

Making a Smart Move Towards Patient Handling

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Associate Safety: Our Promise to Those We Serve

“Every 36 minutes
an associate
within Ascension
Health sustains a
work related injury
or illness.”



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“Isn’t this the way we are supposed to be doing it?”



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Patient Handling in 1941



In Muncy Valley Hospital's first location—a multi-story Victorian home—nurses and orderlies lifted patients who were unable to climb the stairs. Here, patient Ruby Montague is carried up the stairs in 1941 after giving birth to her daughter. Currently, Montague is a volunteer at Muncy Valley.



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A Profession in Danger

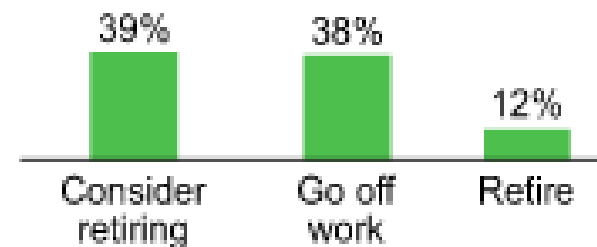
Heavy lifting: Hospital staff bearing the weight of moving patients

*Rate of on-the-job injury surpasses other industries**

Construction	2.4
Hospitals	1.9
Mining	1.6
Animal slaughter	1.4

*Rate per 100 full-time workers

Back injuries are prompting nurses to...



"Back injuries are [now] at epidemic rates...[Industry] changes have placed a heavy burden of physically stressful work on health care workers."
—William Charney,
President, Health Care Safety Consulting

Source: Bureau of Labor Statistics, accessed 3/24/06; Work Injured Nurses Group website, accessed 3/27/06; Charney, "The Epidemic of Health Care Worker Injury," December 1998.



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Patient Handling and Transfer.... The Right Way



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The American Nurse's Association Ergonomics Campaign “Handle With Care”

- Elimination of manual patient handling to prevent work-related musculo-skeletal disorders.
- Development of safe work places in acute and long term care settings through safe patient-handling techniques and patient lift devices.
- Providing information to recognize and prevent the risk of back and musculo-skeletal injuries
- Decrease health care injury costs by reducing nurse injuries and compensation claims



What is Smart*MOVES*?

- An evidence based program designed to address Safe Patient Handling
- Tools to evaluate, educate, support and sustain safe patient handling
- Change in culture and approach to patient handling.
- Move towards Model Community as we strive to achieve Zero Preventable Injuries



SmartMOVES Safe Patient Handling Program Goal:

Eliminate preventable patient handling injuries by creating an exceptional safe and healthy environment within all of Ascension Health ministries”



SmartMOVES will achieve this goal by:

*Integrating a culture of safety around safe
lifting and transferring of patients.*

1. Engaging, advising, and educating associates on evidence-based practices for safe lifting and patient transfer.
2. Creating strategies that move us toward our target goal.



Key Program Components

1. *Business Case and ROI*
2. *Focus on Culture Change*
3. *Campaign spread that creates a buzz and pushes program out to all associates*
4. *Training in Multiple Modalities – on-site, online, on the phone.*
5. *Mentor Team Support to all departments*
6. *SmartMOVES Website*

Successful Implementation Strategies

- Commitment at all levels
- Empowered Safe Patient Multi-Disciplinary Committee
- Associate buy-In and culture change
- Adequate funding
- Equipment/policies
- Initial and on-going training and competencies
- Process for measuring success and continuous improvement



SmartMOVES at Lourdes

- SmartMOVES multidisciplinary Committee with representation from front-line workers to Senior Management
- Unit Super Users /Champions
- Initial and on-going education and competencies
- Policies and procedures
- Patient assessment before any transfer
- ACCOUNTABILITY!!!!



Meet our Super-Users



Meet:
Sally Spalik
Physical Therapy Assistant

Years at Lourdes: 24

Years in the Profession: 34

Enjoys: Walking, spending time with family and especially the grandchildren.

