We Have Your Back
A Worker Safety Collaborative
An Initiative of the Florida Hospital Association

WORKER SAFETY WEDNESDAY WEBINAR SERIES:
SAFE PATIENT HANDLING AND MOBILITY (SPHM)
BUNDLE OVERVIEW AND THE ROLE OF PEER LEADERS
IN A SUCCESSFUL SPHM PROGRAM

WEDNESDAY, MARCH 8, 2017
WELCOME!
WHYB: Promoting workforce safety as an organizational priority in our hospitals

FOCUS AREAS:

- Safe patient lifting, handling and mobility
- Sharps injury and blood exposure prevention
- Workplace violence
- Finding solutions to reduce work stress, fatigue, and burnout
WHYB Timeline...

2016
- 100 hospitals pledged to participate
- Virtual focus group webinars
- Worker safety bundle strategies
- Baseline data collection
- 1st Annual WHYB Conference

2017
- Learning and Sharing Webinars
- Focus Area Bundle Strategies
- SME Resources
- Effective Practice Sharing
- Data Analysis
- ROI Calculation Instruction
- Networking
- Ongoing data surveys

September 19-20
- WHYB Conference
- PLAN TO ATTEND
The Safe Patient Handling & Mobility Bundle

GAIL POWELL-COPE, PHD, ARNP, FAAN
JAMES A. HALEY VETERANS’ HOSPITAL
TAMPA, FLORIDA
GAIL.POWELL-COPE@VA.GOV
1. Engage a group of key stakeholders to develop a SPHM program.

2. Select, install and maintain safe patient lifting and handling equipment as needed in all direct patient care areas of the hospital.

3. Establish a system for education, training, and maintaining competence.

4. Implement a Safe Patient Lifting and Handling Peer Leaders Program to promote engagement and compliance of front line caregivers.

5. Develop a plan for ongoing SPHM evaluation.

6. Adopt a safe patient lifting and handling policy for your organization.
Membership on your WORKER Safety Committee includes:

<table>
<thead>
<tr>
<th>Department</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Health</td>
<td>71%</td>
<td>12</td>
</tr>
<tr>
<td>Safety</td>
<td>59%</td>
<td>10</td>
</tr>
<tr>
<td>Risk Manager</td>
<td>53%</td>
<td>9</td>
</tr>
<tr>
<td>HR</td>
<td>47%</td>
<td>8</td>
</tr>
<tr>
<td>Executive Leadership</td>
<td>41%</td>
<td>7</td>
</tr>
<tr>
<td>Quality</td>
<td>35%</td>
<td>6</td>
</tr>
<tr>
<td>Infection Prevention</td>
<td>29%</td>
<td>5</td>
</tr>
<tr>
<td>Biomedical Engineering</td>
<td>18%</td>
<td>3</td>
</tr>
<tr>
<td>Materials Management</td>
<td>18%</td>
<td>3</td>
</tr>
<tr>
<td>Plant Engineering/Maintenance</td>
<td>12%</td>
<td>2</td>
</tr>
<tr>
<td>Other: Educator, Division Director, Rehab (Physical Therapy)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SPHM Bundle

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### SPHM Equipment or Processes

your organization has

<table>
<thead>
<tr>
<th>Equipment/Devices</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lateral Transfer Devices</td>
<td>89%</td>
<td>17</td>
</tr>
<tr>
<td>Floor-based lifts</td>
<td>89%</td>
<td>17</td>
</tr>
<tr>
<td>Sit-to-stand lifts</td>
<td>84%</td>
<td>16</td>
</tr>
<tr>
<td>Ceiling lifts</td>
<td>53%</td>
<td>10</td>
</tr>
<tr>
<td>Repositioning Devices</td>
<td>42%</td>
<td>8</td>
</tr>
<tr>
<td>Air-assisted Lateral Devices</td>
<td>37%</td>
<td>7</td>
</tr>
<tr>
<td>Transport Teams</td>
<td>37%</td>
<td>7</td>
</tr>
<tr>
<td>Lift Teams</td>
<td>11%</td>
<td>2</td>
</tr>
<tr>
<td>Other - standing aids, vehicle lifts, turning slings, ambulatory lift equipment for therapy staff</td>
<td>11%</td>
<td>2</td>
</tr>
</tbody>
</table>
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How do you educate your patient care staff about safe patient handling...

