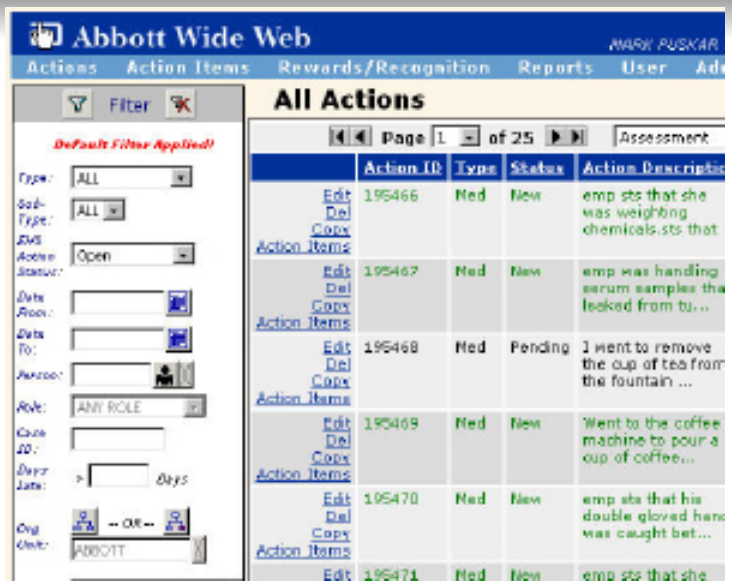
Abbott Laboratories' EHS Action Management System

Are you ready to take ACTION?



http://ehsaction.ced.abbott.com

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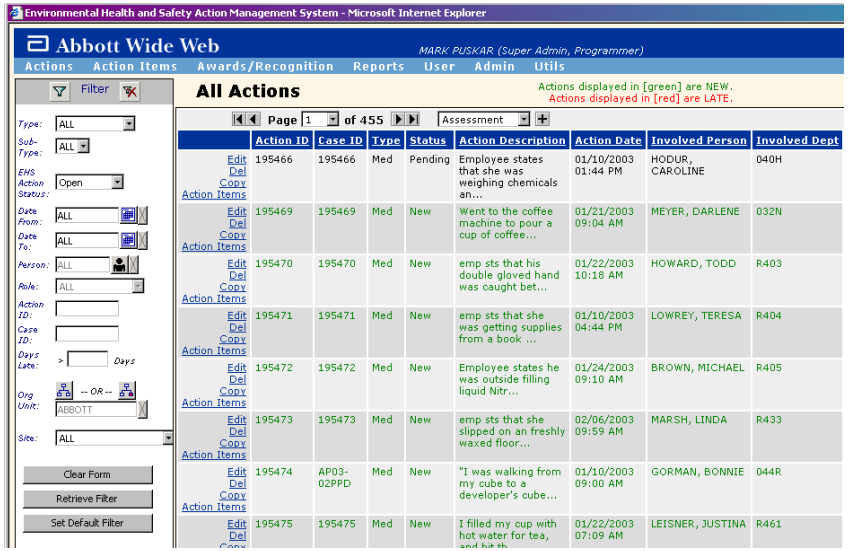
Agenda

- 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



	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	195475	195475	Med	New	I filled my cup with hot water for tea,	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

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Why Action Management?

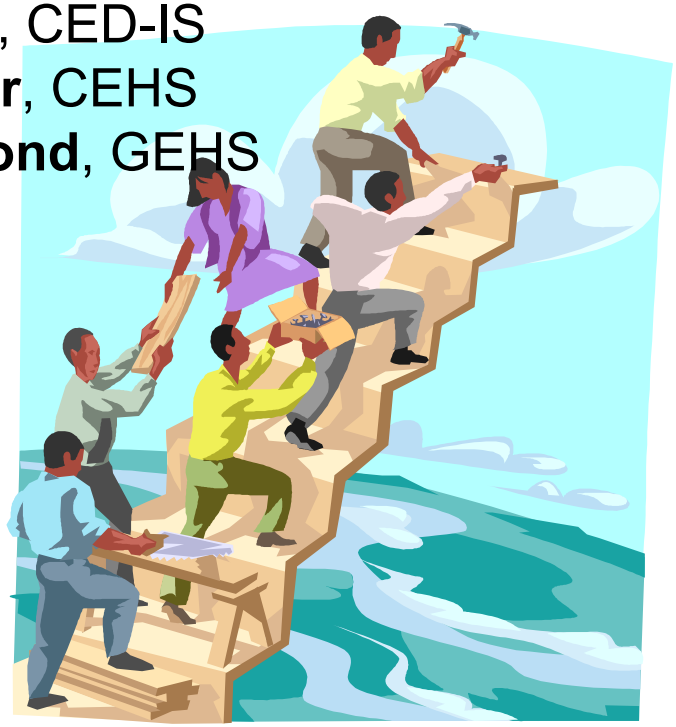
- Centralize information systems
- Drive consistency
- Improve “Knowledge Sharing”
- Improve service to remotely located facilities

