



HSI's Platform for EHS brings structure, visibility, and engagement to Charles County Department of Health

Solution

EHS, Safety Training

Industry

Public Health/Government

Size

170 Employees

Location

Maryland, U.S.

Local Health Department Modernizes Safety & Training with HSI, Driving Measurable Impact and Culture Change

Company Overview

The Charles County Department of Health is a local public health agency under the umbrella of the Maryland Department of Health. With a staff of approximately 170 employees, the department is responsible for improving and protecting the health of over 165,000 residents.

Led by Ranston Harvey, Public Health Emergency Preparedness and Response Administrator, the department provides a wide range of services — from infectious disease control to environmental inspections and safety training.

Challenge

When Harvey joined the organization at the onset of the COVID-19 pandemic, he inherited an incomplete and decentralized safety program. The department relied heavily on paper processes, with no centralized risk

management system. Incident reports varied by department, lacking the consistency needed to accurately collect and report on potential issues.

Training was ready for modernization — often consisting of PowerPoints and in-person sign-in sheets — and needed to be updated to be consistent and flexible for both on-site and remote employees.

OSHA 300 logs were managed solely by HR, which made them disjointed from safety processes and more difficult to align with the department's incident tracking and reporting needs. These factors limited visibility into key metrics and made it harder to proactively identify trends or prepare for accreditation.

Solutions

Harvey spearheaded the evaluation and selection of the HSI Platform for EHS, ultimately choosing it over alternatives due to its ability to connect training with EHS modules in one unified system — a critical factor given their limited staffing and funding.

With HSI, the department rolled out the following:

- EHS Management: Incidents, Hazards, and Document Management
- Safety Training and Learning Management

A default “Heads-Up Display” dashboard was configured for all employees, with key tools like emergency plans, hazard reporting, and training access visible upon login. From administrative nurses to field inspectors, every staff member now sees and interacts with the same safety system.

Key improvement include:

- Every employee has system access and visibility
- Standardized incident and hazard reporting across all divisions
- Incident forms tailored to healthcare needs (e.g., needle stick reporting)
- Documented version control for safety plans and EAPs
- Online OSHA and CPR training tracked automatically through the LMS
- Integrated training assigned as corrective actions post-incident

“There was no central system. Just stove-piped documentation across departments and directors, no centralized controls, and no easy way to see the bigger picture.”

Ranston Harvey,

Charles County Department of Health

Results

Measurable improvements:

- **Training Compliance:** Now fully trackable and reportable training records; significant efficiency gain compared to prior manual records
- **Hazard Visibility:** Previously lower visibility issues (e.g., near misses, workplace violence) are now logged, tracked, and mitigated
- **Workforce Engagement:** Employees are reporting more issues, participating in training, and engaging with safety processes
- **Audit & Accreditation Readiness:** When a Department of Labor audit flagged HR's OSHA 300 log, Harvey used HSI to produce a compliant version on the spot — showcasing accuracy and automation

Why It Matters

Charles County Department of Health is now using their safety data to set organizational goals — from standardizing safety programs to training committee members in hazard resolution.

The result is more than compliance — it's cultural transformation. A key example of this transformation came through security deployment. For years, staff raised concerns about the need for security personnel — but there was no formal way to capture or quantify incidents. With HSI, client-related incidents and safety threats were systematically logged and surfaced in real-time. The data clearly showed the volume of issues requiring security, prompting leadership to act. Security guards were deployed for the first time, facility safety and employee confidence improved dramatically as a result.

And the momentum is spreading. Harvey has already been contacted by neighboring departments eager to replicate their success. With HSI, Charles County isn't just managing risk — they're becoming a model for modern public health.

"People now see safety differently. When incidents are reported and actions are taken — like adding security guards — it builds trust in the system. That's the power of visibility."

Ranston Harvey,
Charles County Department of Health