Why I Believe in SmartMOVES:
SmartMOVES prevents injuries to patients and associates.

What I Have Learned:
Using the equipment is a benefit to all of us.

SmartMOVES

Real People,



Real Stories



It's a Red Rule!

SmartMOVES is the safe patient handling program at Our Lady of Lourdes and is part of our **Smart About Safety** approach to keeping both patients and associates safe. SmartMOVES is an Ascension Health initiative that uses evidence-based policies and procedures to reduce care provider injuries and is changing our culture and approach to patient handling.

For more information about SmartMOVES, see Mary Ellen Whalen in Employee Health or Susan Fuchs at 5420.



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Lourdes Hospital Safe Patient Handling Policy

- Associates performing patient handling tasks will be trained and held accountable to practice safe work methods for patient handling utilizing the appropriate equipment available.
- ***Safe Patient Handling practice which involves using available resources 100% of the time is the responsibility of each Lourdes associate.***
- ***Accountability is paramount.***



Ongoing Patient Assessments

- Mobility Assessment
- PEEP Assessment
- Charting
- Hand-off communication

Initial and Ongoing Education and Competencies



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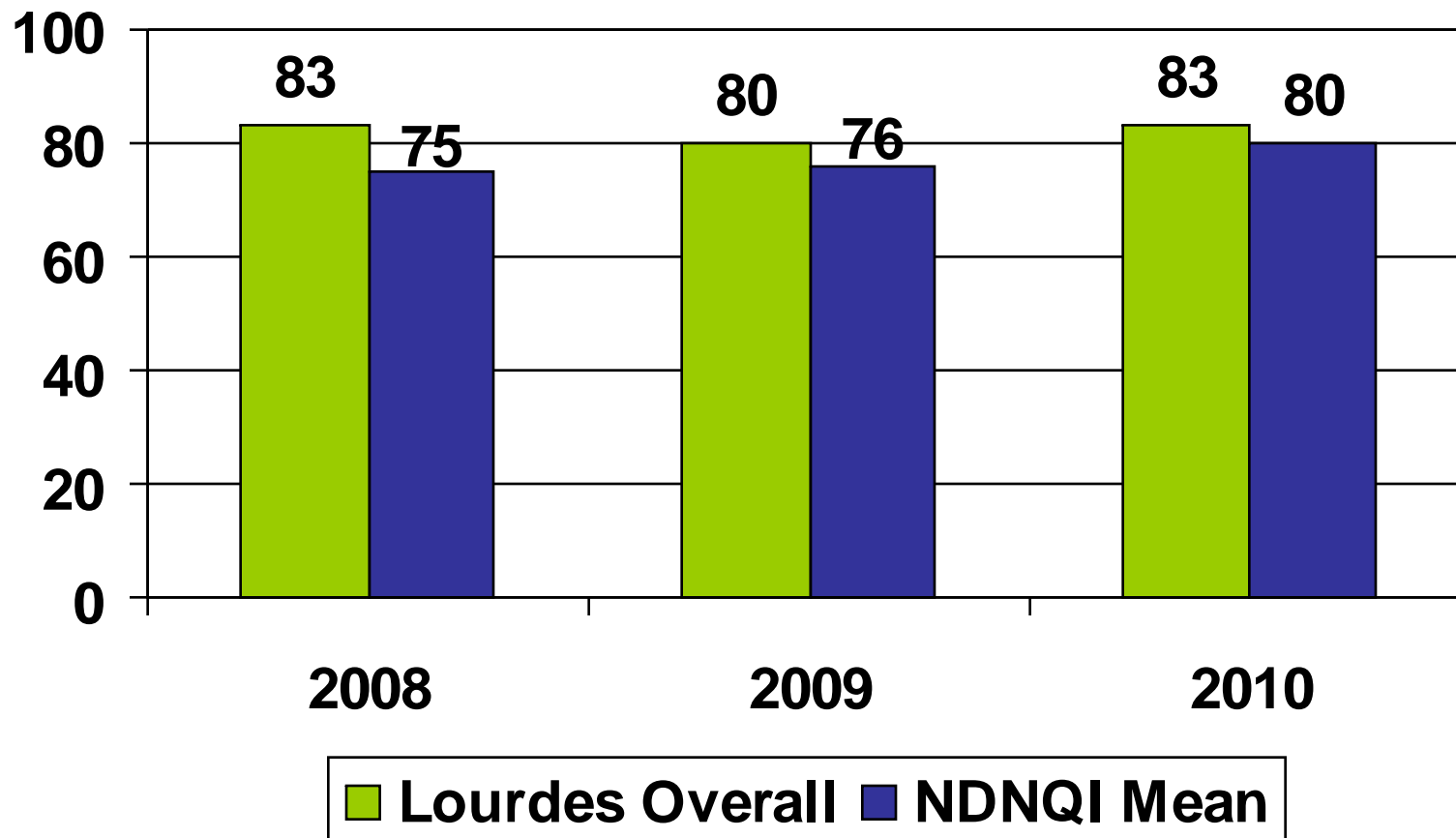
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Outcomes