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

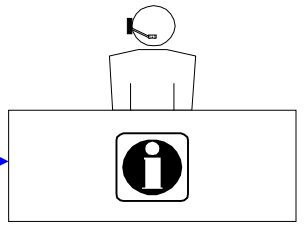
Direct Feeds from other Systems
1. HS Incident Tracking from PR and LC MIMS.
2. Audit Findings from Corp. EHS Audits.
3. Employee Master file from HRIC.
4. e-mail addresses from Lotus Notes

Incident Database and Work Flow

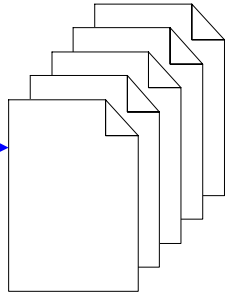
Work Flow
1. Org Tracking
2. Goal Setting/Reporting
3. Corrective Action Tracking

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

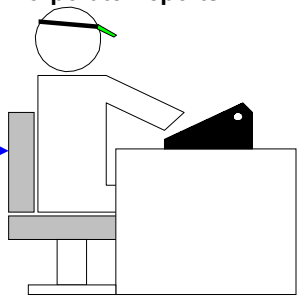
Corporate Admin
- Track Organization
- Assign Divisional Admins



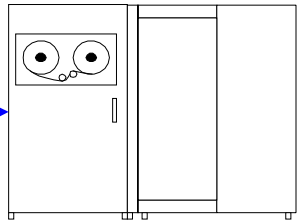
Automated Incident / Corrective Action Notification



