

Office of Safety, Health, Environment, and Risk Management

FY24 Metrics-Based Performance Summary

Key Performance Indicators of
Losses, Compliance, Finances, and Measured Client Satisfaction



UTHealth Houston Institutional Missions and SHERM's Role, Contributions

UTHealth Houston institutional missions:

- Teaching
- Research
- Service
 - Service to the Institution (SHERM's primary role)
 - 4 Key Performance Indicators (KPI) of safety services provided
 - Service to the Community

While SHERM is primarily an institutional service provider, the office also contributes to the other key institutional missions as well

Safety, Health, Environmental, & Risk Management
Organizational Chart, December 2024



Robert Emery, DrPH
Vice President
SHERM

Other Appointments for Vice President Position:
Professor of Occupational Health, The University of Texas School of Public Health
Division of Epidemiology, Human Genetics and Environmental Sciences
Southwest Center for Occupational and Environmental Health

George DeClos, MD, PhD
UTHealth Services Medical Director

Scott J. Patlovich, DrPH
Asst Vice President,
EHS

Berenice Torres
Executive Assistant

Stephen David
Sr. Application
Support Specialist

Clinical oversight
Joy Harrison, DNP
Director
Occupational Health

Cynthia Crespo Bonaparte
Mgr, Hospital & Clinic
Safety (HCPC/Dunn)

Kristin King, PhD
Mgr, Biological Safety

William Bryan, PhD
Mgr, Chemical Safety

Janet Gutierrez, DrPH
Mgr, Radiation Safety

Alan Lucas
Mgr, Environmental
Protection

Snehal Rana
Mgr, Occ Safety &
Fire Prevention

Bryan Evans
Mgr, Emergency Prep &
Risk Management

Charles Varghese
Safety Specialist
(HCPC/Dunn)

Replacement
biosafety position

Andrew Manongdo, PhD
Safety Specialist

Danette Fennessy
Safety Specialist

Colin Harrison
Safety Specialist

Mike Gillum
Safety Specialist

Sondra Faul
Claims & Insurance
Analyst

Sherry Snook, MA
(1 FTE)

William Hebel
Safety Coordinator
(UTP)

Zack Becker
Safety Specialist

Madison Huse
Safety Specialist

Teena Mavumkal
Safety Specialist

Felipe Muñoz
Safety Specialist

Christopher Hall
Safety Specialist

Karen Saldiema, RN
(1 FTE)

Kara Mirza
Safety Specialist
(UTP)

Rebecca Kairis
Safety Specialist

Charisma Lattao, PhD
Safety Specialist

Johnnè Dawson
Safety Specialist

Cedric Peace
Safety Specialist

Jazmin Rivera, RN
(1 FTE)

Shawn Shah
Safety Specialist
(UTP)

Allison Lino
Safety Specialist

Spencer Chichester
SPH Graduate
Assistant

Vacant
Safety Specialist

Darris Peace
Safety Specialist

SPH Practica
Intern

SPH Graduate
Research Assistant

Elliot Walls
Safety Specialist

Mike Allen (P/T)
Safety Specialist

Hospital & Clinic
Health & Safety

Academic & Research & Safety

Research Management
& Insurance

Occupational Health
Clinical Services

Service agreement
with UTHealth Cizik
School of Nursing

SHERM's Four Key Performance Indicators (KPI) for Safety Services to the Institution

KPI #1 Losses

Personnel
Property

KPI #2 Compliance

With external agencies
With internal assessments

KPI #3 Finances

Expenditures
Revenues

KPI #4 Client Satisfaction

External clients served
Internal department staff

Annual Report Format and Approach

- This annual report showcases the four KPIs and provides supporting data from FY24 for the outcomes associated with each
- The actions taken by SHERM to achieve these outcomes are highlighted and discussed
- Subsequently, the planned actions and strategic steps to address the identified data-driven priorities and needs during FY2025 are described

KPI #1: Losses

1a: Personnel Losses

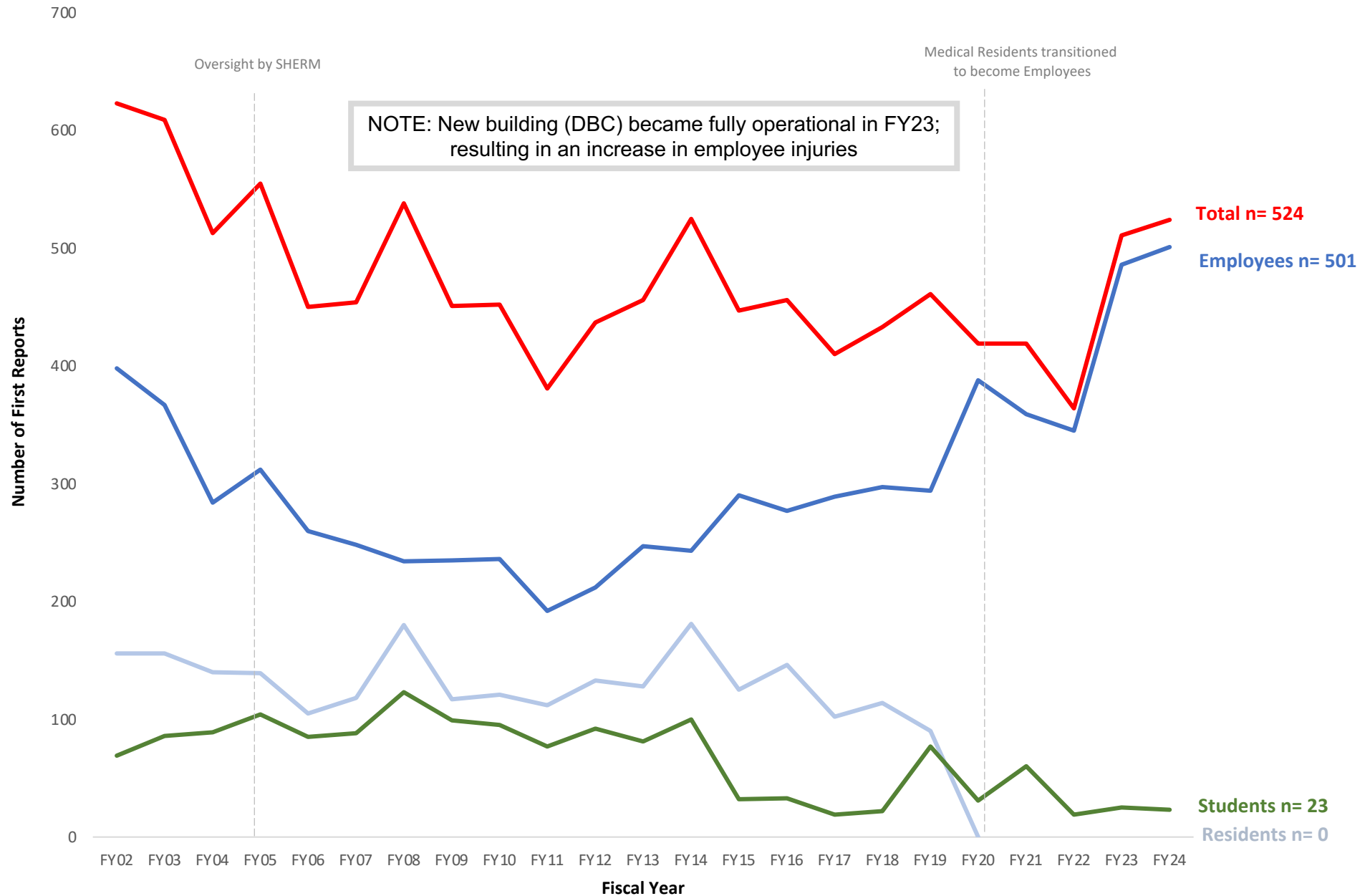
- Number of first reports of injury and illness submitted by employees, residents, students
- Number of reported employee injuries and illnesses requiring medical care
- Workers' Compensation Insurance experience modifier