- Originally Projected 3-year Savings from Launching SmartMOVES Facility-wide (Data from FY05-FY07) \$270,708
- Updated Projected 3-year Savings from Launching SmartMOVES on two units (From the first 13 months of operation) \$229,476
- Variance from Original 3-year Projection (\$41,323)
- Annual % of patient handling claims as a portion of all caregiver injuries declined 73% from FY05-08
- SmartMOVES performing “ahead of schedule” after 13 months of operation.
- No SPH injuries on 3 Ross and 3 West in two years.
- No SPH injuries on Orthopedics.



Question: Had Enough Help to Lift/Move
2008-2009 NDNQI R.N. Satisfaction Survey



SmartMOVES Identifier



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Snapshot of SmartMOVES Website

The screenshot shows the SmartMOVES website with a blue header and a sidebar on the left. The main content area is divided into several sections:

- Home:** A button in the top left corner.
- Left Sidebar:** Contains links for "View All Site Content", "About" (with sub-links for SmartMOVES, Meet Our SuperUsers, and Add new link), "Breadcrumbs" (with sub-links for SmartMOVES Materials, SuperUser Meetings, and Add new link), and "Lists" (with sub-links for Calendar and Add new link).
- What is SmartMOVES:** A section with a title and a paragraph: "SmartMOVES is the safe patient handling program at Our Lady of Lourdes and is part of SMART About SAFETY. SmartMOVES is an Ascension Health initiative that:". Below this is a bulleted list:
 - Uses evidence-based policies and procedures to reduce care-provider injuries.
 - Provides tools to evaluate, educate, support, and sustain patient handling at Lourdes
 - Is a change in culture and approach to patient handling
 - Is moving Lourdes toward creation of a Model Community of inspired associates as we strive to achieve Zero Preventable Injuries.To the right of the list is a small graphic with the text "SmartMOVES" and "SAFE LIFTING, WORKING". Below the list is a paragraph: "Lourdes is one of three pilot sites for Ascension Health's SmartMOVES initiative." and another paragraph: "A 2010 evaluation by Ascension Health showed that SmartMOVES is already reducing associate injuries and worker's compensation costs."
- Smart about Safety:** A section with a title and two paragraphs:

SmartMOVES will help us eliminate preventable patient handling injuries to associates by creating an exceptionally safe and healthy environment within all Health Ministries of Ascension Health.