Standard Facility, Divisional, and Corporate Reports



Ad-hoc Searching and Reporting



Direct feed to EAST

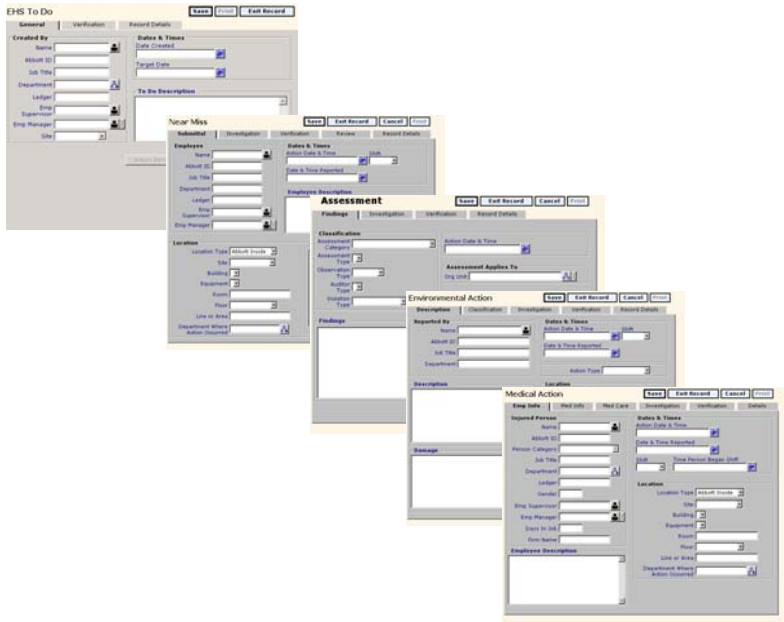
Inputs

Storage

Outputs

Types of Actions

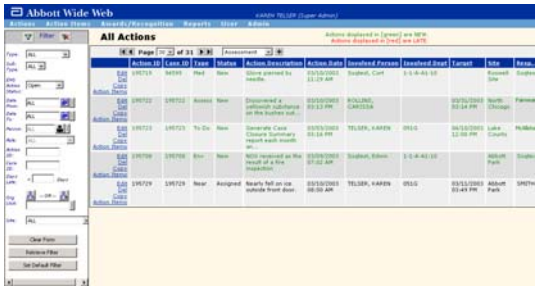
- Medical
- EHS Assessment
- Environmental
- Security
- Risk Assessment
- 1st Notice of Incident
- To Do
- Near Miss



Functionality Warranted a Home-Grown System

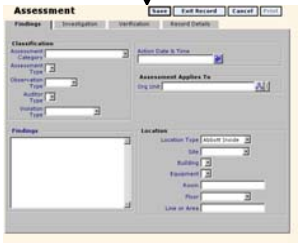
- Multi-language
  - Now: English, Spanish, German
  - In 2004: Portuguese, Italian, French, Japanese
- E-mail routing of actions, including reminders
- Linking of related/causal actions
- Advanced Reporting of all Action types