1b: Property Losses

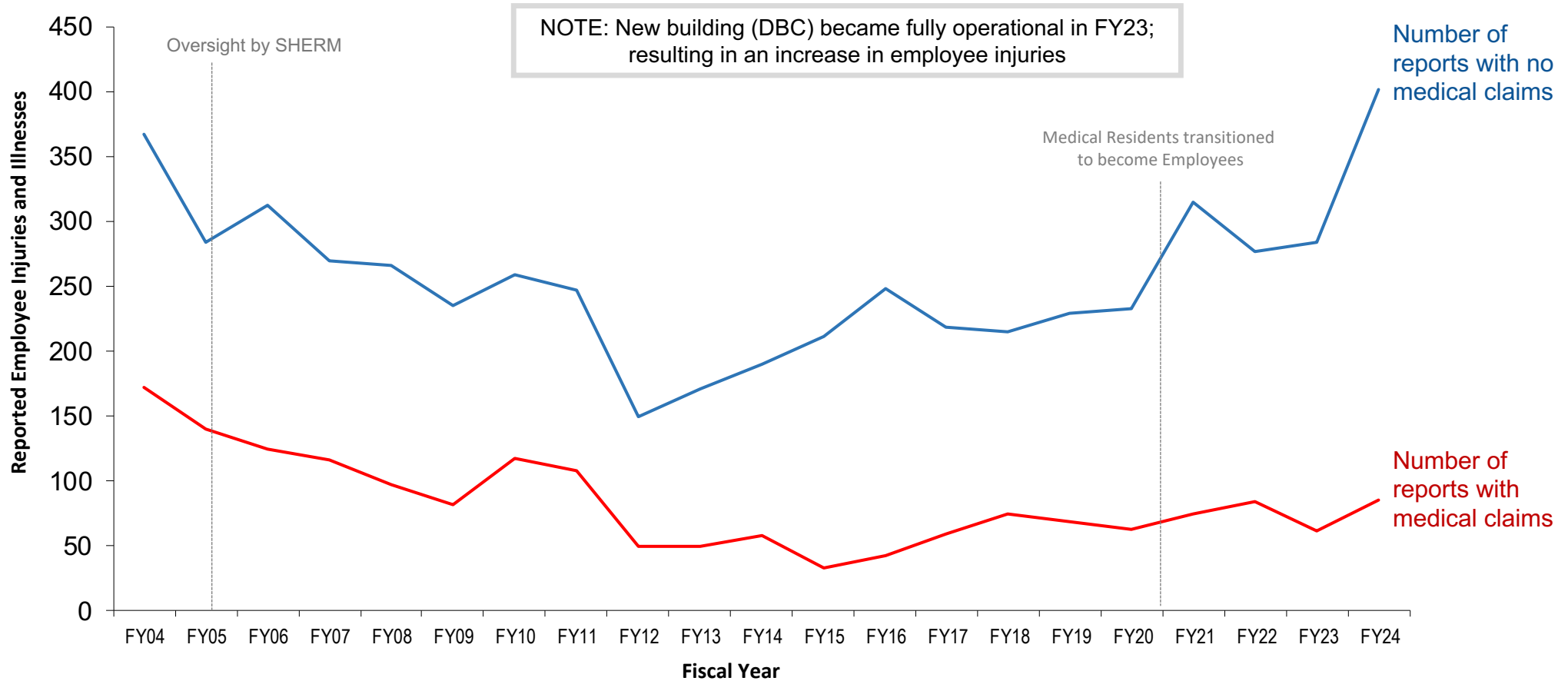
- Losses incurred and covered by UTS Comprehensive Property Protection Program
- Losses incurred but covered by an outside party
- Losses retained by UTHealth Houston

Number of First Reports of Injury, by Population Type, FY01 – FY24

(estimated total population = 16,922; employees: 11,878; students: 5,044)



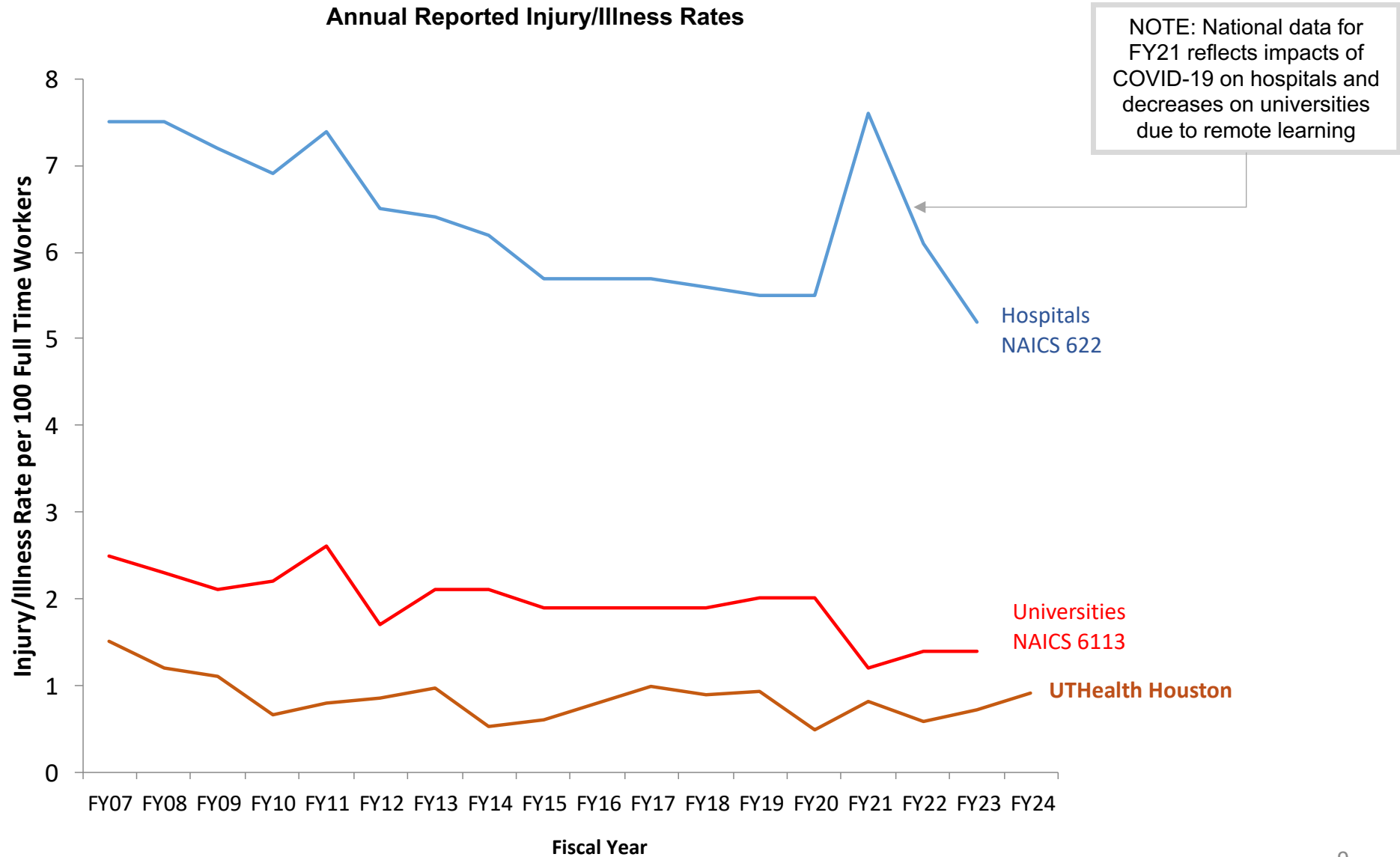
Total Number of Employee First Reports of Injury Without Medical Claims and Subset of Compensable Claims Submitted to UT System, FY03 to FY24



*Opening of new DBC building and increase in UTP clinics has resulted in greater risk of injury due to higher clinical injury exposures

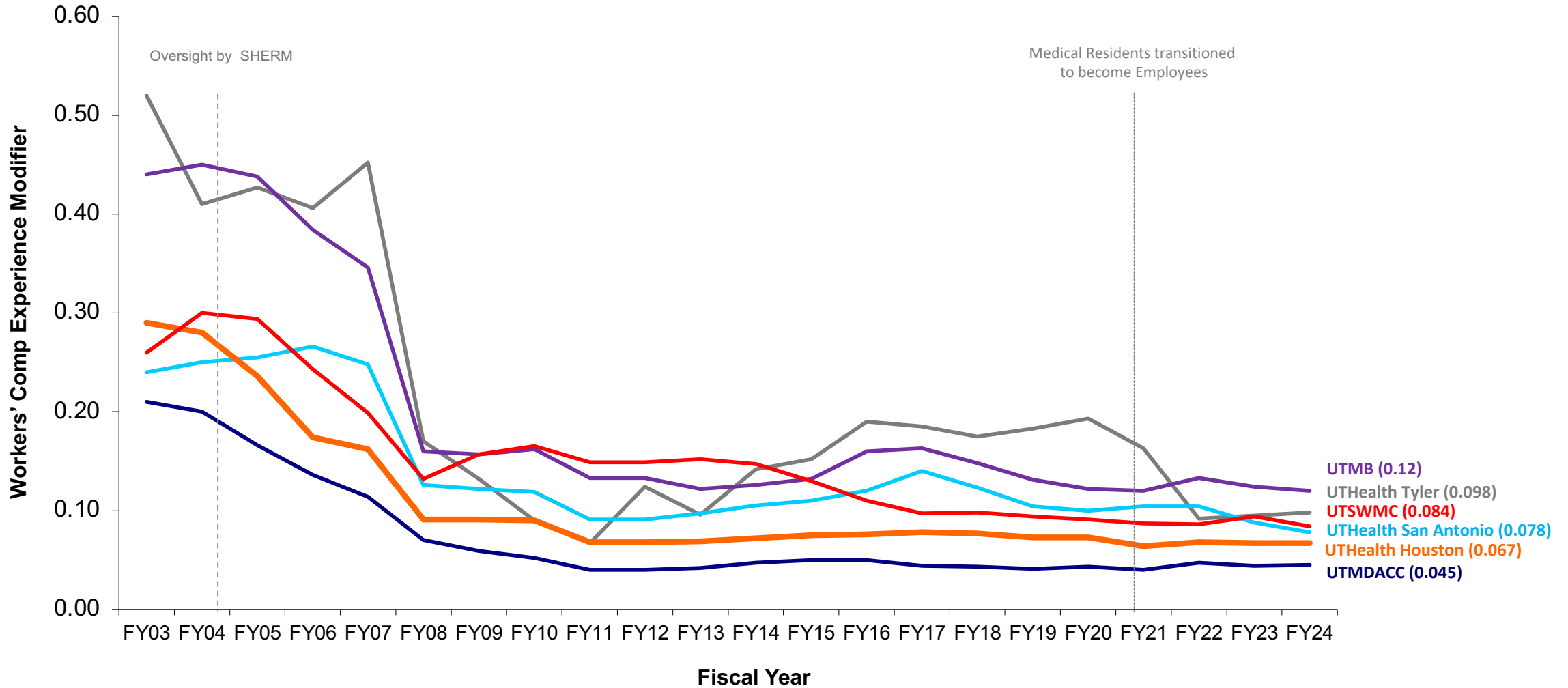
Annual UTHealth Houston Incidence Rate of Reported Employee Injuries and Illnesses Compared to National Hospital and University Rates