SmartMOVES requires a change in process, policy, and patient handling equipment - and a change in culture as well. It takes a willingness to learn to use new equipment and to embrace safer methods of working. It will take time and effort, but we are committed to providing the support, resources, and education to make this culture change a reality.
- Announcements:** A section with a title and a list of announcements:
 - Rollout Plan for Ortho, ICU, and Telemetry Approved! [new](#) 9/29/2010 7:41 AM by System Account
 - Calling all SuperUsers! Celebrate Success at our Ice Cream Social! [new](#) 9/29/2010 7:40 AM by System Account
 - Reminder: Training for Seton 1 Ortho is on July 19th on 2nd Floor West! [new](#) 9/29/2010 7:39 AM by System AccountBelow the list is a button: "Add new announcement".
- SmartMOVES is a Red Rule!** A section with a title and a sub-section titled "Protective Equipment". The text reads: "Always use the equipment required to protect the patient and yourself." Below this is another paragraph: "For safe patient handling, this includes parachutes, floor lifts, ceiling lifts, and slide boards." At the bottom of this section is a photograph of three healthcare workers using a ceiling lift to move a patient in a hospital room.



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Patient Education



We've Gotten Smarter About Safety The SmartMOVES Safe Lifting Environment Pledge

We are committed to making your stay as safe and comfortable as possible.

That's why we've implemented safety procedures for lifting and moving patients to protect both you and our caregivers from injury.

You'll see signs indicating that you are in a **SmartMOVES Safe Lifting Environment**. This means our staff is trained to use state-of-the-art equipment to help you get in and out of bed, or move from one part of the hospital to another, when you are unable to lift yourself.

Please partner with us to create a lifting environment that is safe for everyone.



These signs indicate that state-of-the-art equipment and procedures are being used to lift and transfer patients.

We Pledge To:	We Ask You To:
Use equipment that keeps patients and caregivers safe during repositioning and transfer.	Talk with your healthcare team to learn more about the equipment we use.
Provide comprehensive training so staff appropriately use equipment in the SmartMOVES Safe Lifting Environment.	Work with our caregivers as they use equipment to transfer or reposition you.
Be responsive to, and respectful of, patient needs and concerns.	Express any and all concerns you have about the equipment or procedures used during your stay.



We are committed to the safety of our patients and caregivers.
If you have questions or concerns about your care, or the SmartMOVES Safe Lifting Environment,
please speak with staff or the unit manager.



Creating A Change In Culture: “The Atmosphere”

Provide Education

- safety behaviors
- error prevention techniques



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RED RULES

- **Patient Identification**
Use of at least two patient identifiers when providing care, treatment or services
- **Double Checks**
Double checks for all high risk situations
- **Protective Equipment**
Always use the equipment required to protect the patient and yourself

Red Rules

Patient Safety is our core value at Lourdes. It's all about preventing events of harm to our patients and employees. Red Rules represent our highest commitment to that value. A Red Rule focuses our attention on an act that is most critical to safety. It is the life or well being of a patient or employee that is at risk if we don't comply with a Red Rule.

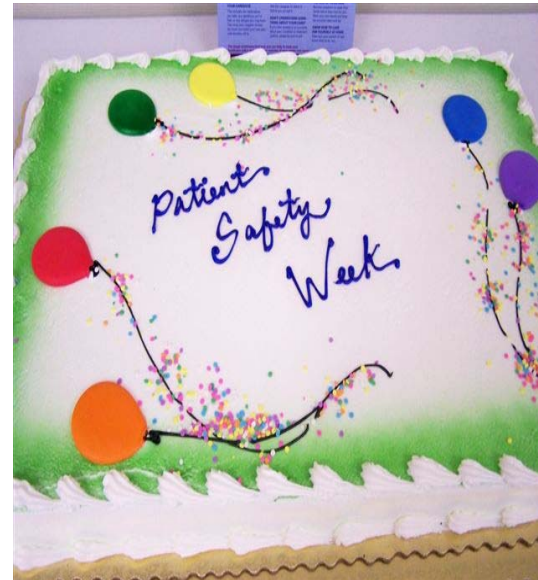


New York State Department of Labor Safe Patient Handling Award

- Received “Zero Lift Task Force” Advocacy Award October 2010.



Celebrate Successes!



Questions ?



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