

## How Did They Do That? Safe Patient Handling Success Stories

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### Cascade Healthcare Community

Private, not-for-profit corporation

Largest Employer in Central Oregon, 3000+employees, 350  
active medical staff

St. Charles Medical Centers, Bend and Redmond

Pioneer Memorial Hospital, Prineville

### St. Charles Medical Center:

#### Bend, OR

Level 2 Trauma Center

261 total beds

Bariatric COE 2008



## Program Approach

- Great road map
- Good data analysis
- Best practice/evidence based
- Management support
- End user buy in
- Facility champion

## Elements of Success

- Multidisciplinary Design
- SWAT Super Users
- End User Involvement
- Manager support



## Multidisciplinary Design

- Caregivers —all shifts
  - Include injured workers
  - Charge Nurses
- CNAs and Transfer Team
- Physical/Occupational Therapists
- Clinical Practice Coordinator
- Unit Manager
- Injury Prevention Coordinator
- Physician

- Safe
- Work
- Area
- Team



## SWAT Super User Assessment

- **Unit Needs Assessment**
  - Caregiver Observations
- **Equipment Trials**
  - Caregiver Reviews
- **Training Super Users**
  - Timeframe: Training to implementation with timely follow-up

## Super user training time




Please join your **S.W.A.T.** team for Safe Patient Handling Safari

During your safari, you will learn the **best and Safest, Evidence based** way to mobilize patients.

This a required class for all Ortho/Neuro staff.

## What is "Get S.M.A.R.T"?

Safe Movement Awareness Resource Team



Why do we need to "Get S.M.A.R.T"?

To help protect you from Musculoskeletal Injuries

How big is the problem?

- 52% of nurses have chronic back pain
- 38% of nurses have taken a medical leave due to injuries
- 20% of nurses have left bedside care
- 12% of nurses have left the profession due to injuries

Source - American Nurses Association

## End User Involvement

- **Equipment Trials/Storage/Location**
  - Equipment Accessibility/Unit Size
    - Slide Tubes – all rooms
    - Room Types/Size
    - Overhead Lifts/Slings in larger rooms
    - Address logistics of storing equipment

## Safe patient handling training can be fun!



## Potential Barriers/Strategies

### Resistance to change

- Long term employees
- New executive team
- Many changes currently due to new CEO.

### Strategies

- End-users involvement
- Program approach
- Active participation
- Effective education
- Communication methods.
- Physician Champion –Orthopedist/Physiatrist

## Potential Barriers/Strategies

### Lack of interest by employees

- Are employees interested/engaged in SPH?
- Is this sustainable?
- Patient handling equipment implemented is not always being used.

### Strategies

- Provide effective education
- Results are visible and well marketed.
- Evidence that 'ergo coach' champion (someone who already works on the unit) can help achieve program sustainability and long term results.

## Potential Barriers/Strategies

### Conflicting priorities

- Balance program with other regulatory requirements
- Leadership support

### Strategies

- Education
- Maintaining a working relationship with other key committees/programs, such as the Bariatric and Patient Fall prevention programs.
- Team directed and leadership roles defined
- Resource: injured workers are drivers

## Theresa on the job



## Education

### ➤ Timing and Approach

- Different learning styles
- Resource the upkeep
- "Word of Mouth" peer testimony

### ➤ New Tools

- Algorithms / Assessment tools
- Appropriate Documentation
- Resource Guide



## New Employee Training

- Quarterly
- SPH video introduction
- Hands-on, return demonstration
- Peer led
- Case scenario/quiz
- Great feedback



## Communication

- Grease boards in room
- Common Language between disciplines
  - Defining "Therapeutic" interventions
- Communication to Patients and Families
  - Safety for staff and patients
- Dissemination of Information to staff
  - Newsletter initially work in progress



## Next Steps

- Policies and Procedures
- Sustain and Maintain Culture via hiring practices, orientation, etc
- Resource (\$\$) annual review process
- Staff newsletter to highlight "success stories", new equipment- keep it fresh
- Ongoing Super User training
- Patient/Family Education

## In Summary

### Barriers

- Resistance to change
- Lack of interest by employees
- Conflicting priorities therapeutic / task

### Successes

- Multidisciplinary Design
- SWAT Super Users
- End User Involvement
- Decreased caregiver injuries
- System wide sustainability

**Remember  
Move wisely.....**

**Stay safe  
Better for patients and better for  
caregivers!!**

Thank you.

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