(national data source: US Bureau of Labor Statistics)



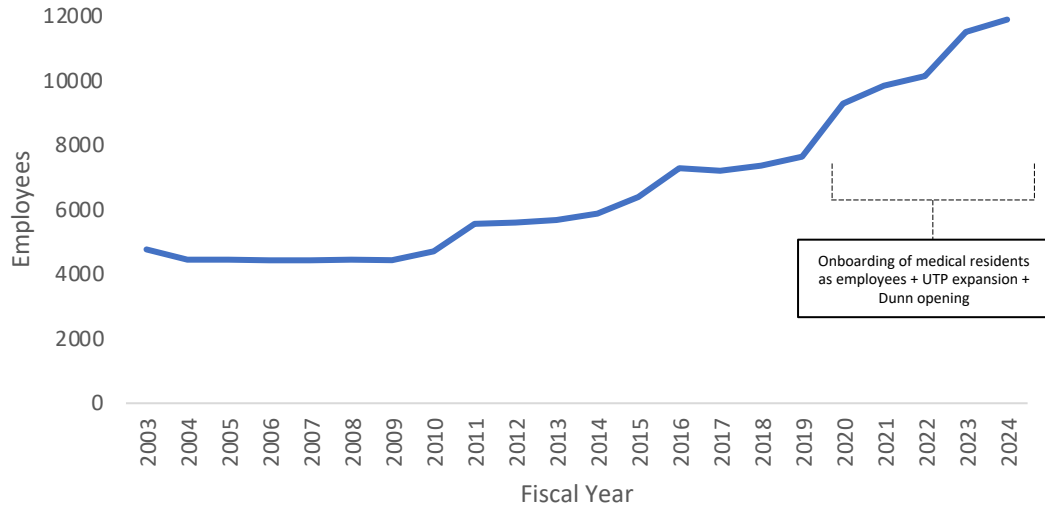
Workers' Compensation Insurance Premium Experience Modifier for UT System Health Institutions, FY03 to FY24

(premium rating based on a three-year rolling average as compared to a baseline of 1.00)

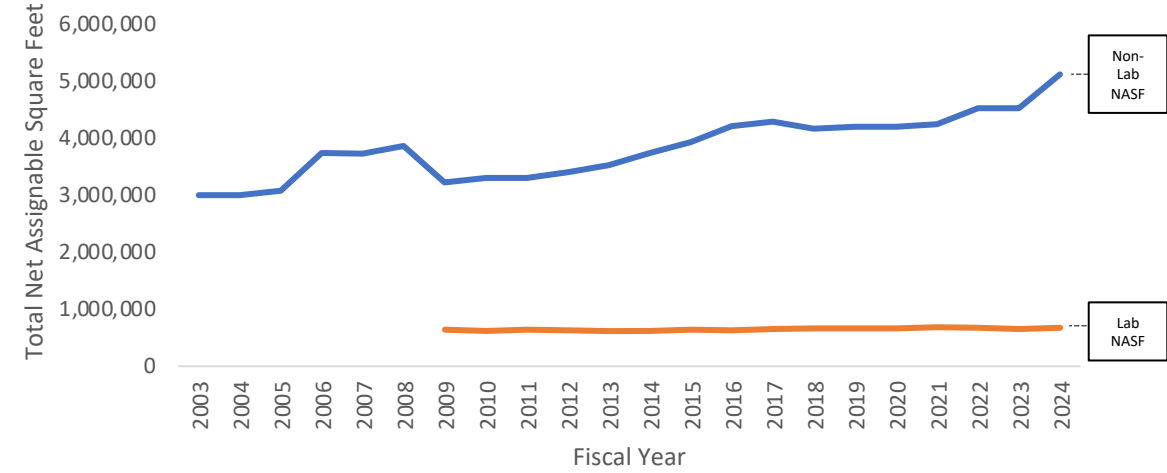


UTHealth Houston Institutional Growth and Associated Employee Safety Outcomes, FY2003-FY2024

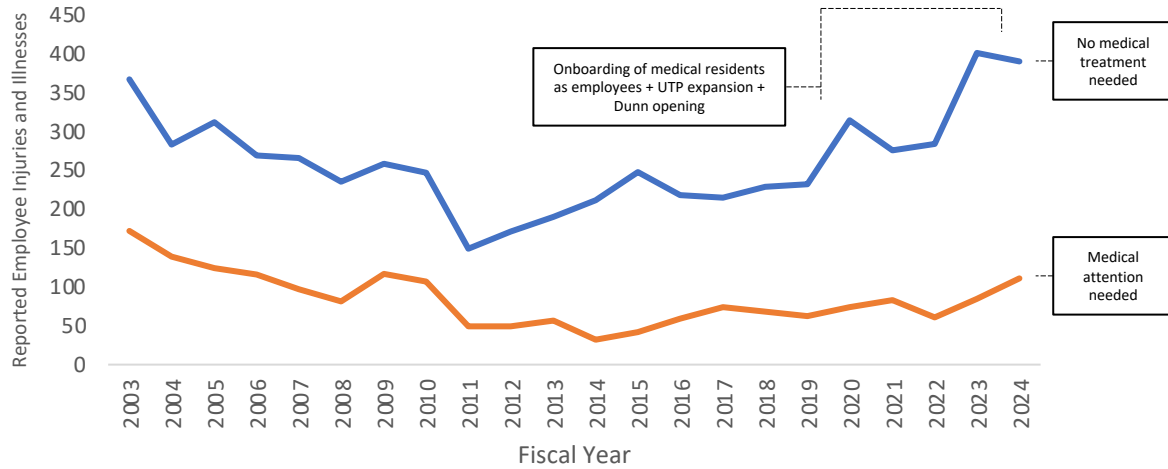
Annual Employee Census



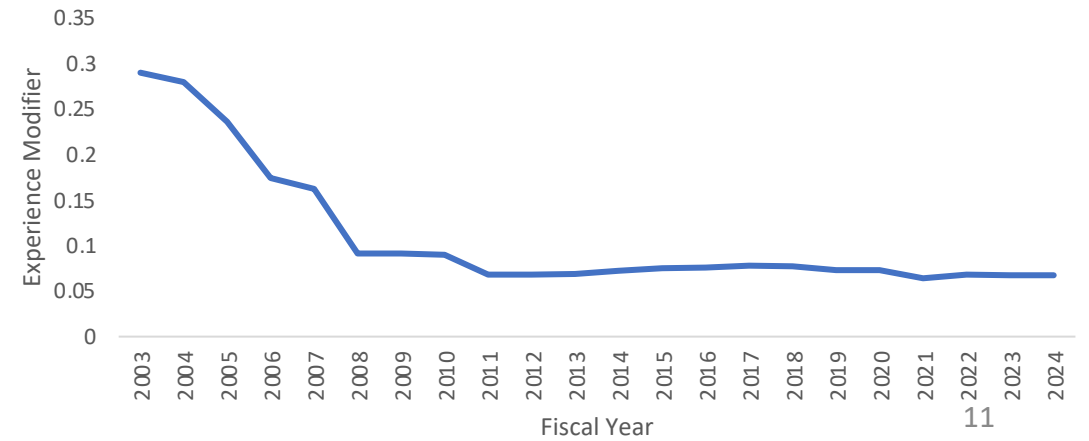
Institutional Total Net Assignable Square Footage, Inclusive of Research Lab Square Footage



Reported Number of Employee Injuries and Illnesses and Subset Requiring Medical Attention



Employee Workers' Compensation Insurance Experience Modifier (3-Year Rolling Average)



FY24 Retained Property Losses

▪ **Notable Retained Losses (inclusive of insurance deductibles)**

Peril	Location	Date	Cost
Water	JJL	9/2023	\$500
Water	Housing	10/2023	\$135,600
Mold	MSE	10/2023	\$500
Water	Housing	10/2023	\$1,000
Vandalism	MSB	12/2023	\$2,000
Water	UCT	1/2024	\$200
Mold	UPG	1/2024	\$252,400
Water	SON	4/2024	\$500
Water	UPB	6/2024	\$30,100
Water	SOD	6/2024	\$100
Hurricane	Multiple	7/2024	\$2,100,000
TOTAL			\$2,522,900

