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

WORKER SAFETY WEBINAR SERIES:
SYSTEMS CONSIDERATIONS IN IMPLEMENTING SAFE PATIENT HANDLING AND MOBILITY (SPHM): FACILITY COORDINATION AND POLICY
WEDNESDAY, APRIL 19, 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
Special Thank You to Our Sponsors!
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
- Lake Mary, FL
- PLAN TO ATTEND
Systems Considerations in Implementing SPHM: Facility Coordination and Policy

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Vision for Healthcare

Universal SPHM for all staff, patients, families in all healthcare settings

Did he give me the gift of voice
So some could silence me?
Did he give me the gift of vision
Not knowing what I might see?
Did he give me the gift of compassion
To help my fellow man?
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.
Objectives

- Delineate roles and responsibilities of Facility Coordinators in the implementation of SPHM
- Beyond the walls of your own facility, create a vision of Facility Coordinator engagement to achieve universal SPHM
Despite evidence and clinical knowledge, implementation remains uneven...Why?

- Early programs face next phase of sustainability
- Universities, colleges and training programs continue to teach outdated methods
- While OSHA has mandate, lacks resources
- National efforts for legislation have been unsuccessful – 11 States have legislation
Roles and Responsibilities

FACILITY COORDINATION
FC is an “Internal Facilitator”

i-PARIHS

Harvey & Kitson (2016)
Implementation of Safe Patient Handling in the U.S. Veterans Health System: A Qualitative Study of Internal Facilitators' Perceptions.

Elnitsky CA¹,², Powell-Cope G³, Besterman-Dahan KL⁴, Rugs D⁵, Ullrich PM⁶.

Abstract

BACKGROUND: Although the literature has noted the positive effects of facilitation in implementation research, little is known about what facilitators do or how they increase adoption of a program. The purpose of this study was to understand internal facilitation activities in implementing a national safe patient handling program from the perspective of facility coordinators who implemented the program.

METHODS: Using a qualitative descriptive design, data were collected in five focus groups at two international Safe Patient Handling and Mobility Conferences. Participants were 38 facility coordinators implementing a safe patient handling program in the Department of Veterans Affairs medical centers throughout the United States. Data were analyzed using direct content
You have to have someone that is championing the program that is really committed to it and not just somebody who is doing it ...because somebody told them they had to. You have to have somebody that really believes in it.
Essential Qualities / Skills of an FC

- Commitment to/belief in outcomes of SPHM
- Clinical knowledge & experience
- Leadership skills –
  - Communication
  - Ability to motivate
  - Ability to persuade
Essential Qualities / Skills of an FC

- System thinking
- Computer/data skills
- Ability to multi-task
- Project management skills
  - organization, communication, delegation
Supportive Context for Facility Coordinators

- Leadership support
- Management support
- Hospital services that are collaborative
- Adequate resources (people, time, budget)
- Culture of staff and patient safety
Best Practices for Facility Coordination (Harvey & Kitson)

- Internal facilitation is more effective with a “community of practice”
- Internal facilitator is more effective if he/she thoroughly understands the innovation to be implemented
- Skills and knowledge can be learned (Novice to Expert)
Another Role of Facility Coordinators: Engaging Communities

FOR UNIVERSAL SPHM
Patient handling musculoskeletal injuries are more common among nursing assistants (3X) and first responders (6X) compared to registered nurses and national averages.

Patient safety is valued more highly than staff safety.

Professional and technical education does not universally embrace SPHM.
Who are your communities?
Realizing the Vision - Engagement

- Beyond the walls of your unit, your hospital, your healthcare system
  - Colleagues in other disciplines
  - Universities, colleges, technical schools
  - Media, including social media
  - Friends, family, neighbors
  - Labor partners
  - Professional organization
  - State/federal legislators
What does Engagement Mean?

Increasing Level of Community Involvement, Impact, Trust, and Communication Flow

**Outreach**
- Some Community Involvement
  - Communication flows from one to the other, to inform
  - Provides community with information.
  - Entities coexist.
  - Outcomes: Optimally, establishes communication channels and channels for outreach.

**Consult**
- More Community Involvement
  - Communication flows to the community and then back, answer seeking
  - Gets information or feedback from the community.
  - Entities share information.
  - Outcomes: Develops connections.

**Involve**
- Better Community Involvement
  - Communication flows both ways, participatory form of communication
  - Involves more participation with community on issues.
  - Entities cooperate with each other.
  - Outcomes: Visibility of partnership established with increased cooperation.

**Collaborate**
- Community Involvement Communication flow is bidirectional
  - Forms partnerships with community on each aspect of project from development to solution.
  - Entities form bidirectional communication channels.
  - Outcomes: Partnership building, trust building.

**Shared Leadership**
- Strong Bidirectional Relationship
  - Final decision making is at community level.
  - Entities have formed strong partnership structures.
  - Outcomes: Broader health outcomes affecting broader community. Strong bidirectional trust built.

Reference: Modified by the authors from the International Association for Public Participation.

Figure 1.1. Community Engagement Continuum

Shared Leadership

Strong Bidirectional Relationship

Final decision making is at community level.

Entities have formed strong partnership structures.

Outcomes: Broader health outcomes affecting broader community. Strong bidirectional trust built.
Positive Effects of Engagement

- **Agenda**—Changes the choice and focus of projects (Nelson story)

- **Design and delivery**—Improves project design, tools, interventions, representation/participation, dissemination

- **Implementation and change**—Improvements can be made in the way best practices are used to bring about change

- **Ethics**—opportunities to create processes for resolving ethical problems when they arise

  (Stanley 200)
Positive Effects of Engagement

- **The public involved in the project**—The knowledge and skills of the public involved in the project can be enhanced, and their contributions can be recognized.

- **Community organizations**—Gain enhanced knowledge, a higher profile in the community, more linkages with other community members and entities, and new organizational capacity.

- **The general public**—The general public is likely to be more receptive to the project and reap greater benefits from it.

(Stanley 200)
Disadvantages of Engagement

- Requires resources of time, people, money
- What are disadvantages for engaging in your communities to promote SPHM?
Charge to Engage Communities

- Improve design of SPHM programs
- Increase uptake of SPHM into practice in all settings
- Build Patient and Family support for SPHM
- Build trust among stakeholders
Things to Think About

- What are the barriers for your communities to participate in SPHM?
- What are the facilitators for stakeholder participation in SPHM?
- How can barrier be overcome?
Lessons Learned in Engaging

- Communication – Communication – Communication
- Honesty and integrity
- Be willing to let go of your preconceived ideas
- Give up to Gain
#SPHM #SPHM17

Safe Patient Handling and Mobility

ASPHP, AJSPHM, IPPHE, SPH Experts, SPH
time for questions
Questions?
Upcoming SPHM Events

- **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

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

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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)
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GETINGE GROUP

Stericycle
Protecting People. Reducing Risk.

INTERNATIONAL SAFETY CENTER

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THANK YOU!
WHYB Questions and Information – 407-841-6230

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