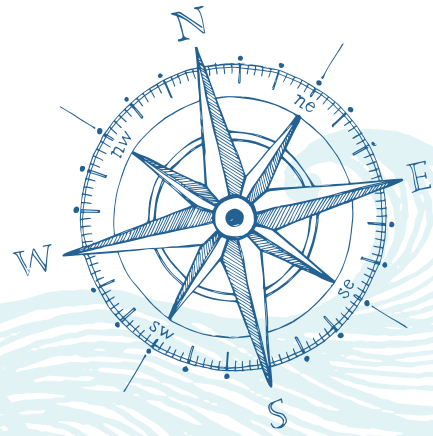


# BUILDING COLLABORATIVE COMMUNITIES

NAVIGATING CHALLENGES, CHARTING INNOVATIONS



## 2018 CSU FACILITIES MANAGEMENT CONFERENCE

### BPA WINNING CAMPUS:

California State University,  
San Marcos

### PROJECT NAME:

Complete Ergonomics Program –  
Funding, Partners, and Success

### PROJECT COST:

\$30,000 annually (campus-wide)  
is set-aside for cost-sharing of  
ergonomic equipment purchases.  
The fund is managed by Safety,  
Risk & Sustainability Services.

### DELIVERY METHOD:

N/A

### SCHEDULE:

8/2016 – 7/2018

### KEY CONTRIBUTORS:

Regina Frasca, Director for  
Safety, Risk & Sustainability  
Services

George Williams, Safety, Risk  
& Sustainability Services

Bryan Fischer, Facility Services

Randy Hegner, Facility Services

Tipper Phillips, Planning Design  
& Construction

## BEST PRACTICE AWARD CATEGORY: ENVIRONMENTAL HEALTH & SAFETY

### Project Description

In August 2016, CSU San Marcos' Safety, Health and Sustainability department initiated an aggressive, diligent and industrious human engineering project, which retooled the ergonomic program. The primary focus was on mitigating employee discomfort related to repetitive motion injury (RMI) and on collaboration with other campus stakeholder departments. Through FY2017-18 the upgraded program resulted in measureable improvements by contributing to the reduction in the incidents of ergonomically related repetitive motion RMIs. This program enhanced its collaborative efforts between Facilities Services and Planning Design & Construction. Additionally, the program includes a mechanism that enables departments to be proactive in mitigating injuries with funding assistance provided by Safety, Health & Sustainability.

### Key Challenges

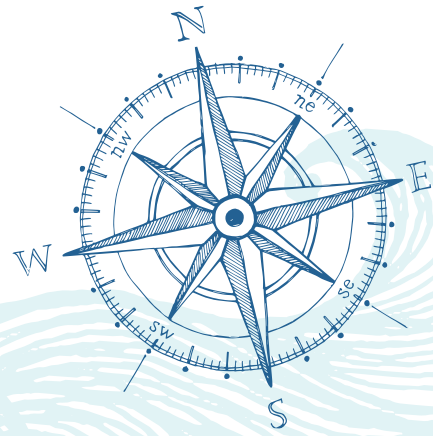
1. CSU Systemwide worker's compensation data shows that 11% of all injuries are related to low back strains. The data also shows that 8% of injuries are caused by lifting and 7% by repetitive motion injuries (RMIs), and that 15% of all injuries occur in the custodial classification.
2. For CSU San Marcos data showed in FY2016-17 the number of ergonomic-related back discomfort complaints totaled 71.
3. A significant problem for departments was affording the cost of equipment items that were suggested or recommended to help improve employee discomfort.
4. Furniture and workstation designs were inadequate from the start and there was no coordination at the preventative stages of employee ergonomic set up.

### What makes this project a Best Practice Award Winner?

1. **Evidence of Measureable EH & S Improvement**  
The CSU San Marcos Complete Ergonomics Program showed a measurable reduction of repetitive motion injuries (RMIs) by 36% which resulted in a 64% reduction in worker's compensation (WC) claims. Over a 3-year period (Jan. 2015-May 2018) the amount of reported RMIs were reduced to a total of 18

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The fund is managed by Safety,  
Risk & Sustainability Services.

### DELIVERY METHOD:

Web-based self-assessment  
tool/in-person evaluation and  
training.

### SCHEDULE:

8/2016 – 7/2018

### KEY CONTRIBUTORS:

Regina Frasca, Director for  
Safety, Risk & Sustainability  
Services

George Williams, Safety, Risk  
& Sustainability Services

Bryan Fischer, Facility Services

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WC Claim for \$36,306. In comparison, the 3-year period (2011-2014) totaled 28 RMLs for claims of \$102,030.

#### 2. **Improved Well Being of Employees**

The revised ergonomic program had an ongoing positive impact on the health and well-being of the campus community, while also helping to improve overall employee comfort levels. The improvements in the ergonomic program helped to address a persistent environment-related, health and safety issue for employees within various campus departments.

#### 3. **Solved a Common EH & S Issue**

CSU Systemwide injury and worker's compensation claim records show that low-back and RMLs are the most common type of worker discomfort and problem. There was excellent collaboration involving Facilities and Planning Design & Construction departments to address true preventative efforts. The principles applied and attention given to ergonomic principles can help facility department staff and those with repetitive motion work like custodians.

#### 4. **Can the Program be Replicated?**

The model that CSU San Marcos described can be replicated to all other campuses with modest annual funding, time, effort and attention.

#### 5. **Assessed the Degree of Risk Reduction**

Risk has been reduced by improving the ergonomic design and equipment available to staff which is supported by data in reduction of WC costs, number of injuries, and number of discomfort complaints across the campus. An ergonomic resource fund was established to enable departments to take a more proactive role in mitigating injuries. Improved collaboration in planning and design phases reduced the amount of remediated work after discomfort and injury complaints occur. Use of technology via a web-based self-assessment tool reduced in-person ergonomic evaluation time and helped to resolve employee discomfort issues much sooner.

