

Systems of Safety

An Ultrasound Department's Path to Good Health

Marlene Kendrick, RTR, RDMS, RVT
Sonographer, Kaiser Permanente Northwest

Doug Roberts, BS, RDMS, RDCS
Regional Ultrasound and Nuclear Medicine Manager,
Kaiser Permanente Northwest

Our Experience

- ▶ Multiple Work Related Disabilites and Injuries
- ▶ Increased Labor Costs/Workman's Comp
- ▶ Decreased Productivity
- ▶ Healthy Sonographers Working Harder Led to Poor Moral
- ▶ Sonographer Retention and Hiring

Our Experience (con't)

- ▶ 36 Percent of Staff Reported Occupational Injuries- 36 Sonographers
- ▶ National Average Approximately 20%.
- ▶ Additional \$18,000 in Costs in Addition to Salaries
- ▶ Placed Ultrasound Department on Kaiser High Priority List

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- ▶ Background
 - Workplace Safety Sponsored by National Kaiser Permanente
 - Regional Support Via Workplace Safety Department
 - Labor Management Partnership (LMP) – Formed Ultrasound Systems of Safety Committee

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- ▶ The Work
 - Identify Underlying Causes of Injury (5 Whys)
 - Two most common denominators – Exam Room and Sonographer Work Area
 - Identified Risk Matrix for Each Area
 - Catogorized High Risk vs Low Risk Areas

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- ▶ Short Term Solutions Identified
 - Replaced Desk/Office Furniture
 - Purchase Ergonomic Supplies for Sonographers (cable straps, wrist braces, lumbar supports)
 - Scheduling Adjustments to Increase Rest Opportunities
 - Sonographer Schedules

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- ▶ Long Term Solutions Identified
 - Patient Viewing Monitors
 - New Scanning Chairs
 - New Stretcher/OB-Gyn Beds
 - Height Adjustable Computer Desks and Monitors
 - Hired Additional Staff to Reduce On-Call Status
 - New Ultrasound Equipment

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- ▶ Justification for Additional Investments
 - SOS Committee Identified Multiple Risk Factors
 - Labor Empowered and Invested
 - Management Assessed the Costs
 - Business Case and Justification for Funding was Clear and Concise

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- ▶ Results
 - New Equipment
 - New Furniture
 - Ergonomic Education
 - New Staffing Models
 - Increased Productivity
 - Increased Employee Moral
 - Decreased Injuries
 - Increase Patient Satisfaction

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- ▶ Results (cont)
 - Increased Productivity
 - Increased Employee Moral
 - Decreased Injuries
 - Increase Patient Satisfaction
 - Influenced Best Practice for other Kaiser Regions

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▶ Current Status?

Since 2004 only Two Sonographers have filed Claims for Workman's Comp or Job Related Injuries.

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Questions?