



Gold Shovel Standard



About Me

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Feel free to reach out at any time.



Today We Talk About

- Buried infrastructure
- Excavation
- Safety
- Transparency
- Market-driven solution
- Our communities
- Continuous Improvement



Objectives

- Is the 'status quo' good enough?
- What is an effective path moving forward?
- How do we drive improvement?
- How do we make it best work for everyone?



Should We Keep Working?

- Are we happy with the status quo?
- Are we done improving?
- Is this as good as it gets?
- Do we know how well various stakeholders are doing?
- How do we get safer?
- What's the impact on our communities?



“Practice the
philosophy of
continuous
improvement. Get a
little bit better every
single day”



Challenges to Improvement

- Lack of transparency in damage prevention
- Lack of clarity in damage prevention performance



Path to Improvement

- Significant reduction in damages is limited unless all responsible parties, owner / operators, owner excavators, locators and contractors, continuously improve
- Measurements underpin continuous improvement



Fair and Transparent Metrics

Fair and transparent metrics
are very effective and
underutilized means of
driving continuous
improvement



Fair and Transparent Metrics

We must drive the creation of broadly-deployed damage prevention metrics for owner / operator excavators, locators and contractors) as a key ingredient to a dramatic increase in public safety



Transparency





Transparency

- *Transparency has only made things better*
- Think of:
 - Hospital Patient Safety Data
 - Airline Safety Performance Data
 - Vehicle Crash Test Data
- Who doesn't check performance before transacting with others?



Transparency is Here To Stay

Surgical Center or Acute Care Hospital	Death in procedures where mortality is usually very low	Pressure sores or bed sores acquired in hospital	Collapsed lung due to a procedure or surgery in or around the chest	Catheter-related blood-stream infections acquired at the hospital	Hip fracture following surgery	Excessive bruising or bleeding as a consequence of a procedure or surgery	Electrolyte and fluid imbalance following surgery	Respiratory failure following surgery	Deep blood clots in the lungs or legs following surgery	Break-down of abdominal incision site	Number of events of foreign objects left in the body during a procedure
Baylor Surgical Hospital at Fort Worth 750 12th Ave. Fort Worth, Texas 76104 2 Healthgrades 5-Star Ratings 1 Healthgrades Quality Award	Average	Average	Average	Average	Average	Average	Average	Better than Average	Better than Average	Better than Average	0 events in 2009 and 2010
USMD Hospital at Fort Worth 5900 Dirks Road Fort Worth, Texas 76132 2 Healthgrades 5-Star Ratings 1 Healthgrades Quality Award	Average	Average	Average	Average	Average	Average	Average	Better than Average	Average	Average	0 events in 2009 and 2010
Baylor Orthopedic and Spine Hospital at Arlington 707 Highlander Boulevard Arlington, Texas 76015 2 Healthgrades 5-Star Ratings	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	0 events in 2009 and 2010
Texas Health Harris Methodist Hospital Southlake 1545 E. Southlake Blvd. Southlake, Texas 76092 3 Healthgrades 5-Star Ratings 1 Healthgrades Quality Awards	Average	Average	Average	Average	Average	Average	Average	Better than Average	Better than Average	Average	0 events in 2009 and 2010
Southwest Surgical Hospital 1612 Hurst Town Center Drive Hurst, Texas 76054	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	0 events in 2009 and 2010
Irving Coppel Surgical Hospital 400 I 635 West Irving, Texas 75063 1 Healthgrades 5-Star Rating	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	0 events in 2009 and 2010
Baylor Medical Center at Trophy Club 2850 East Highway 114 Trophy Club, Texas 76262	Average	Average	Average	Average	Average	Average	Average	Average	Average	Average	0 events in 2009 and 2010



Continuous Improvement

- Continuous improvement is the key to health, sports, business – why not us?
 - Is there clarity about where we are?
 - Where do we want to be?
 - What is our tactical plan?



Continuous Improvement

“Narrowly focus company’s
resources on their key
competence.”

-- James Collins, *Good to Great* (2001)



Continuous Improvement

- Is there clarity about where we are?
 - (For ourselves? How about for others?)
- Where do we want to be?
 - What are we aiming for and how will we know our progress?
- How will we get there?



Embrace Improvement



*Pacific Gas and
Electric Company®*



Southern
California
Gas Company

City of
SACRAMENTO



Orange & Rockland



TESORO



Dominion®
It all starts here.®





A RISING TIDE
LIFTS ALL BOATS.



Gold Shovel Standard

Gold Shovel Standard (GSS) is a nonprofit organization committed to improving workforce and public safety, and the integrity of vital buried infrastructure. GSS believes that greater transparency in all aspects of damage prevention among buried-asset operators, locators and contractors is essential to drive continuous improvement, and vital to ensure increasingly safe working conditions and communities. The Website is: www.GoldShovelStandard.org



Thank You

Thank you for your time.

Questions?