Actions/Action Plans/Action Items

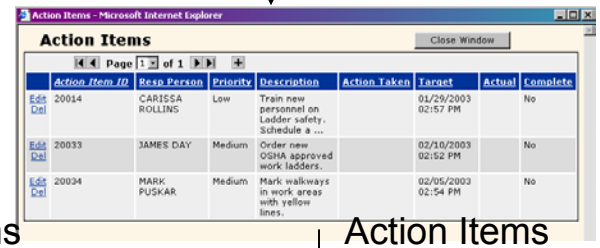


All Action Screen

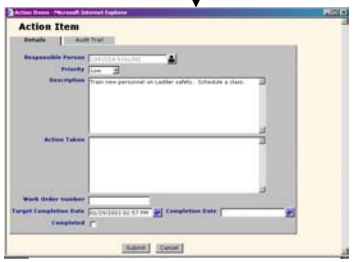
Actions Actions Actions Actions Actions

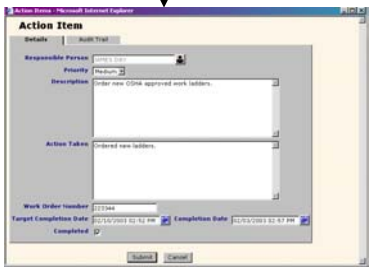


Action Plan



Action Items Action Items Action Items





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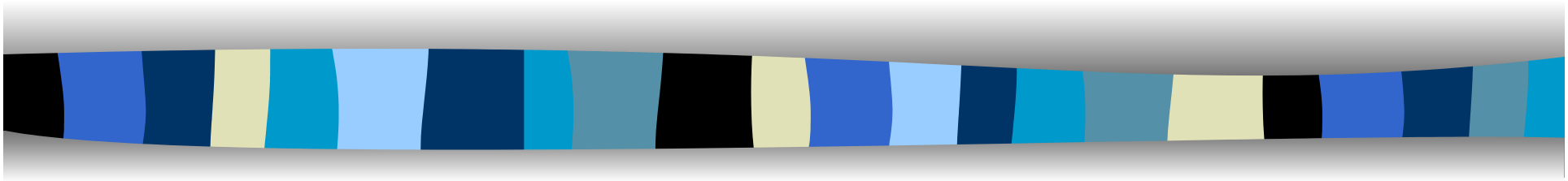
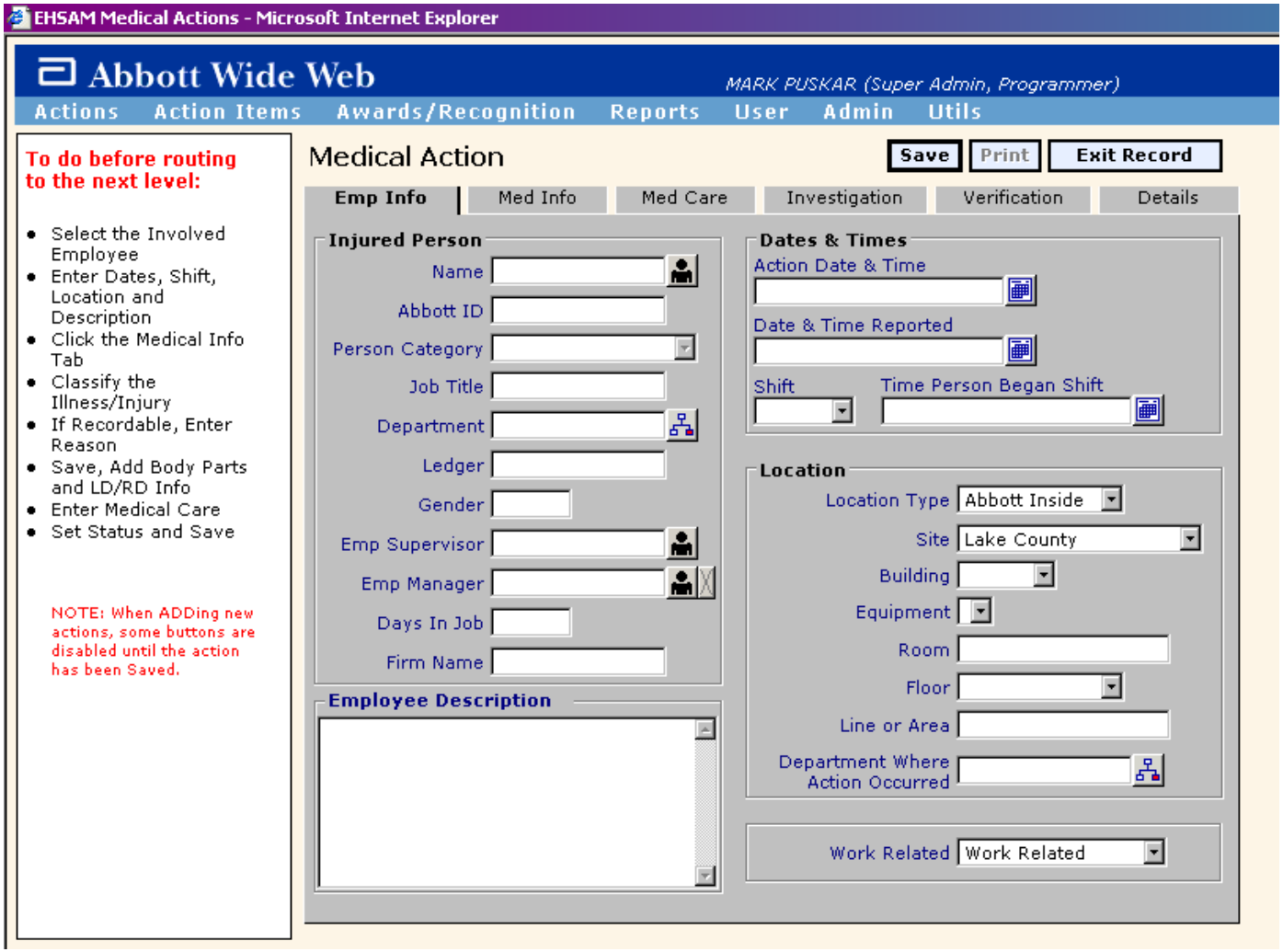
System Demo



