



Safe Patient Handling and Mobility

According to OSHA, health care employees who experience pain and fatigue may be less attentive and more susceptible to affect the health and safety of themselves and others. At United Heartland (UH), we work with our customers to create safe environments by assessing existing programs and techniques, assisting in the development of new initiatives and supporting continuous learning opportunities.

Assess:

- Existing programs by performing an in-depth gap analysis
- Transfer observations of techniques and equipment

Develop and Enhance:

- Coaching program based on transfer observations
- New or existing written programs
- Equipment inspection schedule for preventative maintenance
- Specialized accident investigation reports for incidents and near misses

Deliver:

- Collaborative training for mentors, coaches, trainers and champions
- In-depth video series on transfer techniques
- Informational video for families and patients on transfer safety
- Online library of resources to address specific risk exposures

Interested in partnering with United Heartland?

Contact your local independent agent or visit UnitedHeartland.com to find an agent near you.

UnitedHeartland.com
1-800-258-2667

UnitedHeartland

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A Collaborative Partnership

Background

In 2014, UH partnered with Iowa-based hospital and long-term care facility, Greene County Medical Center (GCMC). At the time, patient handling injuries made up 32% of claims reported and 93% of the claim dollars incurred. Together the team set a goal to reduce the frequency and severity of these injuries.

Action Plan

Members from UH and GCMC met 14 times over the next 24 months, during which the team:

- Performed a gap analysis of the existing SPHM program
- Identified objective assessment criteria
- Developed a skills competency process
- Selected subject matter experts to serve as in-house trainers
- Determined key components for a new transfer observation process
- Performed several in-depth trainings on technique and equipment use
- Completed multiple transfer observation and coaching sessions

Results

Within four years, GCMC's frequency of transfer-related claims dropped by 73% resulting in a reduction of total incurred cost of \$194,000.

For the 2016-2018 policy period, the total incurred cost for all transfer claims was down to \$1,523, which is an average of \$127 per claim.

The partnership between UH and GCMC continues to thrive. The team meets regularly for collaboration sessions to ensure objectives are met and appropriate program adjustments are implemented.

For more information:

Visit UnitedHeartland.com/SPHM to learn more about our comprehensive safe patient handling services.

