



**U.S. FOOD & DRUG
ADMINISTRATION**

DIGITAL TRANSFORMATION SYMPOSIUM

2023

Hosted by FDA's Office of Digital Transformation



Occupational Health and Safety Transformation Initiatives: Changing the Culture of Safety

Presenter:

Hollie Bodiford-Taylor - Office of the Commissioner/Office of the Chief Scientist/ Office of Laboratory Safety

Panelists:

Jeffrey DeGrasse, MS, PhD - Office of Laboratory Safety

Sacha H. Gutierrez, MD, MS, FACOEM - Office of Operations Office/Office of Facilities Engineering and Mission Support Services/Employee Safety and Occupational Health (ESOH)

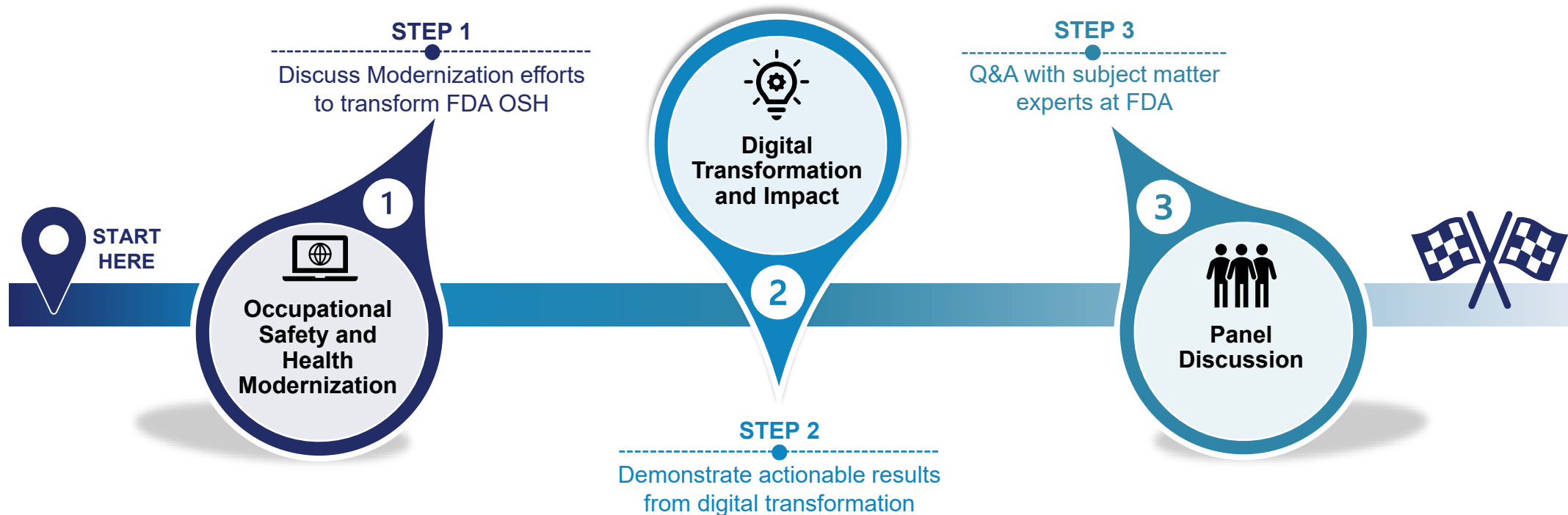
LCDR Justin Perkins, REHS/RS - Center for Food Safety and Applied Nutrition/ Office of Management/ Safety and Facilities Management Staff



Agenda



- Occupational Safety and Health Modernization
- Digital Transformation & Impact
- Panel Discussion





