operating divisions (domestic only)
- Summer 2002: Version 1.0 Piloted
 - CED, HPD (Spanish), SPD, PR (Spanish), and ADD.
(Enhancements!)
- Fall 2002:
 - Team prioritized enhancement for Version 2.1
- April 2003: Official Rollout Begun
- September 2003: Security added
- December 2003: Risk Assessment added
- Feb. 2004: Cognos Reporting added

Training Time & Effort for Any System is Considerable

- EHS Roll Out estimated 2-3 days at each offsite (Some sites were combined)
 - EHS Professionals (250+ people globally)
 - 1.5 Day Training
 - Occupational Health Professionals (150+ globally)
 - 2 hours
 - Site Admin Training
 - 0.5 Day: Org Setup/Hours/Goal Training
- Other functions handle own training right now
- Ongoing training to refresh and address position turnover must be provided

Training Material

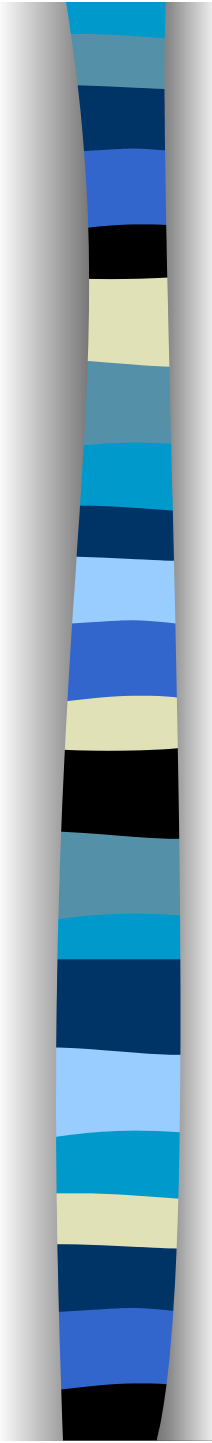
- System Help
 - User's Guide
 - Administrator's Guide
 - Quick Reference Guides
 - Overview Presentations
 - Introduction Video
- (All updated and live on the Corp. EHSE webpage)





Backup Slides

Permissions/Admin Settings

- 
- User Permissions determine what and where a person can work in the system.
 - In general:
 - Health & Safety Coordinator (Basic Course)
 - Environmental Coordinator (Basic Course)
 - Security Officer (Security Course)
 - Administrators (Advanced Course)
 - Management (Trained by EHS Staff)
 - Nurses (Special 2-hr training during roll out)
 - General User (everyone in Person table)