

Lessons from the Oil and Gas Industry to Improve Patient Safety

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Outline

- Oil & Gas industry: Safety
- WHO's visit to Saudi ARAMCO.
- Safety Management System (SMS) in Saudi ARAMCO



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Oil & Gas industry is complex / high risk



Drilling



Refinery



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Oil & Gas industry is complex / high risk



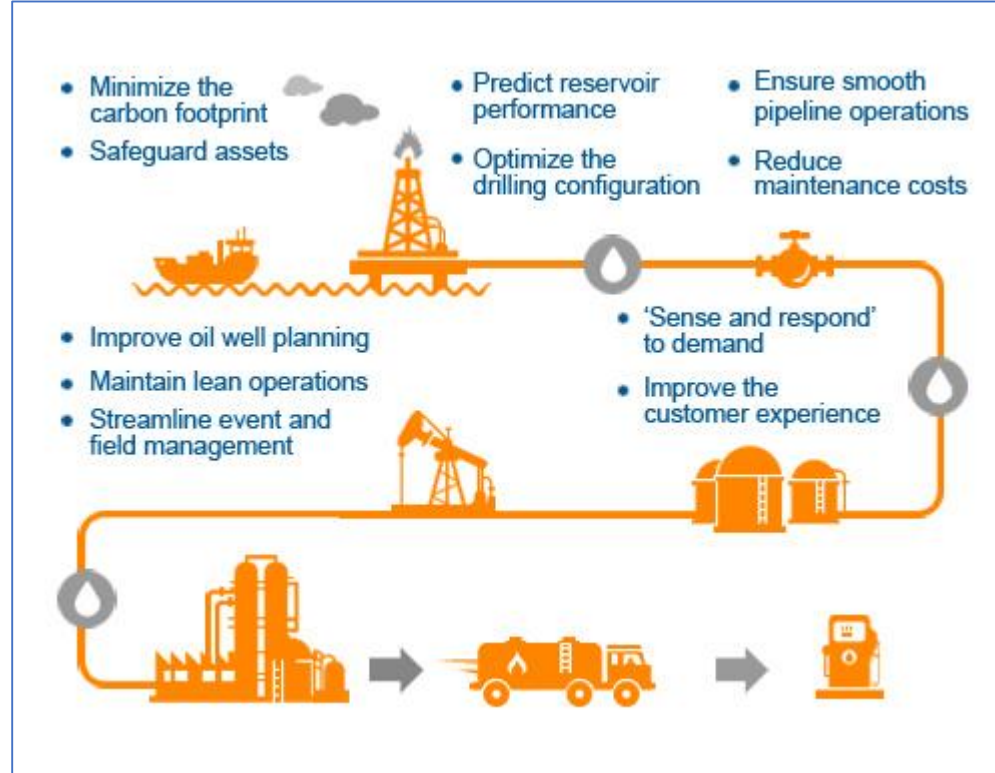
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All so you can avoid



The example of ARAMCO





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Saudi ARAMCO: Safety Practices

- ARAMCO is the world largest Oil and Gas Company, with over 60,000 employees (and nearly 350,000 employees when considering subcontractors).
- ARAMCO's safety figures have improved continuously from the 30's with an even accelerated pace in recent years.



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Saudi ARAMCO: Safety Practices

How did ARAMCO do it?

1. ARAMCO has selected five corporate and safety values: **Excellence, Safety, Accountability, Integrity, Citizenship.**

Safety values are not thought of in isolation from performance, but as as part of the core business.





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Saudi ARAMCO: Safety Practices

How did ARAMCO do it?

2. ARAMCO has turned into reality a sophisticated **Safety Management System** with a strong commitment to safety for executive.

