



# EHSSSENTIALS 2017

Environmental, Health & Safety Symposium for Healthcare

**NOVEMBER 9, 2017**  
**Stanford University**  
**Medical Center**  
**Palo Alto, CA**



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# Improving Performance in a Hospital Safe Patient Handling Program

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Patient Handling

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Program Manager Safe Patient Handling



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# Program Owners

- **Joe Daly, Director Rehabilitation** (10/16)
  - SPH -> logical fit with Rehab
  - Hospital mobility focus
- **Tina Cortez, SPH Program Manager** (02/17)
  - EMT/Customer Service/Performance Improvement

# Program Baseline (early 2017)

- **Established Program** (2013)
- **Sufficient Equipment** (Few ceiling lifts)
- **Reasonable Learning/Tracking** (Healthstream)
- **Vendor Support** (Atlas)
- **Positive Trending** (Days lost/claims \$/injury # down)

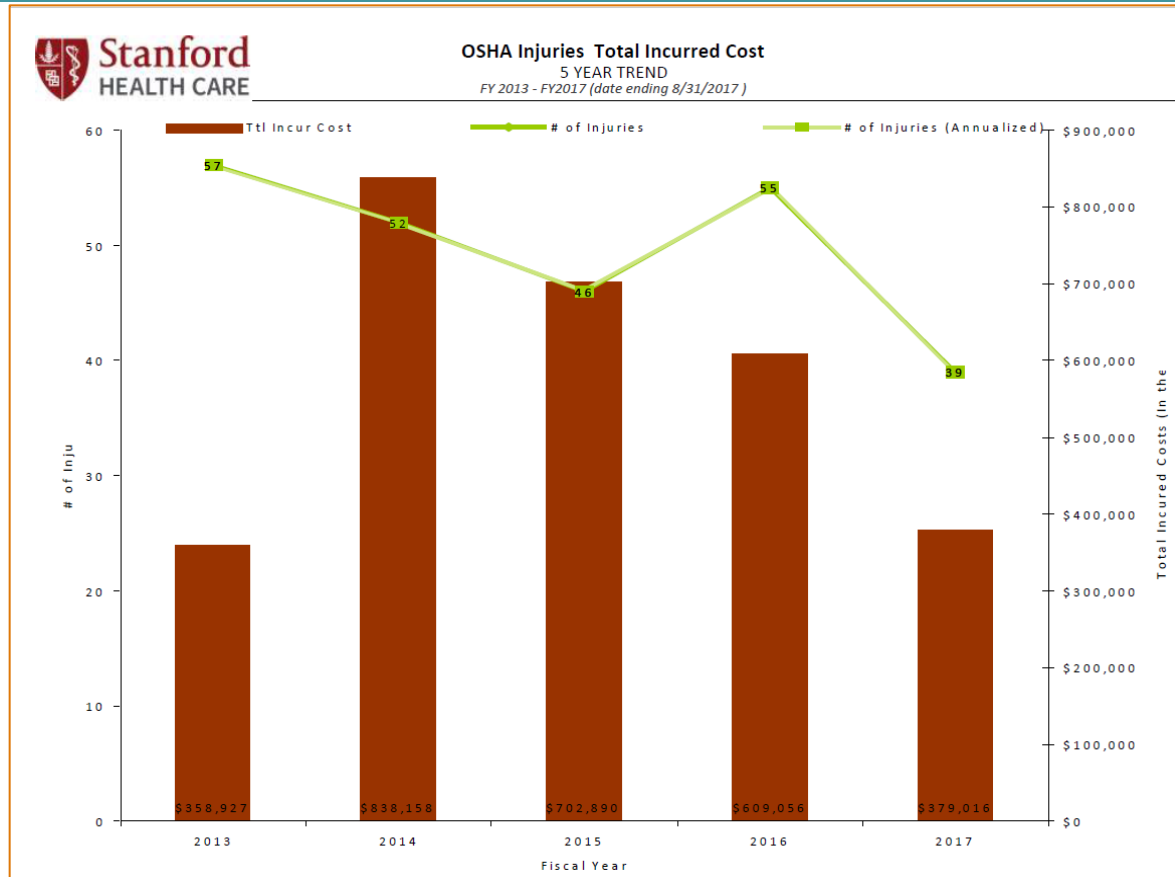
## Reasons Why Not....