▪ **Losses incurred and covered by third party**

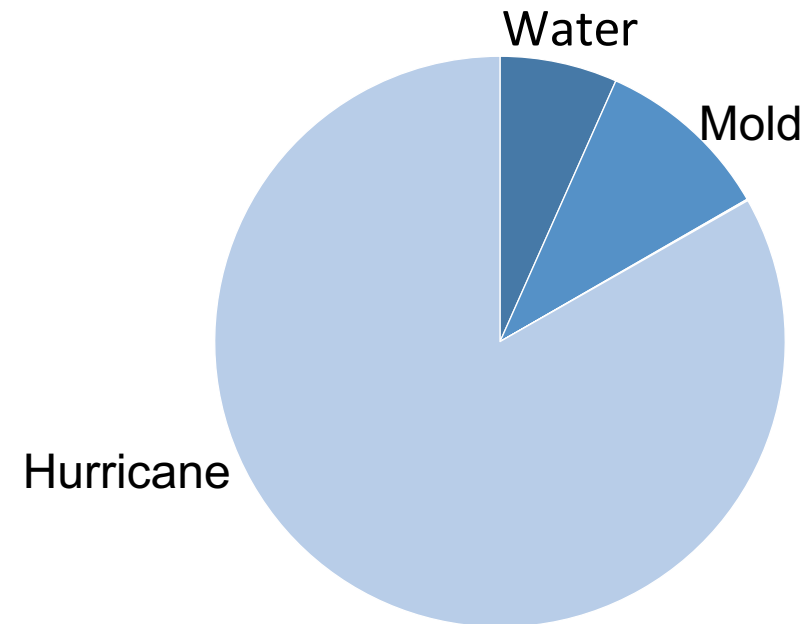
- Auto-----10/2023 \$100,000
- Auto-----12/2023 \$12,271
- Auto-----5/2024 \$108,825
- Auto-----6/2024 \$4,628

▪ **Losses incurred and covered by UTS insurance**

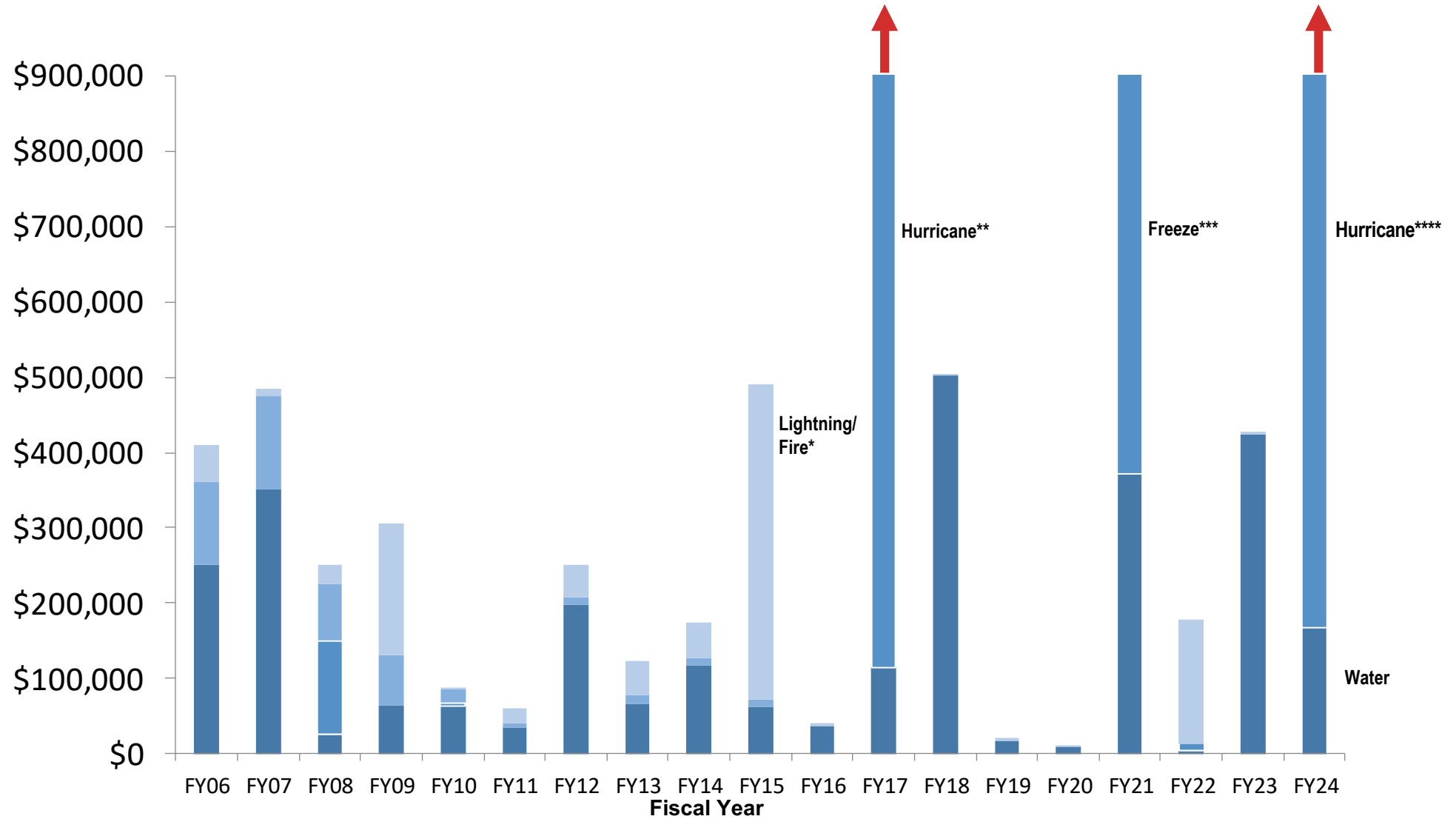
- Auto-----12/2023 \$7,300
- Auto-----1/2024 \$6,136
- Auto-----7/2024 \$6,108
- Auto-----7/2024 \$3,330

Retained Loss Cost Summary by Peril

(Total FY24 retained losses = \$2,522,900)



UTHealth Houston Total Property Retained Loss Summary by Peril and Value, FY06 to FY24



*FY15 – Lightning strike caused fire damage at student housing totaling \$978K loss, with retained loss total at \$417K

**FY17 – Hurricane Harvey losses totaling \$12.6M, with retained loss total estimated at \$4.8M

***FY21 – Winter Storm Uri impacted all UT System institutions across the State of Texas

****FY24 – Hurricane Beryl losses totaling \$3.1M

FY25 Planned Actions - Losses

Personnel

- Closely monitor the **increase in reported employee injury events** (largely from the clinic setting) and implement preventive measures with special consideration for the new Dunn Behavioral Sciences facility
 - Multidisciplinary committee established at HCPC/Dunn to address patient/employee and patient/patient aggression and associated injuries, as well as comply with **new SB 240 requiring workplace violence prevention programs in healthcare**
- Re-evaluate **slip, trip, and fall** data to focus on particular trends and locations; provide interventions to prevent recurrence where possible
- Continue to focus on **sharps injury and bloodborne pathogens exposure prevention**, especially with post-exposure prophylaxis costs continuing to increase and changed coverage for medical residents in FY21 impacting ability to reimburse for these costs (e.g. increase in retained losses)

Property

- Re-emphasize focus on prevention and effective management of property insurance claims given the **increase in deductible from \$250K to \$500K per occurrence**
- Continue with successful efforts to educate faculty and staff about **common perils** causing losses (water, power interruption, and theft), simple interventions
- Develop additional **predictive methods** for prompt recovery after losses occur, specifically estimated length of time to recovery

KPI #2: Compliance

2a: With external regulatory agencies

- Regulatory inspections; other compliance-related inspections by outside entities

2b: With internal preventive assessments

- Results of SHERM routine safety surveillance activities

External Agencies Inspections (n=18)

No.	Date	Agency	Announced / Unannounced	Location	Findings	Status
1	09/19/23	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Interventional Radiology, UTPB 1508, 6410 Fannin St, Houston, X-ray R26367, Site 043	No items of non-compliance	Inspection file closed
2	09/19/23	Texas Department of State Health Services Radiation Control	Unannounced	UTHealth Houston Graduate Dental, UTPB 310, 6410 Fannin St, Houston, X-ray R10908, Site 016	No items of non-compliance	Inspection file closed
3	09/20/23	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Ortho Trauma, UTPB Garage G150, 6414 Fannin St, Houston, X-ray R26367, Site 010	No items of non-compliance	Inspection file closed
4	09/20/23	Texas Department of State Health Services Radiation Control	Unannounced	UTHealth Houston TMC Spine / Neuro, MHMP 2150, 6400 Fannin St, Houston, X-ray R10908, Site 029	No items of non-compliance	Inspection file closed
5	09/22/23	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Bellaire Station Non-invasive Cardiology, 6500 West Loop South, Suite 200, Bellaire, Radioactive Material L05465, Site 005	No items of non-compliance	Inspection file closed
6	10/05/23	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Bellaire MHOSH Pedi, 5420 West Loop S, Suite 2300, Bellaire, X-ray R26367, Site 045	No items of non-compliance	Inspection file closed
7	10/17 – 10/18/23	AAALAC-International	Announced accreditation site visit	All UTHealth Houston locations where animal care and interaction occurs	No significant findings; several recommendations for improvement, all addressed	Full re-accreditation granted
8	01/25/24	US Department of Agriculture, Import Permit Program	Announced	SPH arthropod containment lab	No items of non-compliance	Import permit granted
9	03/25/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Employee Health Services, UTPB 100, 6410 Fannin St, Houston, X-ray R26367, Site 046	No items of non-compliance	Inspection file closed
10	04/04/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, MHOSH Spine, 5420 West Loop S, Suite 2100, Bellaire, X-ray R26367, Site 051	No items of non-compliance	Inspection file closed

External Agencies Inspections (n=18)

