

### 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

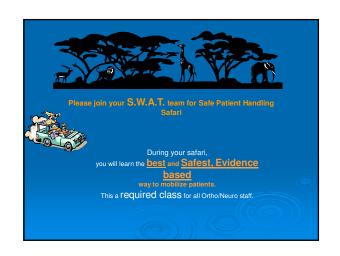
### **Multidisciplinary Design**

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



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







# 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



### **Potential Barriers/Strategies**

### Resistance to change

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

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

### **Potential Barriers/Strategies**

- <u>Lack of interest by employees</u>
  > 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







### **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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