

Member Spotlight



MIKE MARTURANO, Safety Officer

St. Luke's, founded in 1881, is a regional health care and trauma system serving three states.

We employ nearly 2,900 employees and serve more than 200,000 patients annually. We have a network of two hospitals (257 patient beds) and nearly 40 primary and specialty care clinics. St. Luke's has a very active safety committee, as well as other committees dedicated to supporting a safe and healthy workplace. In recent years, St. Luke's has been recognized for this commitment by receiving a National Best Practices Award in 2013 from the American Psychological Association (APA) for our Safe Patient Handling program, which has contributed to a significant reduction in workplace injuries. In 2014, St. Luke's was again honored by the APA with the Psychologically Healthy Workplace Award for outstanding efforts to foster employees' health and well-being while enhancing organizational performance.

What does safety mean to your company?

The safety of all patients, visitors, and staff is a priority at St. Luke's. There are several committees dedicated to improving safety throughout the St. Luke's system including safe patient handling, emergency preparedness and exposure prevention to name a few. We also have several Patient Advisory Committees throughout the clinic division that help us identify and address ways we can improve patient experience, which is invaluable feedback to us. An annual safety survey is distributed to all employees giving them an opportunity to help us identify what we are doing well as well as areas where we can improve our safety efforts. These survey results often prompt action for St. Luke's to review and implement action plans to address any concerns brought forward.

Continuous staff training has been the key to maintaining a healthy, safe environment throughout our health care system including our new employee safety orientation, annual staff safety education, trainings, competencies, action shooter drills, fire drills and severe weather drills. Because of our consistent transparency and communication as well as our willingness to invest time and resources, St. Luke's has created an environment of trust for our patients and staff to know their safety matters. Safety plays a key role in our mission to put "The Patient Above All Else" at St. Luke's and we are proud of the safety culture we have created throughout our health care system.

Describe a defining safety moment.

In 2010, St. Luke's won the Liko Safe Lifting Leadership Award in recognition of its dedication to advancement of safe lifting practices and caregiver injury prevention. This was followed up by a National Best Practices award from the American Psychological Association (APA) for our Safe Patient Handling program which contributed to significant reductions in workplace injuries in 2013 and then in 2014 being recognized again by the APA with the Psychologically Healthy Workplace Award for outstanding efforts to foster employee health and well-being while enhancing organizational performance. St. Luke's is very proud of our achievements to keep our staff safe and healthy while providing outstanding patient care.

What advice would you give to other safety leaders?

Learn to embrace change. Get all the education that is available to you. Don't be afraid to learn and never stop learning. Adapt and improvise — be flexible and learn to think outside the box. Integrity and trust still go a long way in building relationships.