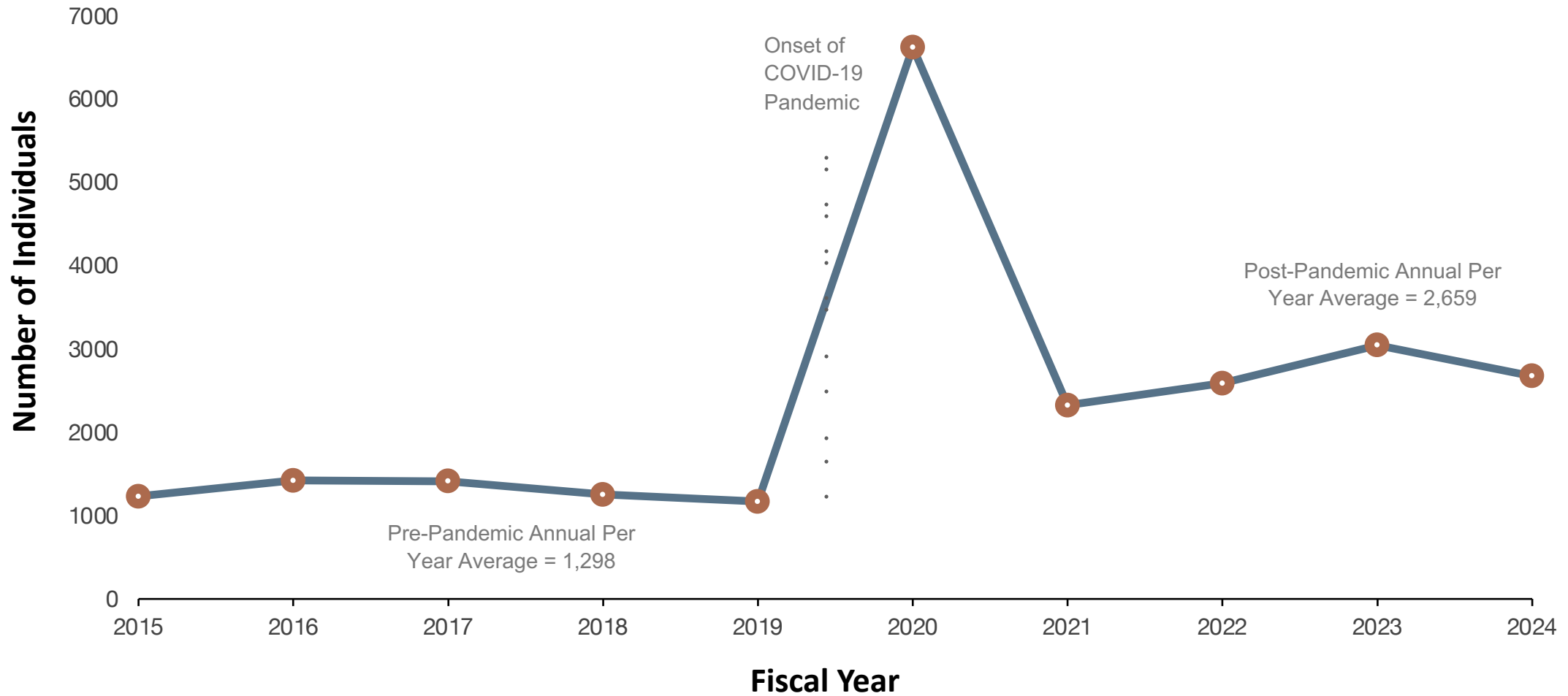
No.	Date	Agency	Announced / Unannounced	Location	Findings	Status
11	04/22/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Katy Ortho, 23910 Katy Freeway, Suite 201, Katy, X-ray R26367, Site 000	Missing one FGI Rad Protocol Committee Meeting Minutes at Clinic	Corrected upon notification; inspection file closed
12	05/01/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Sienna Multispecialty, 8810 Highway 6, Missouri City, X-ray R26367, Site 008	No items of non-compliance	Inspection file closed
13	05/22/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, MHOSH Bellaire Ortho, 5420 W Loop South, Suite 2400, Bellaire, X-ray R26367, Site 028	No items of non-compliance	Inspection file closed
14	07/24/24	Texas Department of State Health Services Radiation Control	Unannounced	UTHealth Houston Research at SCRB3, 1881 East Rd, Houston, X-ray R10908, Site 022	No items of non-compliance	Inspection file closed
15	07/25/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, South East MIST / General Surgery, 11920 Astoria Blvd, Suite 460, Houston, X-ray R26367, Site 049	No items of non-compliance	Inspection file closed
16	08/12/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Urology, 6400 Fannin St, Suite 2300, Houston, X-ray R26367, Site 033	No items of non-compliance	Inspection file closed
17	08/14/24	Texas Department of State Health Services Radiation Control	Unannounced	UT Physicians, Bellaire Station Multispecialty, 6500 West Loop S, Suite 200, Bellaire (Bellaire MIST & Family Medicine), X-ray R26367, Site 047	No items of non-compliance	Import permit granted
18	08/19 – 08/23/24	The Joint Commission	Unannounced accreditation site visit	Harris County Psychiatric Center / Dunn Behavioral Health Center	Several recommendations for improvement related to safety and emergency management	Corrective actions implemented and accepted; full reaccreditation granted

Routine Internal Compliance Assessments

5,335 workplace assessments completed and documented by SHERM

- Progression of routine surveillance program emphasis: labs, clinics, building fire systems, mechanical and non-lab spaces
- Now includes all UT SPH regional campus locations across the State of Texas
- 2,105 deficiencies identified (70% in non-lab spaces)
 - 1,047 of these deficiencies now corrected to date
 - EHS will continue to focus on assisting with the correction of remaining deficiencies
 - Working with FPE to track and report progress and reporting progress to appropriate safety committees
 - Working with clinical leadership regarding the improvement of refresher training completion rates
- 12,691 individuals provided with required safety training
 - 2,675 individuals trained and fit tested for respiratory protection (more than 2X pre-COVID-19 conditions)
 - Clinical based students (e.g. McGovern Medical School, Cizik School of Nursing, School of Dentistry) provided with COVID-19 awareness and PPE training (as of FY24, now provided in a virtual format)
 - Continued increase in participation in online safety training modules (primarily refresher lab and clinic safety training)
 - As a result of software upgrades, there is now improved reporting of online safety training between EHS Assistant and HR Learning Management System (iLearn)
- 94% of PIs have submitted chemical inventories for recording in SHERM database

Respiratory Fit Testing Demands Addressed by SHERM at UTHealth Houston, by Fiscal Year



Non-Routine Compliance Activities

- Due to chemical hazardous waste volume increases from the Dept. of Pathology, UTHealth Houston was compelled to transition to become **Large Quantity hazardous waste generator** status for the McGovern Medical School registration during FY24
 - Additional compliance activities and documentation have been implemented
 - Additional regulatory scrutiny such as onsite inspections is anticipated
- New EPA rules under the **Toxic Substances Control Act** require additional oversight and monitoring for users of methylene chloride
- Completed **TMC3 Collaborative Building** commissioning and support for move-in of UTHealth Houston researchers
- Plan reviews, code compliance, and safety oversight for construction of the new **Public Health Education and Research Building** project
- Conducted necessary fire/life safety assessment and environmental site assessment for acquisition of **Bellaire Station** clinic building
- SHERM modernized and professionalized several forms or processes by converting to a fully electronic experience: **occupational health program enrollment** and annual re-enrollment form, **respiratory fit testing medical clearance** form, fire drill app for EHS to document during drills performed

FY25 Planned Actions - Compliance

External compliance

- Continue to educate and prepare UTHealth Houston & UTPhysicians clinics about State of Texas Radiation Control program who continue to conduct frequent **unannounced** x-ray inspections
- Prepare for onboarding of new **MRI/PET** units on campus, which requires additional oversight and registration
- Develop and implement updated IBC policy to meet new federal policy for **Dual Use Research of Concern** and Pathogens of Enhanced Pandemic Potential by implementation deadline (May 2025)
- Develop and implement an updated oversight program for trichloroethylene and perchloroethylene based on new EPA regulations under the **Toxic Substances Control Act** (this will likely mimic the approach for oversight of methylene chloride)
- Prepare for expected campus visits from **State of Texas Fire Marshal Office** due to inspection program frequency

Internal compliance

- Develop efficiencies and strategy for long term management of **respiratory protection program** since demand remains high
- Continue **aggressive routine surveillance** program and incorporate lessons learned from deficiency data into safety training to prevent recurrence
- Focus on **succession planning** for specialty positions in SHERM due to anticipated transitions in the near future
- Focus on education of research and clinic personnel regarding **controlled substances** used and stored at UTHealth Houston and UTP
- Continue to work with FPE to systematically **address identified deficiencies** and support current projects to address fire safety considerations
 - Provide regular updates to appropriate safety committees
- Continue **emphasis on lab inventories** of hazardous materials
 - Continued improvement of chemical inventories
 - Support biosafety awareness and inventory of biological agents and toxins within UTHealth Houston laboratories
 - Focus on controlled substances storage, security, and inventory management and documentation through routine survey process within labs and research units on campus