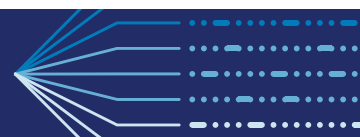
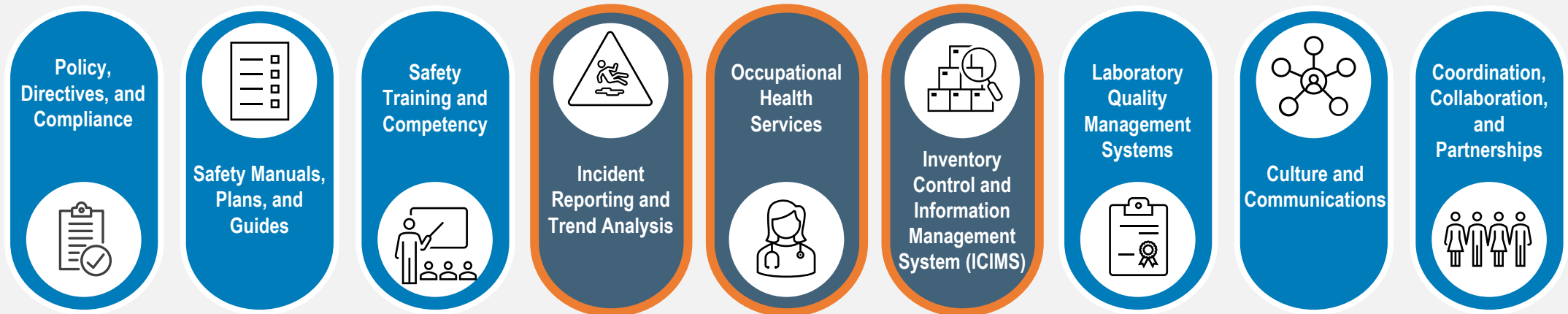
Occupational Safety and Health Modernization

The EOSH Program



FDA is committed to public health by supporting Agency-wide environmental, occupational safety and health programs (EOSH) to protect employees and the community

- **Federal leadership agreed to the following EOSH focus areas:**
 - Ensure FDA’s laboratories and other workplaces are operated in a safe and secure manner
 - Research and disseminate ideas and methods for safe and secure laboratory practices
 - Support high-quality FDA laboratory data results
 - Promote a culture of shared responsibility and safety
 - Coordinate the delivery of occupationally related medical and ergonomic services to FDA employees
- **Today we will focus on three key initiatives for digital modernization: Incident Reporting and Trend Analysis, Occupational Health Services, and Inventory Control and Information Management (ICIMS)**



Leveraging OSH+ for Modernizing Enterprise Operations



The Occupational Safety and Health Plus (OSH+) system was launched to streamline workflows and increase accessibility



End User Accessibility and Ongoing Engagement



Multiple resources are made available to end users to increase usage and improve customer experience

Accessibility:

- Web-based portal (pOSH+) and expanded SME applications access
- Mobile devices usability
- User Interface/User Experience evaluation

End User Support:

- Implemented Help Desk for fast turnaround support
- Set up Community of Practice for SMEs
- SharePoint with videos, step-by-guides and references

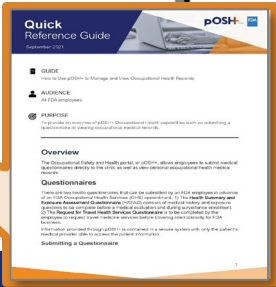
pOSH+ is available to FDA employees via desktop or mobile web browsers