<table>
<thead>
<tr>
<th>Method</th>
<th>Percent</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Employee Orientation</td>
<td>100%</td>
<td>(17)</td>
</tr>
<tr>
<td>Annual Review</td>
<td>47%</td>
<td>(8)</td>
</tr>
<tr>
<td>Online Review</td>
<td>41%</td>
<td>(7)</td>
</tr>
</tbody>
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4. Implement a Safe Patient Lifting and Handling Peer Leaders Program to promote engagement and compliance of front line caregivers. (Christine Norton)

5. Develop a plan for ongoing SPHM evaluation.

6. Adopt a safe patient lifting and handling policy for your organization.
Do you have a SPH “Peer Leader” Program?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes: For all direct care units/departments</td>
<td>41%</td>
<td>(7)</td>
</tr>
<tr>
<td>Yes: For select units/departments</td>
<td>12%</td>
<td>(2)</td>
</tr>
<tr>
<td>No</td>
<td>47%</td>
<td>(8)</td>
</tr>
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Patient Handling Injuries are included in 81% (13) of Hospital Safety/Quality Dashboard

100% (21) generate a report includes worker safety

<table>
<thead>
<tr>
<th>Report goes to…</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>80% (16)</td>
</tr>
<tr>
<td>Entire Executive Leadership Team</td>
<td>55% (11)</td>
</tr>
<tr>
<td>Human Resources Executive</td>
<td>55% (11)</td>
</tr>
<tr>
<td>CEO</td>
<td>25% (5)</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>20% (4)</td>
</tr>
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Does your organization have a safe patient handling policy?

- Yes: 78% (14)
- No: 17% (3)
- Not sure: 6% (1)
Questions?
The Role of Peer Leaders in a successful SPHM program

CHRISTINE NORTON, PHD, ATC/L
INJURY PREVENTION SPECIALIST
BAPTIST HEALTH, JACKSONVILLE, FLORIDA
The Role of Peer Leaders in a Sustainable SPHM Program

Objectives:

- Identify the roles and responsibilities of a peer leader in contributing to the success of a SPHM program
- Describe the characteristics to look for in selection of peer leaders
- Explain how a successful program trains, educates and recertifies the peer leader.
Baptist Health

- Non-profit, mission driven and locally governed health system in Northeast Florida
- Magnet designation since 2011
- Five hospitals; Total number of beds: 1,129
- Primary Care/Specialist practices
- 10,517 team members
2008 began SPHM program in response to 82% increase in patient handling injuries over a 4 year period

Number of OSHA recordable patient handling injuries pre & post-implementation of SPH program.
Peer Leader: TLC Coach

- Act as a role model for compliance
- Unit expert on use of equipment
- Train new staff during orientation on the unit
- Check-off staff on use of equipment as part of annual competency
- Act as liaison between staff, management and program administrator
- Ensure staff is maintaining equipment within guidelines
- Be a resource, not resolution, for difficult lifts
- Solve SPHM problems
Characteristics of Peer Leader

- Patient handling duties regularly
- Self Confident /Sociable
- Good communication skills
- Respected by peers
- Persuasive
- Innovative
- Persistent
- Knowledgeable
- Take Initiative
Training & Education

- 4 hour class to train new TLC Coaches – offered quarterly
- Content includes:
  - 1-1.5 hour didactic
  - Roles responsibilities
  - Resources
  - Problem solving 101
  - Tips for coaching
  - 2-3 hours hands on with equipment
- Biannual Recertification
Tips for Successful Coaching

- Set them up for success; maintain self esteem
- Explain the importance; patient safety
- Express confidence and patience
- Listen and respond with empathy
- Seek help with problem solving
- Encourage participation
- See one, do one, teach one
- Communicate with manager
- Offer help without removing responsibility to action
Admin of Peer Leader Program

- Recommend 2 TLC coaches, per shift, per unit
- List posted on website, updated quarterly
- Termination/transfer report
- Communication via email lists/rounding
- Notify managers prior to class if more TLC coaches are needed
- Reward/ recognition
- Approximately 325 TLC coaches at 5 facilities
- Train 20-40 new TLC coaches per year
Peer Leaders

- Key stakeholders in a SPHM program
- Frontline team members – unique perspective
- Experts in area of practice and SPHM
- Essential to solving problems, developing new techniques and monitoring program components
Questions?
Upcoming SPHM Events

- **April 19** – Essential SPHM Program Components, Supporting Evidence and Facility Coordination
- **May 17** – Sustaining and Spreading the SPHM Program
- **June 21** – Lift Teams: How to Engage Staff for Maximal Buy-In and Support
- **June 27** – Selecting the Right Patient Lift Equipment for Your Facility – Lessons Learned
- **October 4** – Practical Solutions to Mobilizing the Bariatric Population
- **November 1** - Myths and Facts About Lift Team Programs

Upcoming SPHM Events

- **SPHM Education Roundtable**
  - DATE: July 12, 2017
  - LOCATION: FHA Corporate Office, Orlando, FL

- **WHYB Worker Safety Annual Conference**
  - DATE: September 19-20, 2017
  - LOCATION: Orlando, FL

Thanks to WHYB Partners!
Eligibility for Nursing CEU requires submission of an evaluation survey for each participant requesting continuing education: https://www.surveymonkey.com/r/WHYB030817

Share this link with all of your participants if viewing today’s webinar as a group

Be sure to include your contact information and Florida nursing license number

FHA will report 1.0 credit hour to CE Broker and a certificate will be sent via e-mail

We would appreciate your feedback even if you are not applying for CEUs!!

Web participants can stay logged in as the webinar closes to be redirected to the online survey (the link will also be provided in a follow up email)
THANK YOU!
WHYB Questions and Information –

407-841-6230

whyb@fha.org
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