KPI #3: Finances

3a: Expenditures

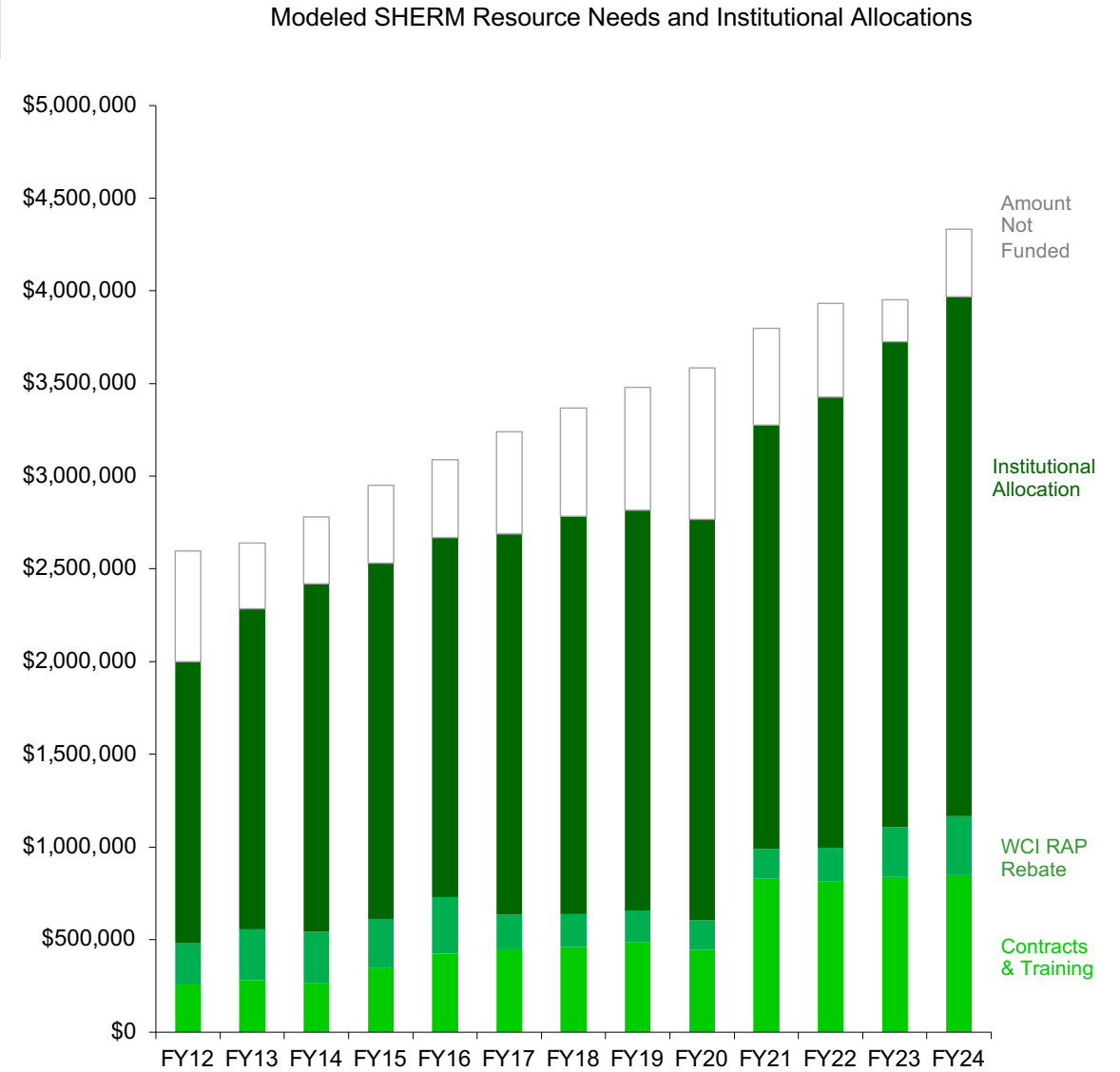
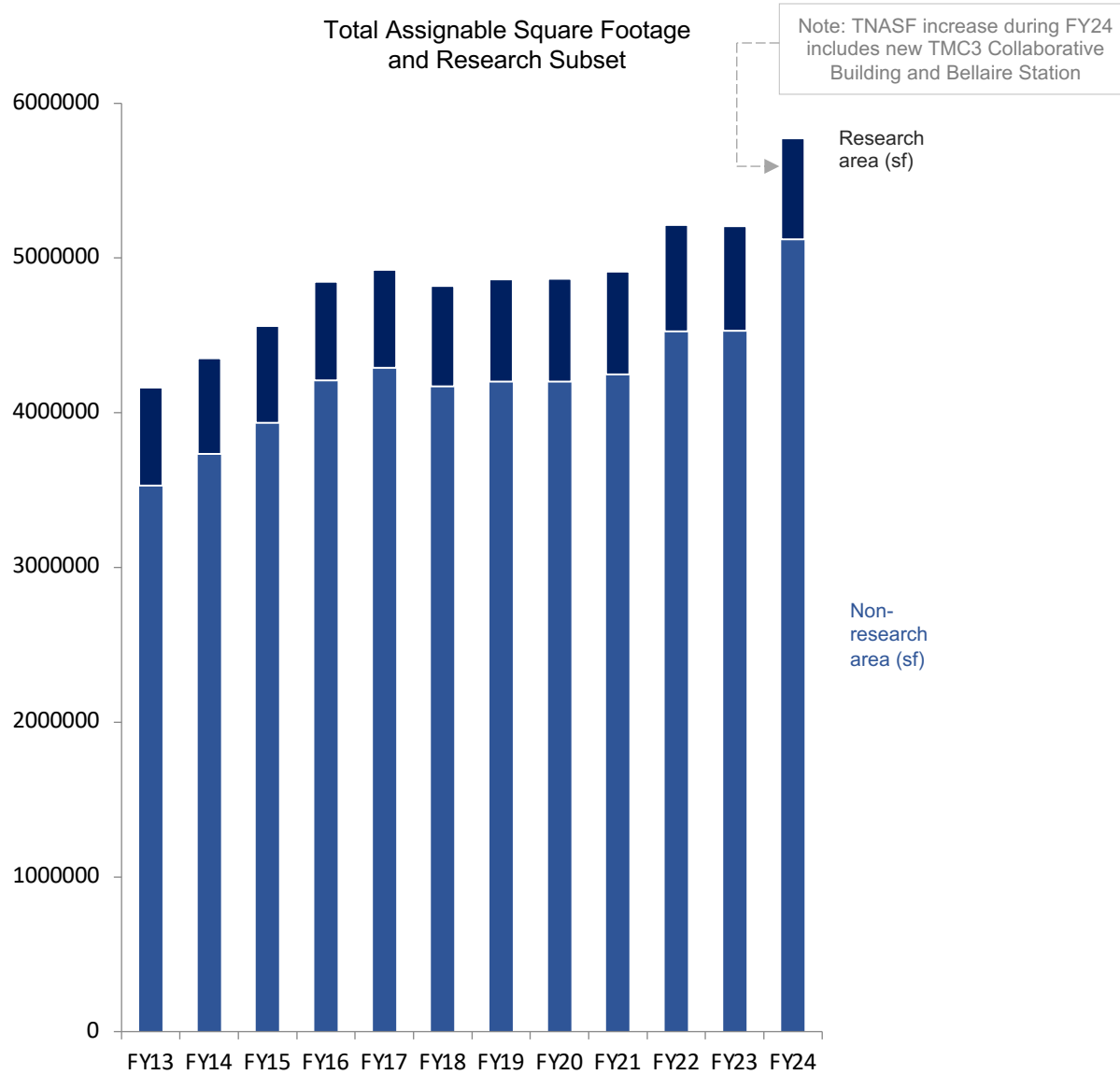
- Program cost, cost drivers

3b: Revenues

- Sources of revenue, amounts

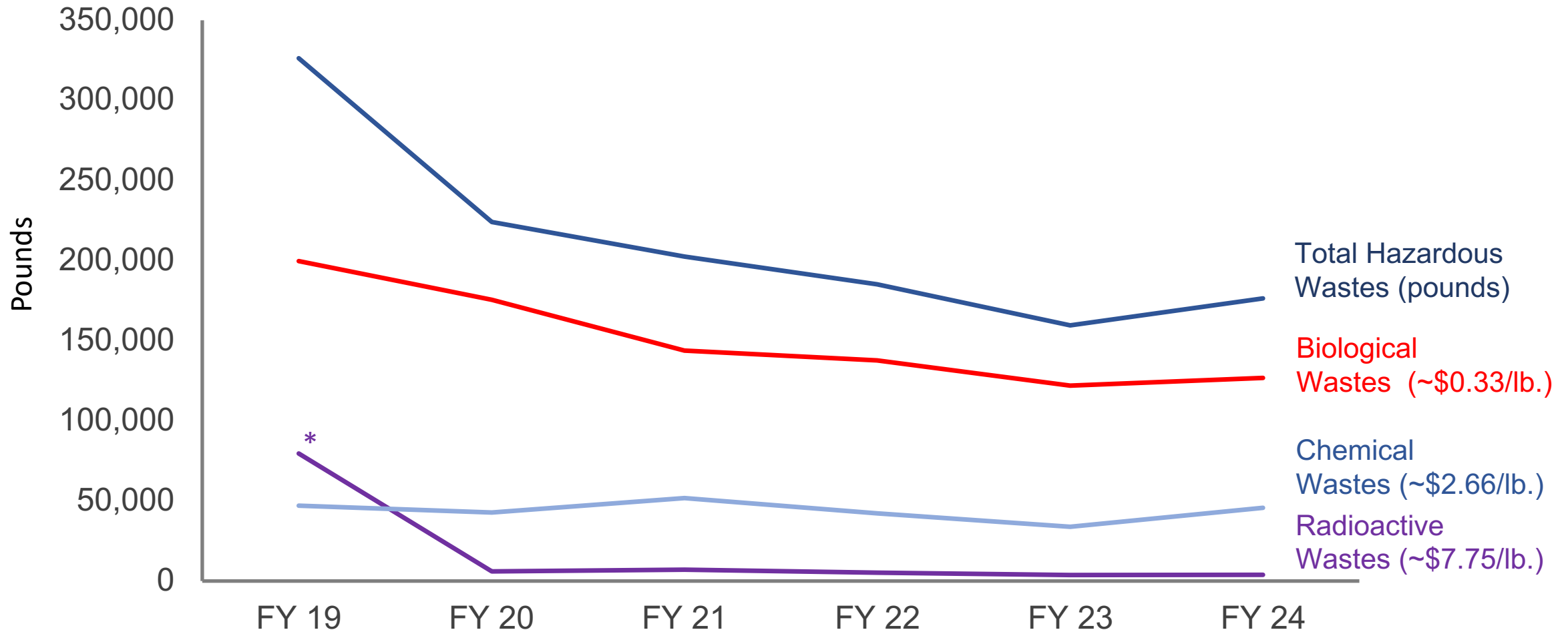
Campus Square Footage, SHERM Resource Needs and Funding