Structured forms allow pOSH+ users to submit data

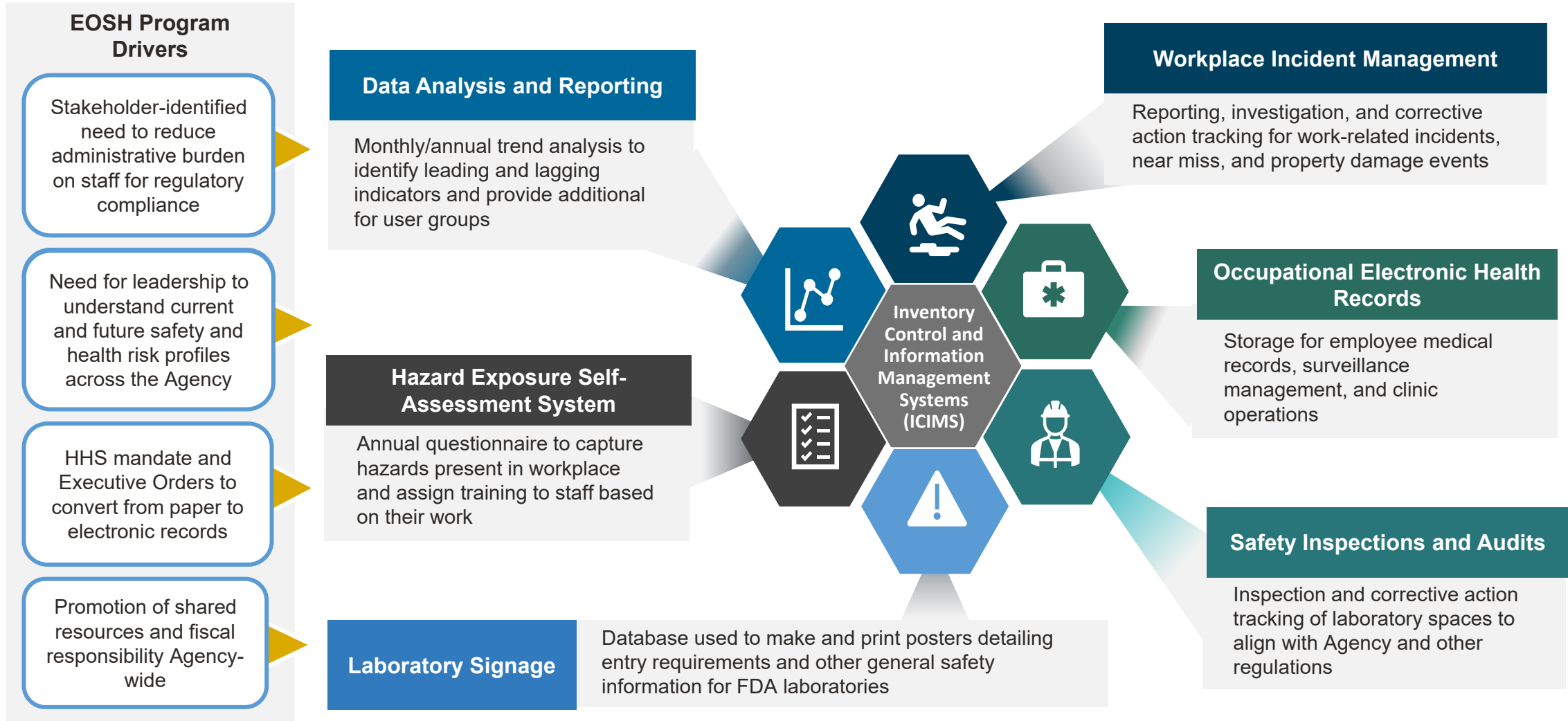
Easy to navigate menu

Streamlined, automated workflow to simplify users' time completing documentation

Help Desk: ICIMS@fda.hhs.gov



Advancing Occupational Safety and Health Capabilities



Streamlined Workflows for Business Alignment



Snapshot of OSH+ Safety Dashboard which allows for visual tracking of data, reporting, and management of activities

- Collaborated with Centers/Offices to identify their business and data needs
- Automated manual processes and reduced redundant workflow into a centralized system
- Developed system-based rules to progress workflow management

Snapshot Metrics: Live Reporting Counts

OLS Safety Dashboard

My Favorites: Demographics, My Email Log, Delegate Email

My Recently Viewed Records: Clinic Visit, Gibbs, Haley, 242, 01/28/2021; Clinic Visit, Ahmad, Yusra, 241, 01/21/2021

Live Counts of Incident Investigation Records This Year

Number of Open Incident Investigations (CY21) 13 Count of Records	Number of Closed Incident Investigations (CY21) 0 Count of Records	Total Number of Incident Investigations (CY21) 13 Count of Records	Number of Confirmed LAIs (CY21) 0 Count of Records
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Requires OLS Review