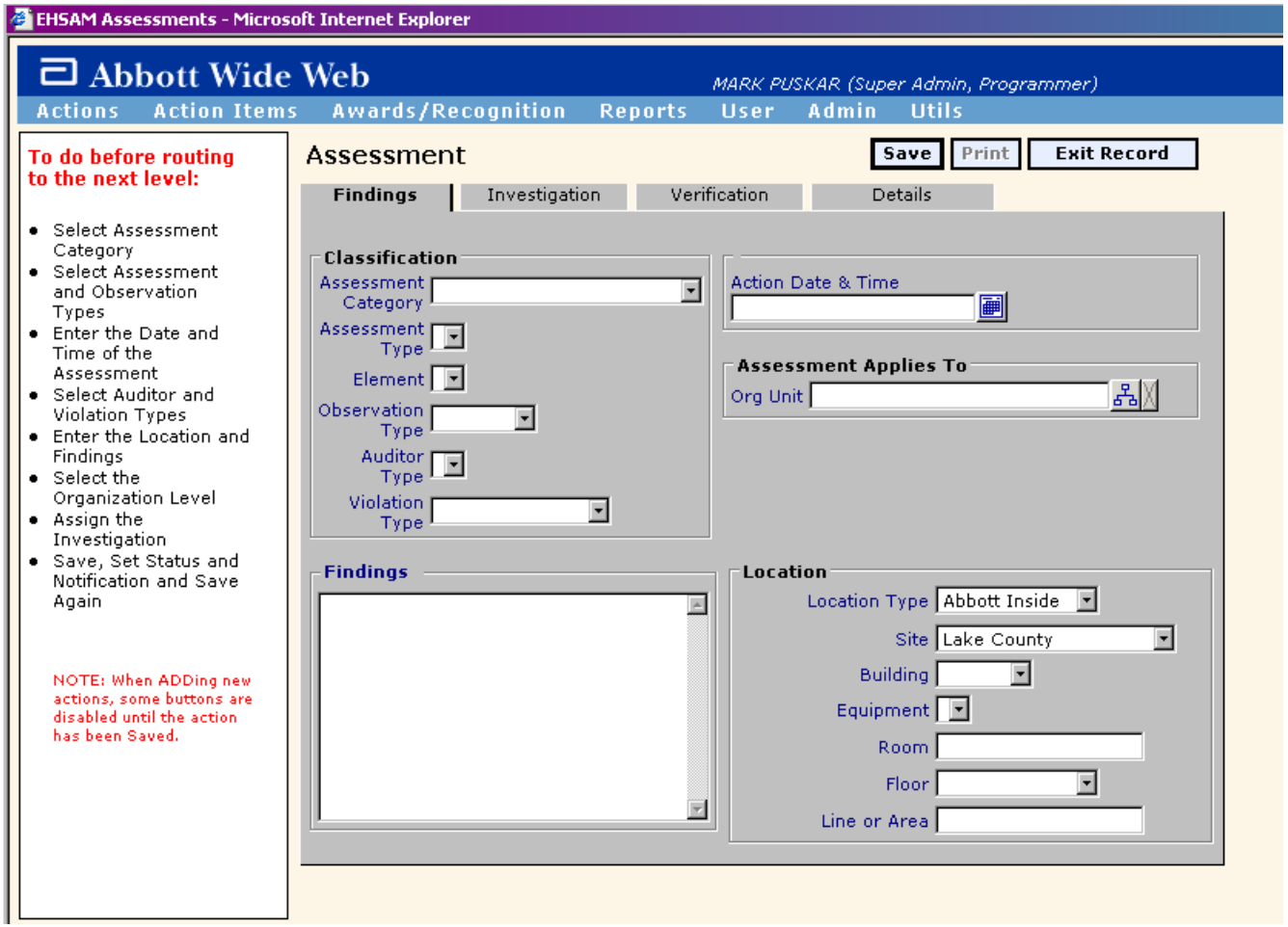
Medical


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
Save
Print
Exit Record
Emp Info
Med Info
Med Care
Investigation
Verification
Details
Injured Person
Name
Abbott ID
Person Category
Job Title
Department
Ledger
Gender
Emp Supervisor
Emp Manager
Days In Job
Firm Name
Employee Description
Dates & Times
Action Date & Time
Date & Time Reported
Shift
Time Person Began Shift
Location
Location Type
Abbott Inside
Site
Lake County
Building
Equipment
Room
Floor
Line or Area
Department Where Action Occurred
Work Related
Work Related

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)