- **Equipment:** too far away/not working/not available
- **Staffing:** no one to help/was covering/short staffed\*
- **Insight:** didn't think help needed/patient walking earlier
- **Time:** quicker to do lift myself/too busy that day
- **Responsibility:** colleague wanted help/family insisted

# SPH Desired Outcomes

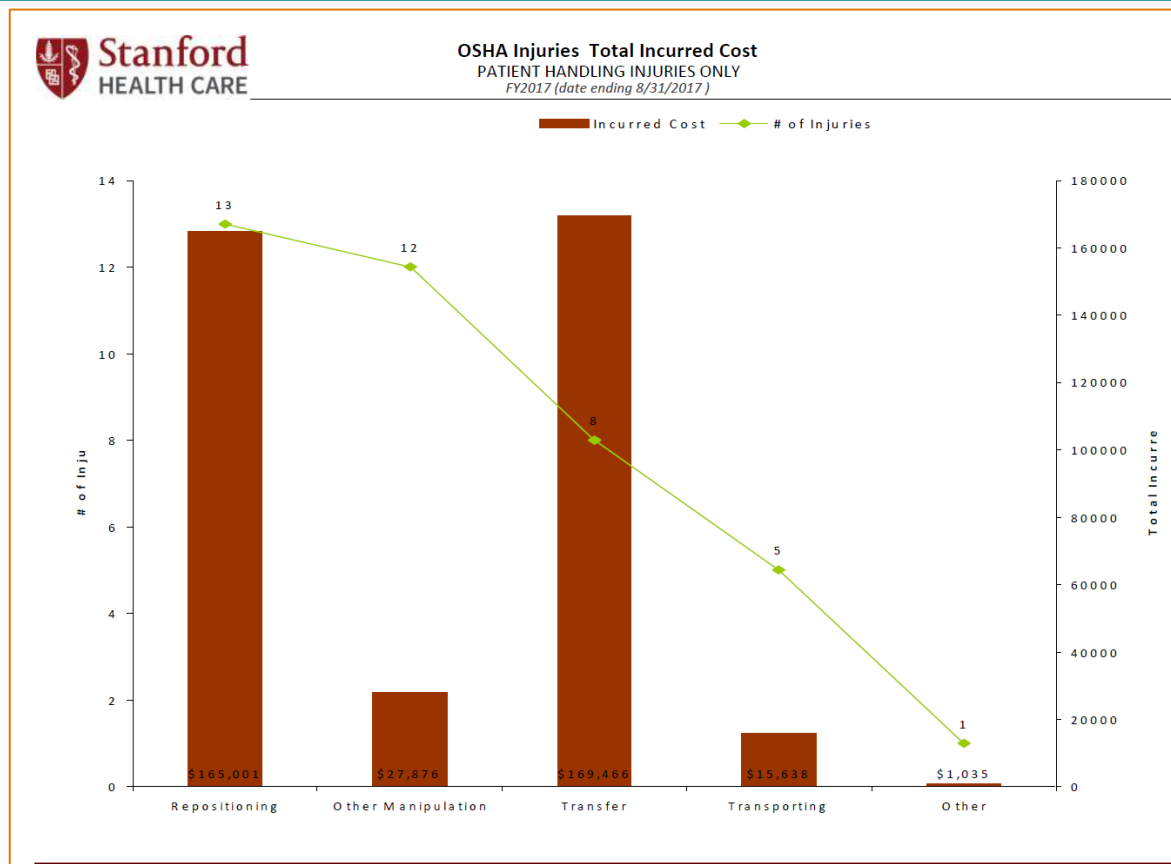
- Reduce Injuries/Cost/Lost Days
- Improve Awareness/Training/Compliance
- Streamline Equipment (soft)
- Optimize Lift Assistance
- Change SPH Culture