Events of Concern To Be Reviewed

Self Reporting Number	Date Occurred	Date Reported	What Happened?	Re
421	10/06/2020	10/09/2020	Waste forms got shuffled from their bagged contents and were delivered to the wrong address.	Of

Severe Incidents To Be Reviewed

Incident Number	Incident Date	OSHA Classification	Was this illness a confir
180	06/22/2020	Non-recordable	Yes
210	07/08/2020	N/A	No
215	07/09/2020	Other	Yes
217	07/09/2020	Other	No

Launch Actions for User: Events for Review

Visual tracking of tasks and activities



OSH+ Accomplishments



Improved the quality and processes for capturing data, automating workflows, and centralizing FDA information into an enterprise-level repository



Data Transformation

- Aligned with the FDA's Data Modernization Initiatives.
- Implemented modernized scientific tools to help decrease redundancies across the Agency.
- Provided actionable data for risk mitigation to fulfill the Agency's mission.



Modernized Tools and Resources

- Implemented OSH+ to report workplace events, conduct inspections, complete health records from OHS clinics.
- Deployed Lab Signage tool within Microsoft Access database for printing lab hazards signs across Centers/Offices.



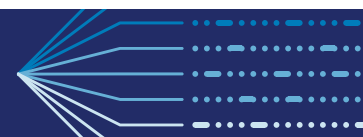
Quality and Security

- Incorporated FDA Enterprise Administrative Support Environment (EASE) to validate accounts.
- Developed business and data requirements for enterprise-level capabilities.
- Conducted robust testing for OSH+ capabilities.



Capabilities

- Automated workflow processes with system-generated email notifications.
- Developed OSH+ training for user groups.
- Developed varied approach for communicating with Centers/Offices.





Digital Transformation & Impact

Digital Transformation of Information



Data transformation is the key to a safer workplace by increasing business alignment and accessibility to resources.



Agencies require robust data collection, recordkeeping, and decision making to identify risks, prevent underreporting, and take corrective actions.



Data quality of information captured for analysis, risk mitigation and dashboard reporting to increase operational efficiency.



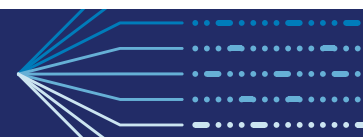
OSH+ enhances the capture and quality of data to provide novel insights and expand current understanding



Modernizing safety and occupational health data allows the FDA to leverage accurate, timely, and comprehensive information for making data-driven decisions.



Digital Maturity allows the FDA to quickly respond to the developments and shifting trends of technology.



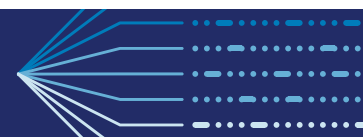
Dashboard Analytics



Tailored dashboards incorporate safety lagging indicators and highlights data quality scores that are most beneficial for monitoring and improvement

Key Features of the Safety Dashboard:

