



Empowering A Culture That Enables Safe Patient Handling

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Introduction

Lenox Hill Hospital is a comprehensive acute care hospital facility located in New York City. It is recognized nationally for its outstanding patient care, as well as its innovative medical/surgical modalities.

Our Mission

To improve the health and quality of life for the people and communities we serve by providing world-class service and patient-centered care.

Our Vision

To be a national health care leader, committed to excellence, compassion and improving the health of the community.

Our Values

Excellence Innovation Caring Integrity



Purpose

Discuss strategies developed by nursing staff to decrease bias and address challenges for implementing a safe patient handling program. While empowering the nursing team to engage in a culture that enables Safe Patient Handling (SPH).

Relevance/Significance

Musculoskeletal Injuries are highest among healthcare workers, including nurses and nursing assistants, more than any other industry in the United States. Research suggests that the challenge is that staff are not using available devices. Nurses' practice are consistent with existing evidence. Feedback from staff during post injury debrief was the impetus to proceed with a unit based initiative to reduce injury and work safely. Studies show it only takes about 20 additional seconds to use lift equipment. Our backs are worth 20 additional seconds of our time.

The Stakeholders



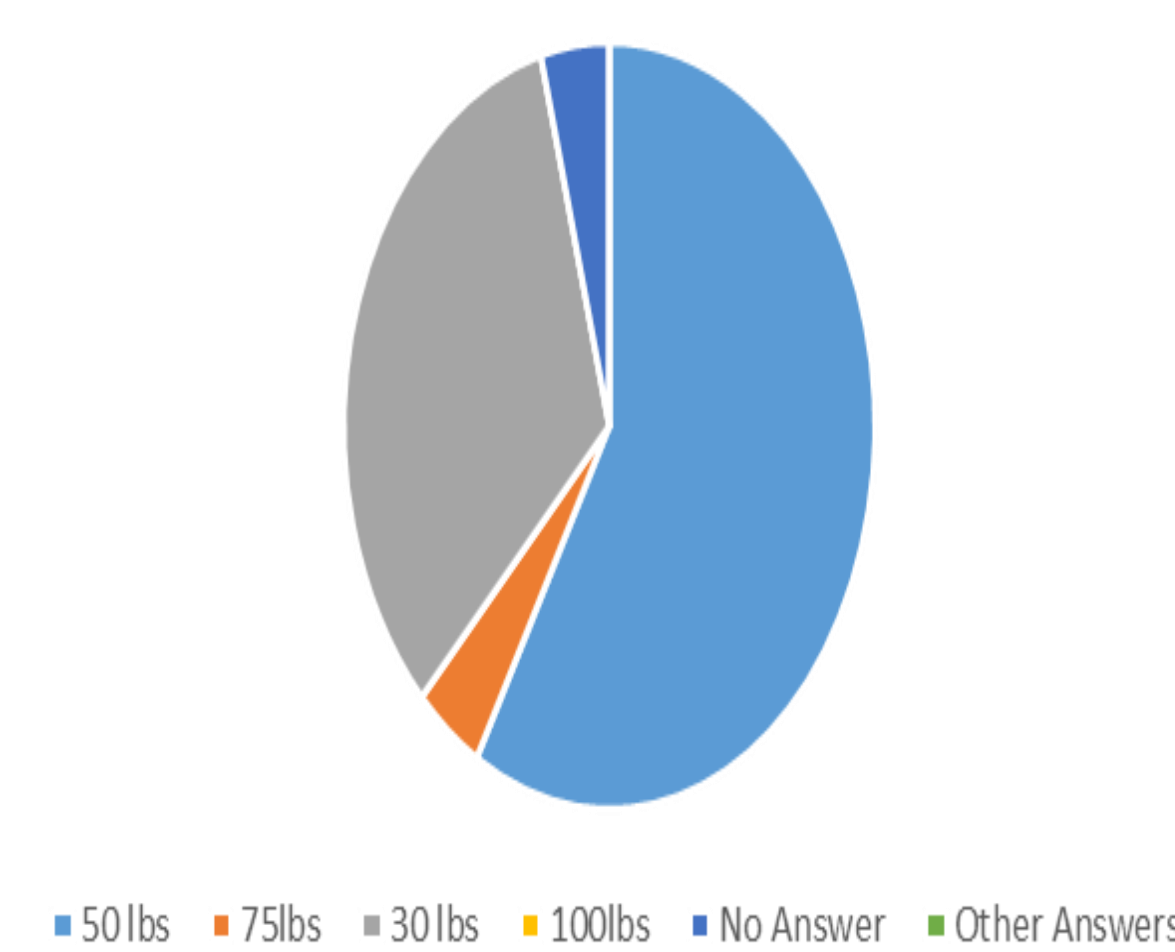
Cardiac Care Unit SPH Collaborative Care Council members:
 Mary Deady- Rooney, RN, NM, Rachel Maria Brown, MD, Nyishah Samaniego, RN, ANM,
 Carol Roberts, RN, Nisha John, RN, Grantley Springer, PCA