## Injuries *5 year trend*



## Injuries

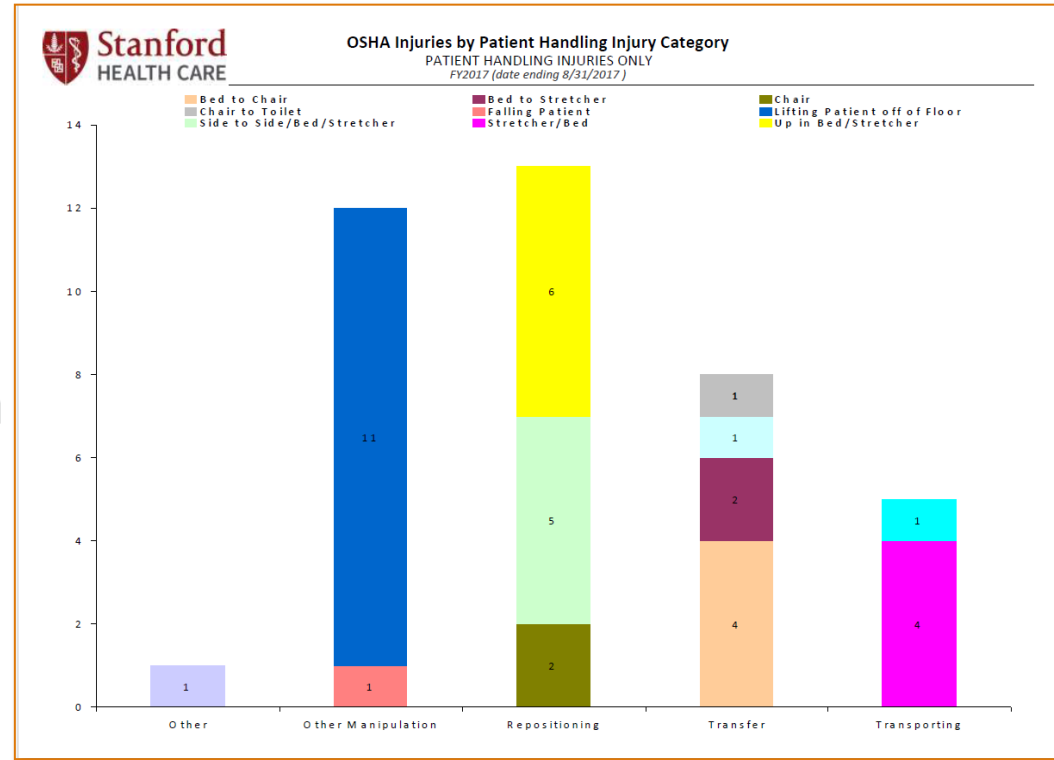
FY17 # and cost  
(by task)





# Reduce Injuries

- Reporting
- Investigation
  - Process/Notification
  - Follow Up
  - Prevention
  - Repeat Offenders



# Awareness/Education/Training (AB 1136)

- Health Stream (LMS)
- Requirements by Role
  - Awareness vs. Hands On
- Time Points
  - New Hire
  - Annual Refresher
  - Post Injury

# Lift Assistance/Support

- Demand
  - Complexity
  - Timing
- Structure
  - Vendor vs. Inhouse
  - Oversight/Process Metrics