(modeling not inclusive of resources provided for, or necessary for Employee Occupational Health Program)



Annual Hazardous Wastes Volumes Generated (in pounds)

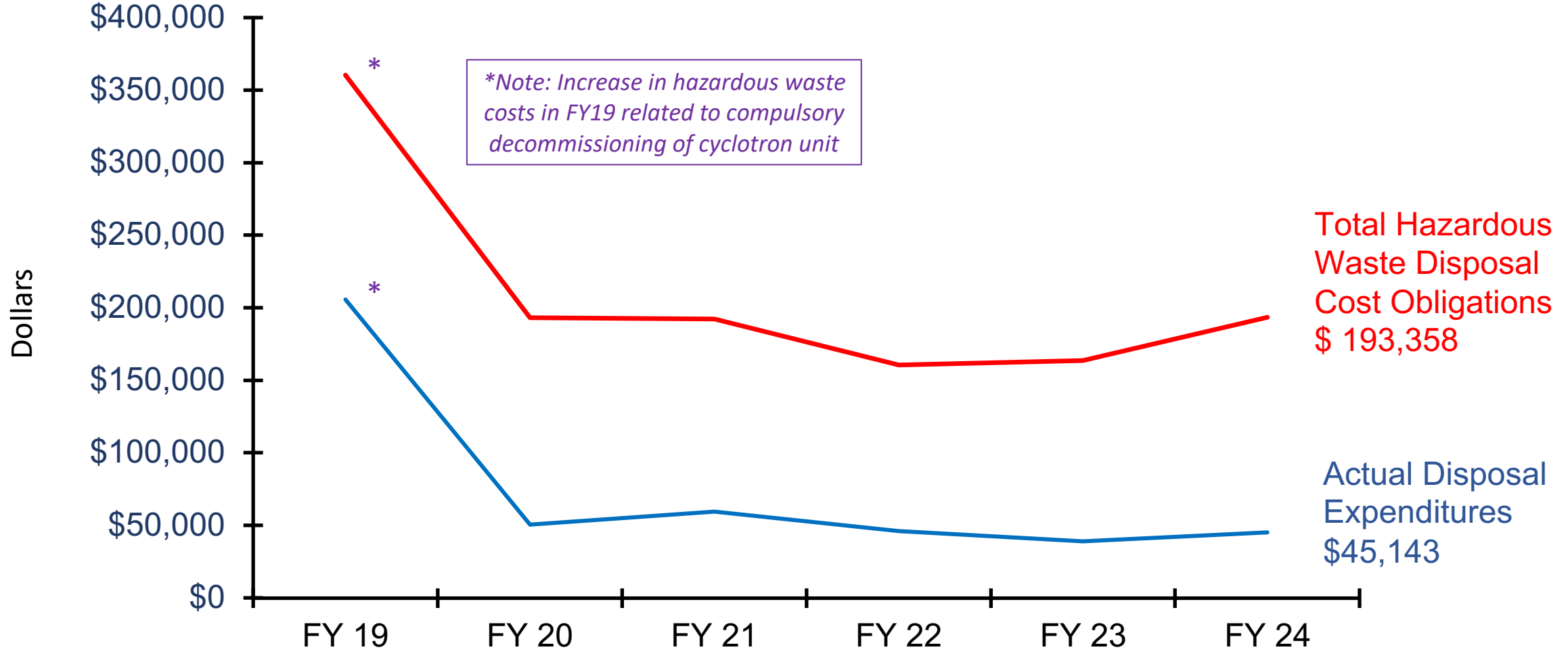
(inclusive of all Hazardous Biological, Chemical, and Radioactive Waste Streams)



Cost per pound associated with each waste stream reflects average cost obligations for offsite disposal

**Note: Increase in radioactive wastes in FY19 related to compulsory decommissioning of cyclotron unit*

Total Hazardous Waste Cost Obligation and Actual Disposal Expenditures (Inclusive of Biological, Chemical, and Radioactive Wastes)



FY24 savings: \$148,215

FY24 Revenues

Service contracts

- UT Physicians \$848,720

Note: Previous SHERM safety services contract for UTPhysicians was folded into the UTHealth/UTPhysicians MOU on Sept 1, 2020. This agreement provides safety services, risk management and insurance, and occupational health services at a current rate of \$848,720 per year. The amount designated for the Occupational Health Program is \$150,000.

Fee-for-Service Activities

- Professional development training (e.g. SWCOEH and P2R), fit testing for non-UTHealth Houston personnel, etc. \$9,835
- Peer reviews, honoraria, etc. \$4,650

SHERM staff salary offsets from various research grants \$4,800

Total Revenues* **\$868,005**

*Equates to 27% of total SHERM budget for FY24

Safety Support for UT Physicians

UTHealth Houston / UTPhysicians MOU

- Combination of safety, property protection and recovery, insurance, and occupational health services **under one contract**; safety services include training, radiation safety permitting & surveys, general clinic surveys, fire & life safety surveillance, waste management, emergency preparedness & response, IAQ evaluations, asbestos/mold monitoring, accident/incident investigations, CAP/CLIA quality control monitoring, interface and support to infection prevention and control program, etc.
- SHERM **added 1 FTE position** in the Hospital and Clinic Safety Program during FY24 to increase and enhance the support for the UT Physicians clinical enterprise
- SHERM is supporting UTP to conduct a thorough review and **update of the UTP Emergency Management Plan** during FY25

Challenges

- **Continued growth and change** of clinical locations and services
- **Tracking and managing** all locations with radiation-producing devices
- Emergency management for UTP clinics in **different geographic locations** (spanning an area roughly the size of the state of Connecticut)

UTHealth Houston Clinical Enterprise to Which SHERM Provides Services

UTPhysicians Clinics:

- UTP clinic locations (n=154)
- Additional UTP timeshare locations (currently =16)

Note: UTHealth Houston procured the Bellaire Station building (~390,000 square feet) in FY24. Plans are underway to expand our clinical services at this location with the addition of an Imaging Center (1st floor) and an Ambulatory Surgical Center (5th floor).

UTHealth Houston Clinics:

- UT Health Services Clinic (Employees and Medical Residents)
- UT Student Health Services Clinic
- UTSD dental clinics and faculty practice (n=5)
- Neurosciences (n=17)
- WIC clinics (n=6)

Harris County Psychiatric Center + Dunn Behavioral Science Center (534 total beds)

FY25 Challenges - Financial

Current Financial Challenges

- Continued support to **fit test and train** high number of individuals participating in respiratory protection program post-COVID-19
- Forthcoming **end-of-service-life** for many (over 100 units) AEDs on campus which will require substantial funding for replacement
- Continued increases in **retained loss medical expenses** due to transition of UT Medical Foundation residents to UT System workers' compensation policy upon becoming UTHealth employees
- Recent increase in property insurance deductible from \$250K to \$500K
- Current **shortfall in funding** for Occupational Health Program
 - \$450,000+ currently necessary to run program, increases anticipated due to recent medical resident transition
 - WCI RAP funds being used to support program, but these funds fluctuate and may not be issued again in future
 - \$150,000 now coming from UTHealth / UTPhysicians MOU to help support Occupational Health Program

FY25 Planned Actions - Financial

Expenditures

- Continue **aggressive hazardous waste minimization program** to contain hazardous waste disposal costs
- Develop plan for review and approval by Safety Council to **replace AED units** on campus that have met end-of-service-life threshold
- Focus on **regulated medical waste generation reduction** in labs and clinics due to cost increase experienced during most recent (Sept 2024) renewal of UT System-wide contract
- Continue to advocate for **dedicated funding** for Occupational Health Clinical Services Agreement because of fluctuation of amounts and impending discontinuance of UTS WCI RAP

Revenues

- UTHealth Houston / UTPhysicians MOU now includes occupational health allocation of \$150,000
- Continue with **service contracts and community outreach** activities that provide financial support to supplement institutional funding, including enhancing virtual training capabilities
- Continue to participate in various **research grant projects** which allow for staff salary offsets
- Continued receipt of WCI RAP fund allocations in FY24 (\$316,650), representing a significant increase due to reduced accident and injury occurrence in previous years during COVID-19