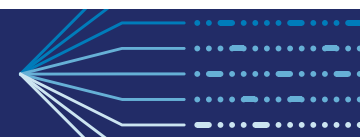
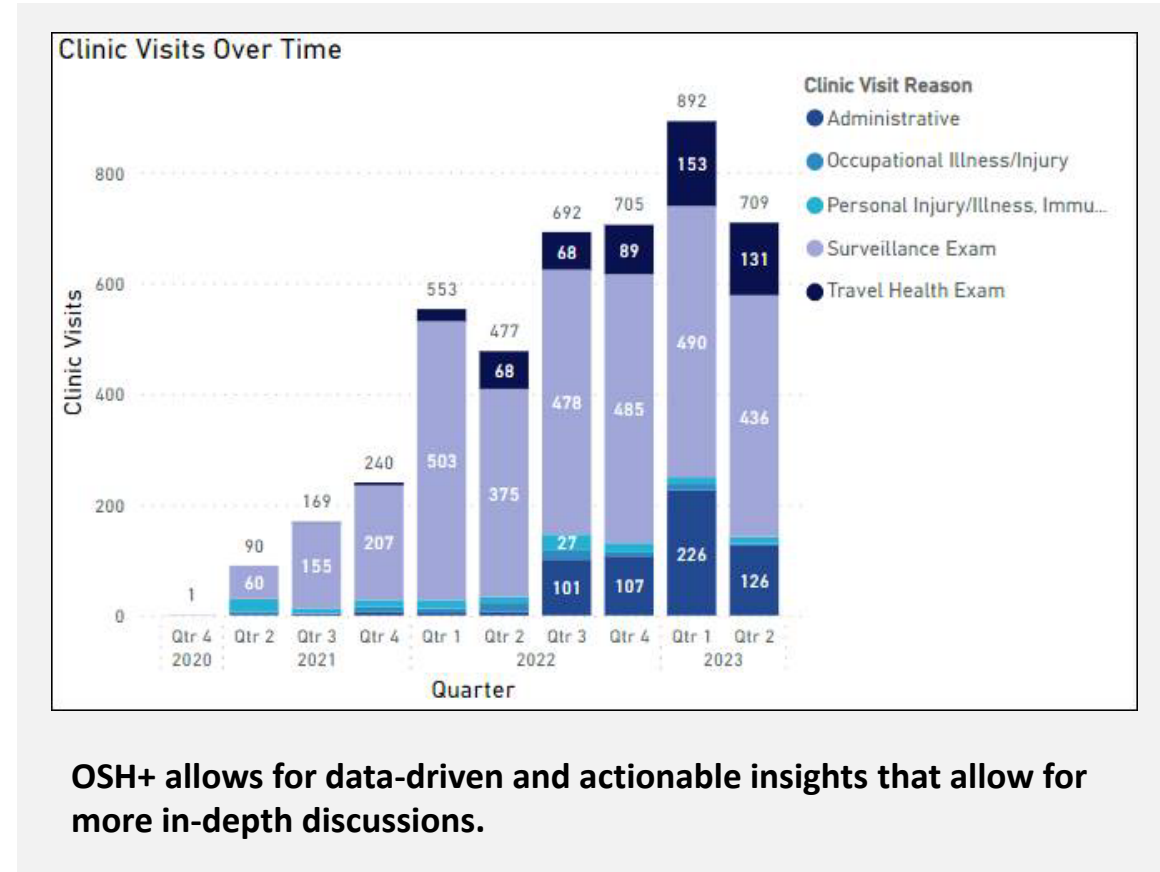
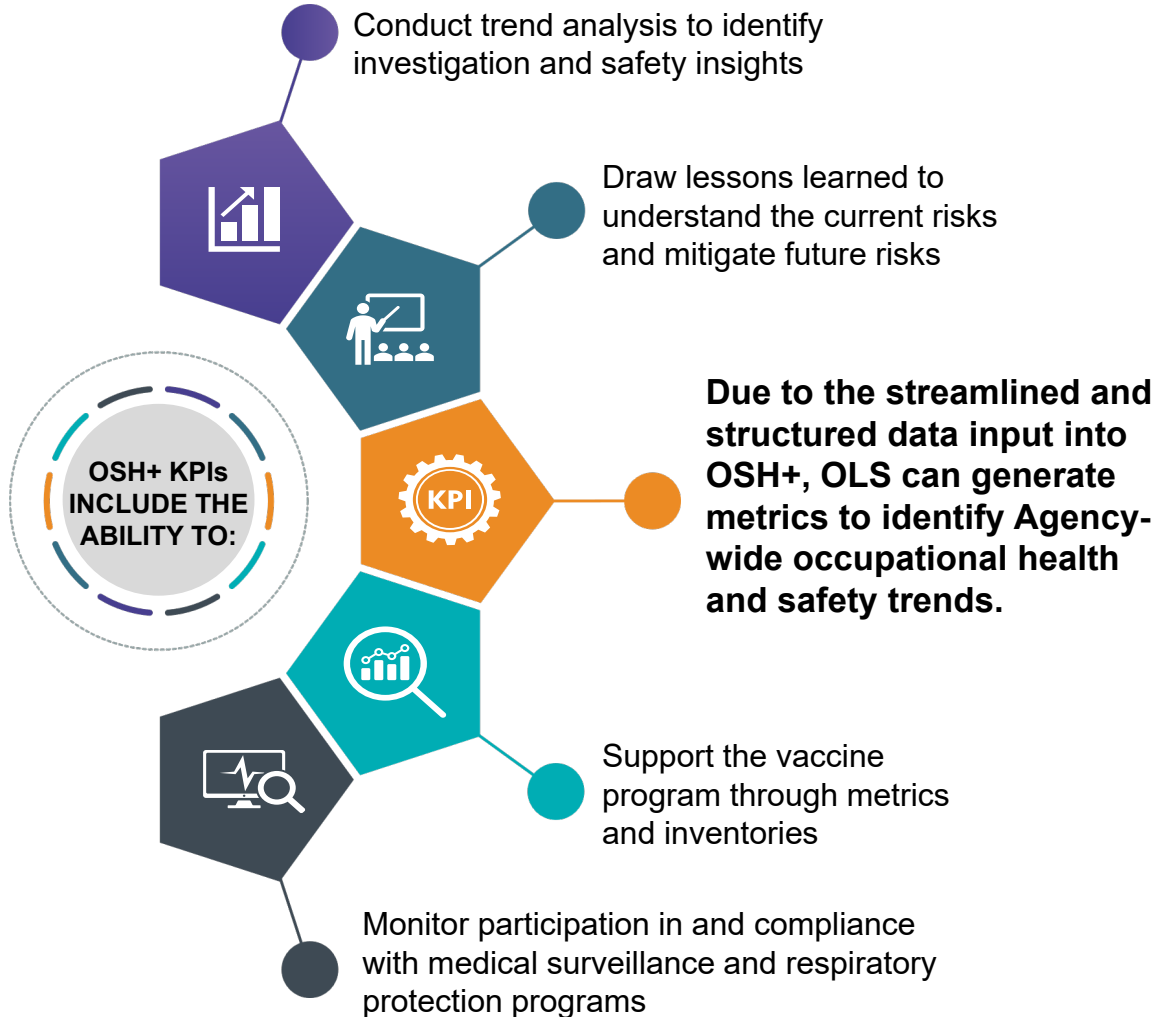
- Developed using Agile methodology
- Allows dynamic data reporting of OSH+ Safety KPIs
- Uses a range of data visualization tools (e.g., stacked bar graphs, ribbon charts, gauges)
- Provides insights on priority indicators essential to monitor against set benchmarks
- Focuses on primary event injury mechanisms, events distribution, and trending over time
- Captures data quality information through Data Quality Score visualizations