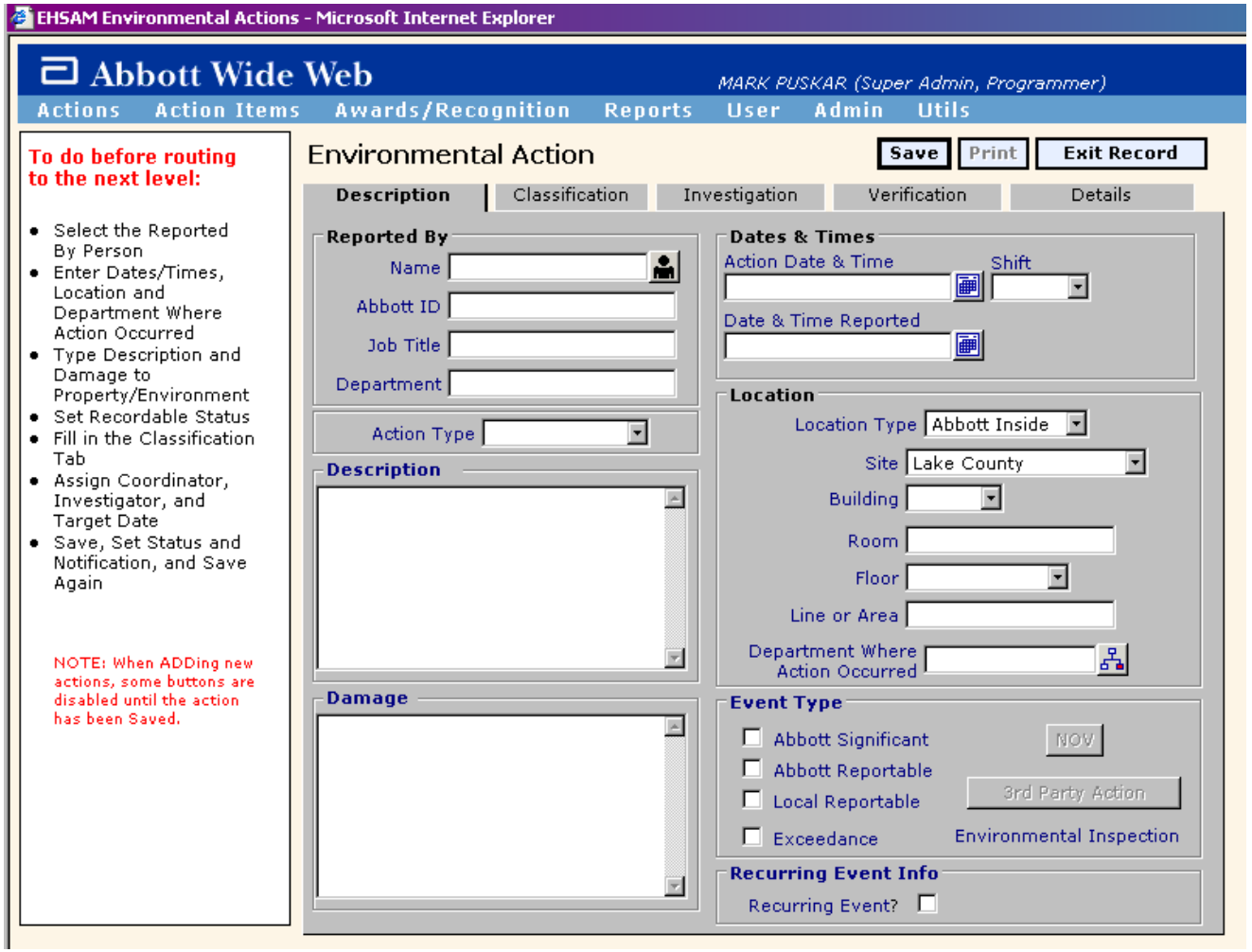
Assessment


EHSAM Assessments - Microsoft Internet Explorer
Abbott Wide Web
MARK PUSKAR (Super Admin, Programmer)
Actions
Action Items
Awards/Recognition
Reports
User
Admin
Utils
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.
Assessment
Save
Print
Exit Record
Findings
Investigation
Verification
Details
Classification
Assessment Category
Assessment Type
Element
Observation Type
Auditor Type
Violation Type
Action Date & Time
Assessment Applies To
Org Unit
Findings
Location
Location Type
Abbott Inside
Site
Lake County
Building
Equipment
Room
Floor
Line or Area

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



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)

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Lessons Learned
(there are a lot of these!)

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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)