KPI #4: Measured Client Satisfaction

4a: External clients served

- Results of client satisfaction survey of Information Technology staff

4b: Internal department staff

- Summary of ongoing staff professional development activities

Client Feedback Strategy

Focused assessment of a designated program aspect captured annually:

- FY03 Clients of Radiation Safety Program
- FY04 Overall Client Expectations and Fulfillment of Expectations
- FY05 Clients of Chemical Safety Program Services
- FY06 Clients of SHERM Administrative Support Staff Services
- FY07 Feedback from Employees and Supervisors Reporting Injuries
- FY08 Clients of Environmental Protection Program Services
- FY09 DMO/ASL Awareness Survey of Level of “Informed Risk”
- FY10 Clients of Biological Safety Program Services
- FY11 Feedback on new UTHealth Houston ALERT emergency notification system
- FY13 Clients of HCPC Safety Program Services
- FY14 Student Perception Survey question regarding safety program
- FY15 Clients of Occupational Safety & Fire Prevention program services
- FY16 Clients of HCPC Safety Program Services (re-evaluation of services since 2013 implementation)
- FY17 Area Safety Liaisons
- FY18 Clients of UTPhysicians Safety Program Services
- FY19 UTHealth Houston Safety Committee Members (Safety Council, Institutional Biosafety, Chemical Safety, & Radiation Safety Committees)
- FY20 UT Police at Houston
- FY21 Center for Laboratory Animal Medicine and Care
- FY22 Student Services Council Members
- FY23 Information Technology
- FY24 School Associate Deans for Management (PENDING)

Lessons Learned – Client Satisfaction Surveys

Provide a safety program with a **service orientation** that is:

- **Responsive, courteous, helpful, compassionate and is knowledgeable and creditable**
- Staff that physically **goes to the client** to meet with them to address their concerns
- **Doesn't unnecessarily interrupt** operations
- Staff that are **empowered to take action** to resolve issues and **span boundaries to solve problems**
- Have **hazardous waste picked up** without a hassle and in a timely manner
- Can readily find **an actual human to speak to** when needed, and determine **who is in charge** when a problem is encountered

Internal Department Staff Satisfaction

- Continued support of ongoing **academic pursuits** – leverage unique linkage with UT SPH for both staff development and student research projects that benefit the institution
- Weekly **continuing education** sessions on a wide variety of topics
- “**Safety Geek of the Week**” staff recognition award for superior service delivery
- Participation in the delivery of UT SPH **continuing education** course offerings
- Participation in various UT SPH **academic courses**
- **Adjunct academic appointments** in UT SPH EOHS department for doctorally-prepared staff (n=6)
- Participation on several health and safety related **training grants** through UT SPH
- **Active membership, participation, and leadership** in professional organizations
- Participation in invited university EHS program **peer reviews**
- Annual conduct of “**SHERM Mentoring Day**” where any interested staff member can meet with the VP SHERM to discuss professional development plans and seek advice, suggestions

FY25 Planned Actions – Client Satisfaction

External Clients

- Continue with “customer service” approach to operations
- Enhancements to client satisfaction survey process and data (results) communication and display
- Continue collecting data for evidence-based benchmarking to compare safety program staffing, resourcing, performance, and outcomes
- Planned survey for FY25 will be the completion of the Administrative Deans for Management survey

Internal Clients (departmental staff)

- Continue with routine professional development seminars
 - Special focus on emerging issues: awareness of mental and behavioral health indicators of concern; development of new training program focused on safety issues inherent in psychiatric healthcare setting
 - Other training topics: ethics in safety, safety culture, insider threats, change management, technology in safety (digital safety), worker well being, cultural intelligence, communications, establishing relationships, understanding the exposome, combating fraud in safety
- Continue with involvement in training courses and outreach activities – continued focus on cross training
- Continue mentoring sessions on academic activities
- Continue 360° evaluations on supervisors to garner feedback from staff

Institutional Safety Service KPI Caveats

Important to remember what isn't effectively captured by these metrics:

- Increasing **complexity of research and clinical projects supported**
- Increased **collaborations** and associated challenges
- Increased **complexity of regulatory environment**
- Impacts of **construction** – both navigation and reviews
- The **pain, suffering, apprehension** associated with any injury – every dot on the graph is a person
- The **things that didn't happen**

SHERM Contribution to the **Community Service** Institutional Mission

- Staff membership on local safety committees:
 - Institutional Biosafety Committees (Rice University; University of Houston – Downtown)
 - Radiation Safety Committees (Memorial Hermann Hospital)
- Delivery of professional continuing education courses through UT SPH
- Key participant in TEPHI training activities
- Conducted 5 invited peer reviews of other college/university EHS programs
- Participation in the leadership and management of professional associations by SHERM staff members
 - American Biological Safety Association – International
 - Inclusive of the Governing Council and the peer reviewed journal (*Applied Biosafety*) Editorial Board
 - Southern Biosafety Association (local affiliate of ABSA - International)
 - State of Texas Chapter of the Health Physics Society
 - American Academy of Health Physics
 - Risk & Insurance Management Society
- Service in FEMA's ROSS program (Radiological Operations Support Specialist) representing the Greater Houston area, including participation in preparedness drills with TXDSHS, NRC, TDEM, COH officials, etc.
- Outreach education through invited lectures provided to local and national professional organizations
- Provision of subject matter expert interviews on safety-related topics to local and national media

SHERM Contribution to the Teaching Institutional Mission

- UT SPH academic instruction, student advising
 - Several SHERM employees serve in adjunct faculty positions at SPH
- Guest lectures at other UTHealth Houston schools (MMS and GSBS) and other institutions (US Naval Post Graduate School, TAMU, TSU, UHCL, UHD)
- Host student internships, practica. Advising for MMS Scholarly Concentration students
- Hosted and trained 3 Afghani visitors (2 radiation safety professionals, 1 biosafety professional); subsequent job placement
- Continuing education courses through UT SPH
- Outreach education through courses with professional organizations (HPS, ASSP, ABSA plus several local and international affiliate chapters, CSHEMA, PRIMR)

SHERM Contribution to the Research Institutional Mission

- US Public Health Service training grant (w/ Dr. Janelle Rios, UT SPH)
- Participation in other funded grants and institutes:
 - NIOSH Education Research Center – Southwest Center for Occupational and Environmental Health (SWCOEH)
 - P2R Consortium
 - Texas Epidemic Public Health Institute (TEPHI)

SHERM Contribution to the Research Institutional Mission

- Advising and hosting students for research projects and associated publications:
 - Patlovich SJ, Emery RJ, King KG, Becker ZB, Kairis RB, Robinson MA, Harrison JM, Delclos G, Perkison WB. An innovative approach for health and safety training and occupational health program annual enrollment for laboratory animal care and use personnel. *Laboratory Animals*. 2024 Nov 4:236772241263903.
 - Emery RJ, Howell D. Case studies of fraud associated with the use of radiation sources: practical avoidance strategies based on lessons learned. *Health Physics*. 2024 Mar 1;126(3):168-172.
 - Emery RJ, Gutierrez JM, Zwick M. A compendium of radiation safety practices that can complement organizational worker well-being initiatives. *Health Physics*. 127(4): 539-542; 2024.
 - Pompeii L, Rios J, Kraft CS, Kasbaum M, Benavides E, Patlovich SJ, Ostrosky-Zeichner L, Hornbeck A, McClain C, Fernando RD, Sietsema M, Lane M. Health care workers' comfort ratings for elastomeric half-mask respirators versus N95® filtering facepiece respirators during the COVID-19 pandemic. *Workplace Health & Safety*. Jul;72(7):261-272; 2024.
 - Lane M, Pompeii L, Rios J, Benavides E, Kasbaum M, Patlovich SJ, Ostrosky-Zeichner L, Hornbeck A, McClain C, Fernando RD, Sietsema M, Kraft C. Provider experiences with daily use of elastomeric half-mask respirators in healthcare. *American Journal of Infection Control*, 52(7): 745-750; 2024.
 - Patlovich SJ, King KG, Emery RJ, Becker ZB, Kairis RB. Practical Considerations for navigating withdrawal from the Federal Select Agent Program. *Applied Biosafety*, Feb 2024. 29(1):19-25.
 - Emery RJ, Patlovich SJ, Rios J. Responding to the next pandemic: Considerations for OSH professionals. *Professional Safety*, Dec 2023, 68(12), 54-55.

Summary

Various measures and metrics indicate that SHERM continues to meet its objective of maintaining a **safe and healthy** working and learning **environment** in a **cost-effective** manner that **doesn't interfere with operations, while also making active contributions to the core institutional missions:**

- Injury and illness rates continue to be among the lowest within the UT System, despite growth in areas such as mental and behavioral health clinical services
- Despite continued growth in the research enterprise, hazardous waste costs aggressively contained
- Client satisfaction continues to be measurably high
- And while providing these services, SHERM also actively contributes to the teaching, research, and community service missions of the institution

The major area of current institutional growth is in the clinical setting, so SHERM will need to continue to adapt accordingly to support these enterprises

The impending discontinuance of the UTS WCI Resource Allocation Program continues to represent a challenge, especially for the Occupational Health Program

A successful safety program is largely “people powered” – the **services most valued by clients cannot be automated!**

SHERM resource needs will continue to be **driven primarily by the square footage to which services are provided** (total, lab and clinic square footage) and geographic distribution