# Streamline Soft Equipment

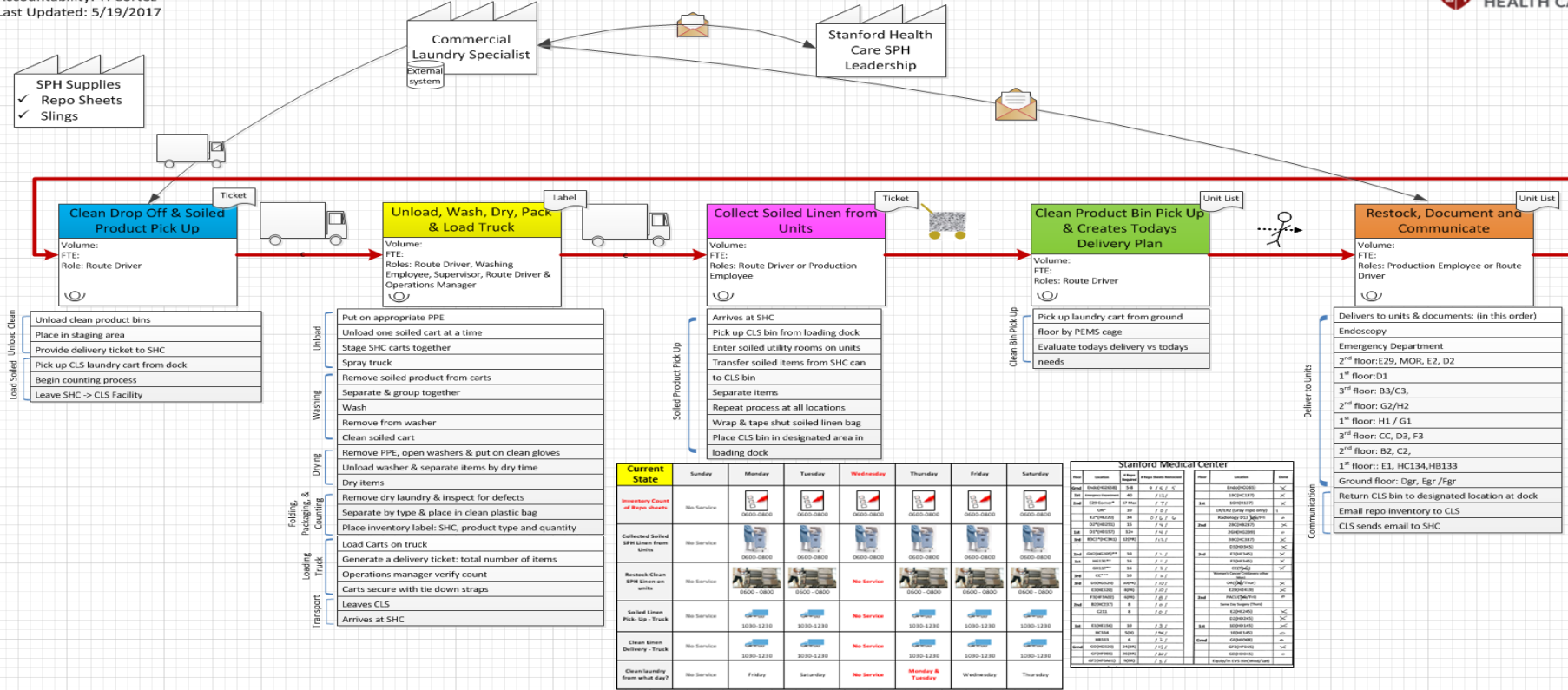
- Current State Laundry/Linen
  - Process Mapping
  - Existing Resources
  - Par Levels/Inventory/Stocking
    - Measure/Track Utilization

# Improving Performance in a Hospital Safe Patient Handling Program

Project Sponsor: J. Daly  
 Accountability: T. Cortez  
 Last Updated: 5/19/2017



## Commercial Laundry Specialist Current State Map



# Changing Culture

- Culture of Safety as Priority
- Leadership Support
- Responsiveness/Affirmation
- Ease of Use Drives Compliance
- Continuous Improvement

# Lessons Learned

- Leverage Internal Systems
- Analyze Current State
- Accuracy/ Consistency
- Marathon vs Sprint

# Improving Performance in a Hospital Safe Patient Handling Program

Thank you. Questions?

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