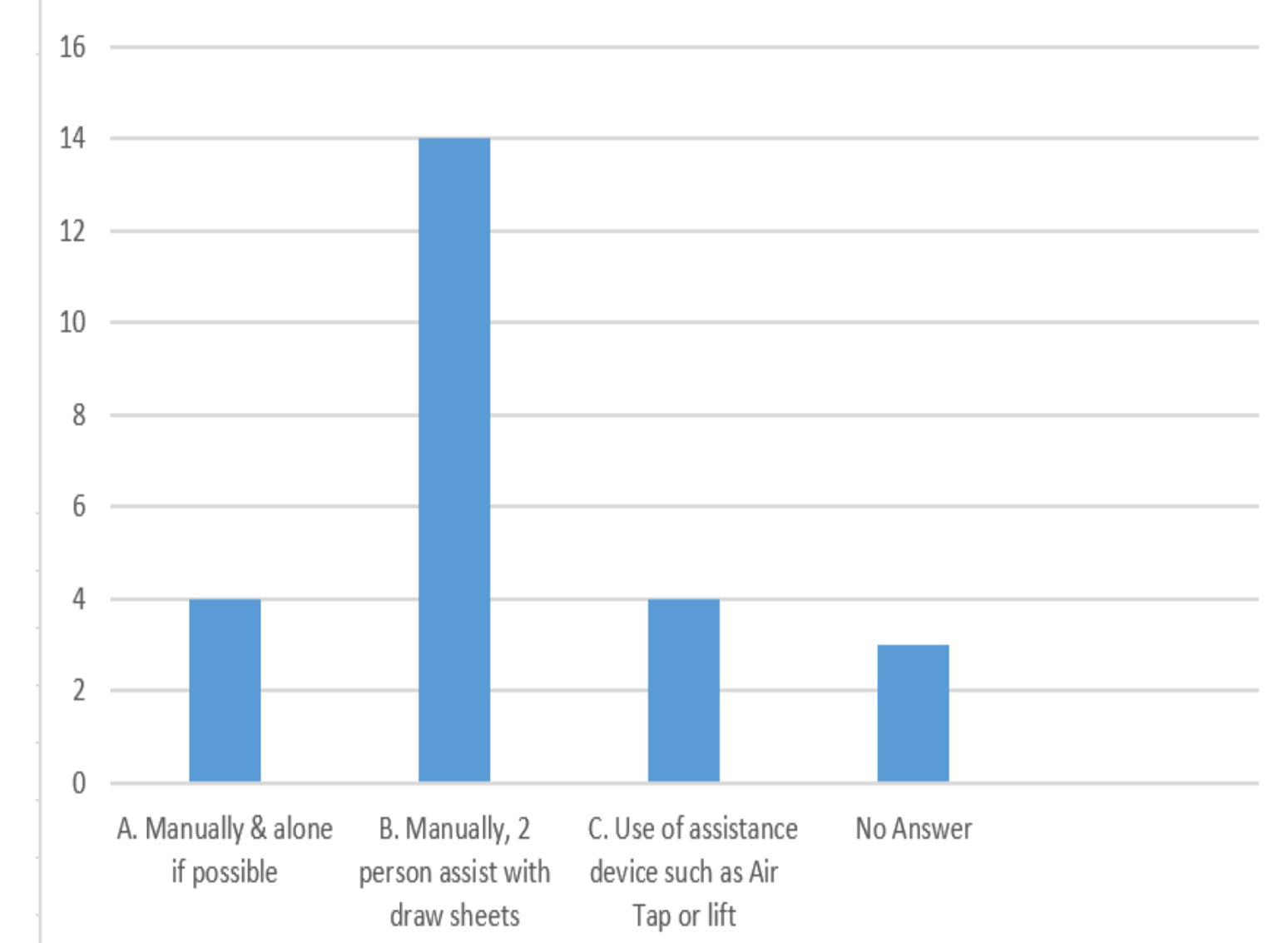
Strategy and Implementation

Recruitment of CCU RNs and PCTs **Stakeholders** to develop SPH Collaborative Care Council. Chairpersons recognized that the first task was to change the culture and empower their peers to consistently use SPH devices. Review standards, attend educational programs, and standardize the use of evidence based practices for decreasing musculoskeletal injuries. Initial knowledge assessment of nursing team was conducted with frontline staff which included a total of 25 clinical RNs and PCAs.

What do you feel is a safe amount of weight to lift on your own?

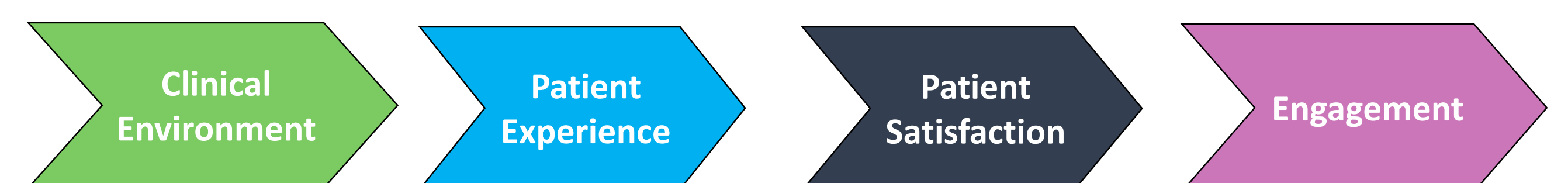


How do you normally move, lift or reposition a patient?



Results

Our Unit based safe patient handling program led to improved patient experience scores by 70%, sustained tier I employee engagement scores, reduced staff injuries by 100% and improved quality metrics such as a 60% reduction in falls and 75% reduction in pressure ulcers. Organizational commitment to safe patient handling philosophy and improved outcomes is vital. Leadership established a team approach which embraced shared decision making, communication and collaboration. These efforts have empowered and cultivated a patient centered environment, limiting risk of injury, while engaging team members to consistently use SPH devices.



The Collaborative care council developed a slogan to help remind all staff to utilize SPH equipment and prevent injuries.

Tap in to your resources, so you don't tap out!



Conclusion

Institute of Medicine recommends empowering all members of the healthcare team to engage in creating a culture that promotes patient safety. This recommendation is further validated by nursing research involving the effect of empowerment and the importance of consistent workplace strategies to promote staff and patient satisfaction. The nursing leadership team fosters an environment where the use of safe patient handling devices is the expectation and is evidenced by our outcomes.