The ARAMCO Safety Management System (SMS) covers 11 major topics:

Leadership and accountability,
Emergency preparedness,
Incident reporting and analysis,
Communications,
Competency and training,
Asset Integrity Safe operation,

Contractors, suppliers and others,
Risk assessment & Management,
Community Awareness & oil safety,
Continuous improvement



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Saudi ARAMCO: Safety Practices

ARAMCO Safety Management System (SMS)

Corporate adherence to values are assessed periodically at the executive level by various institutional means:

- **Executive Safety Management Review (ESMR):** which are top management reviews, annual, at department level, look at statistics, and decisions,
- Local safety programs **LPCR (Loss Prevention Compliance Review) audit after implementation of SMS**
- **Health Security Safety and Environment Safety Corporate Committee:** high level strategies, continuous improvement, think about engagement of CEO and top management high level strategies related to Safety/ security



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Saudi ARAMCO: Safety Practices

How did ARAMCO do it?

3. Dialogue among workers and managers are at the very core of maintaining values and effectiveness of the Safety Management System.

The **opportunities to conduct a values dialogue** are planned into each local setting

Opportunity 1: values moment

Opportunity 2: Values test, training, scenarios,

Opportunity 3: Values discussion

Opportunity 4: Values Experience

Opportunity 5: Values celebration, recognition++ of workers, photos of service recognition,



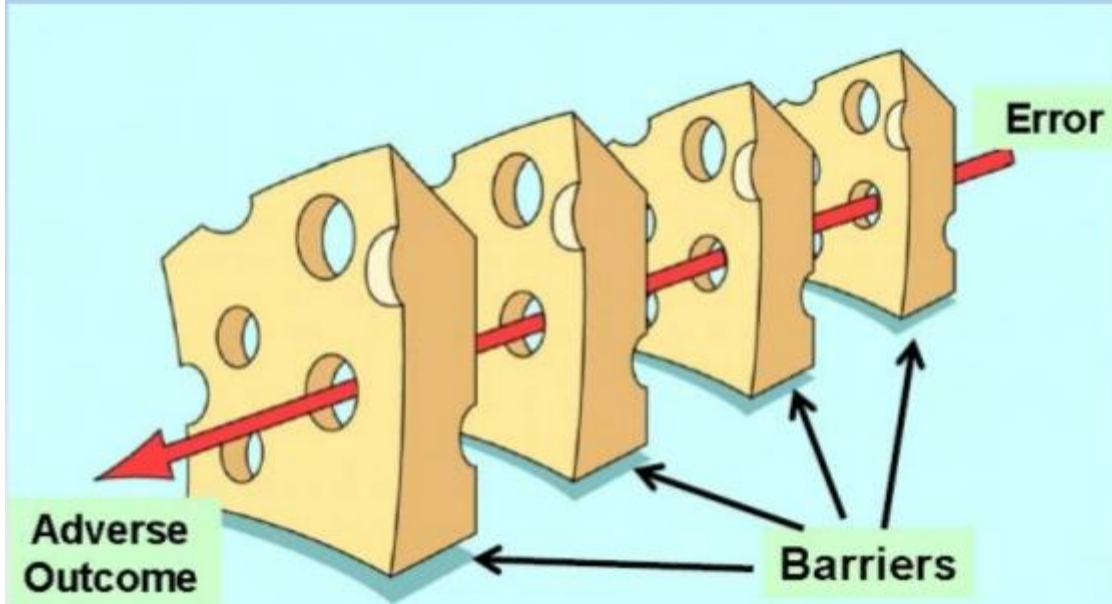
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Saudi ARAMCO: Safety Practices

How did ARAMCO do it? **Risk Management Strategy**

Reason's "Swiss Cheese" Model



Reason, James. Human error: models and management. British Medical Journal 2000; 320:768-770.



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Summary

- Oil & Gas industry has effective safety practices.
- Saudi ARAMCO demonstrates excellence in safety.
- Leadership commitment & implementation of Risk Management strategies is one of the hallmarks of Oil & Gas industry's practices.
- The Healthcare industry can learn a lot from other HRO industries like Oil & Gas.



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