

# Safe Patient Handling Solutions

**MCAULEY MEDICAL, INC.**



## HEALTHCARE ERGONOMICS AND LIFT PREVENTION (HELP)

McAuley Medical, Inc.'s Healthcare Ergonomics and Lift Prevention (HELP) program is a unique approach to establishing an ergonomics management program in a healthcare institution. The HELP program is based on a proven process developed by healthcare ergonomics pioneer Guy A. Fragala, Ph.D., PE, CSP, CSPHP, that integrates site-specific, direct care staff training with appropriate lift and transfer equipment. Dr. Fragala's process also relies on an initial expert site assessment and system of metrics to improve overall program effectiveness and provide the continuous feedback necessary for program self-sufficiency.

The HELP program organizes this highly successful process into two independent phases designed to help institutions meet the very real budgetary constraints and organizational processes of most healthcare institutions.

Phase I combines the expert site assessment with key site metrics to provide the site management team with a clear picture of the benefits, costs, and staff commitment associated with different program variations. McAuley Medical's team then helps the institution to right-size the program to meet site requirements.

In Phase II, McAuley Medical helps site staff implement the final program by providing in-depth training to both care providers and program leaders, a fully-integrated system of metrics, and complete documentation, including a customized Ergonomics Policy and Procedures manual.

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## **PHASE I: PROGRAM DESIGN**

### **Establish Baseline, Identify High Risk Activities, and Set Program Goals and Strategies**

Phase I begins with an in-depth site evaluation in order to properly size the ergonomics project. McAuley Medical will establish a tracking tool for injury/cost incidence rates that will serve as a program baseline, as well as a guide to identification of high-risk areas. Metrics will also be established for patient moving and transfer injuries. Specific high-risk activities will be identified with the help of direct care staff, and working groups will be established to promote staff involvement and provide program education. Early involvement of direct care staff is a critical component of the overall success of the program.

Using the detailed information obtained from the above activities, McAuley Medical will work with staff and management to develop an appropriately sized program based on identified high-risk areas and activities, added equipment costs, number of personnel involved, and acceptable return on investment (ROI) calculations. This exercise ensures that the program focus, scope, and goals are clear, and that any additional equipment purchased is directly in line with the desired outcome. We will also provide guidance on the selection of any equipment purchased as part of the chosen program.

#### **A list of individual Phase I activities is shown below:**

- Initial education session for administration and management to communicate program philosophy and objectives.
- Review of baseline injury data and establishment of a system for calculating and maintaining incidence rates on an ongoing basis to monitor progress.
- Interactive session with direct care staff and supervisors to identify high-risk units.
- Review of all current lift and transfer practices and equipment onsite.
- Work with staff to determine high-risk activities. Includes interactive working sessions with direct care staff to determine where changes in practice are required.
- Facility walk through with staff members as part of risk identification to determine the units where initial action should be focused.
- Formulation of recommendations including:
  - *Identification of additional lifting equipment, if warranted.*
- Support management in setting goals, strategies and scope of injury/incidence reduction program to meet site and management requirements.
- Support with evaluation and procurement of any needed equipment.

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## **PHASE II: PROGRAM IMPLEMENTATION**

### **Staff Training, Documentation, Program Monitoring, and Permanent Program Installation**

McAuley Medical will provide an Ergonomics Policy and Procedures manual that reflects the final site program and will hold regular onsite training sessions with direct care staff that span shifts as necessary. Training sessions will concentrate on improving lift/transfer techniques (integrating new equipment as required) and patient safety, as well as establishing working teams for selected activities. The policy and procedure manual and training also integrate lift management into the patient assessment routine.

McAuley Medical will publish regular progress reports using established baseline metrics and goals to track and demonstrate program success.

An Ergonomics Management Plan will be developed that establishes the framework for a permanent and self-sustaining program within the institution. The objective of the plan is to allow site personnel to measure and self-manage the program, including the ability to expand the program as desired.

**A list of individual Phase II activities is shown below:**

- Develop a process for implementation and integration of the new methods for lift and transfer into the workplace including:
- Development of preferred lift and transfer procedures for patients based on patient condition.
- Integration of patient lift and transfer requirements into the patient care plan process.
- A method to match individual patient requirements to preferred lift and transfer procedures.
- Development of lift and transfer policy and procedure documentation necessary to strive for and achieve a zero lift environment.
- Support to implement new work practices into the workplace.
- Additional staff training on new work methods.
- Identify and train peer leaders to further support program goals.
- Install methods to monitor program activities and results. Monitoring will be aimed at program evaluation and supporting a continuous improvement process.
- Train staff to take full advantage of patient lift and transfer equipment.
- Develop a site-specific Ergonomics Policy and Procedures manual for enhanced patient security and staff efficiency.

**Call today to see how the HELP program can help you create a safer environment.**