Trend and Data Insights through OSH+



OSH+ transforms safety and health data by structuring and standardizing information

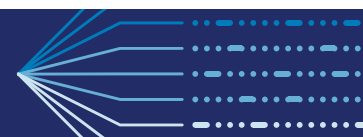
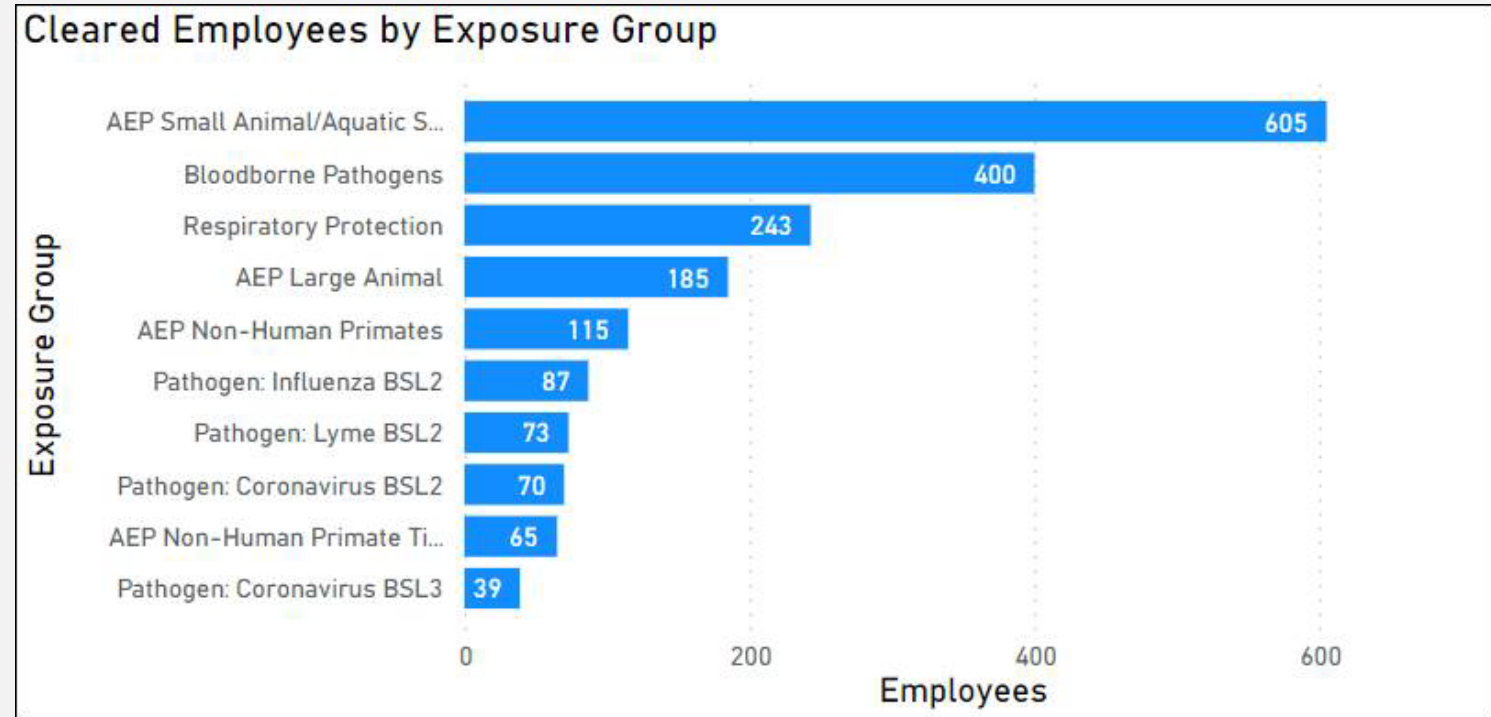


Occupational Health Key Performance Indicators



OSH+ transformed processes for monitoring employee Similar Exposure Groups (SEGs)

- SEGs were manually tracked before OSH+ modernization
- OLS implemented the Occupational Health suite in OSH+ which:
 - Automates and streamlines data required to track employee's exposure to hazardous biologics
 - Modernizes clearance tracking and monitoring
 - Organizes SEGs Agency-wide



Future Growth and Initiatives

Prioritizing the scalability of OSH+ functionalities to expand usability and advancement

Cloud Migration

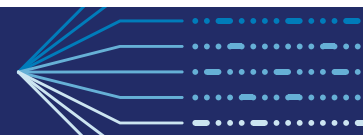
- Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that promotes the adoption of secure cloud services across the federal government.
- Cority Software Inc. has met FedRAMP certification to provide cloud-hosted services.
- The migration of OSH+ (powered by Cority) from on-premises to the cloud.



SCALABILITY

Expanding OSH+

- Additional capabilities will be added to OSH+ to expand operational usage across the Agency
- Increase digital maturity by collaborating with stakeholders to respond to shifting trends/needs
- Leveraging enterprise-wide systems to reduce the need for siloed systems





Panel Discussion

Meet Our Panel

Today's panel features FDA Safety Professionals and Occupational Health Services



Jeffrey DeGrasse, MS, PhD

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Office of Laboratory Safety



Sacha H. Gutierrez, MD, MS,
FACOEM

Chief Medical Officer
Occupational Health Services



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Health & Safety Manager
Center for Food Safety and Applied Nutrition

