

SmartMove!

A renewed commitment to reducing manual
handling injury at Southern Health

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integrity • compassion • accountability • respect • excellence

Southern Health

Better Health for Our Community

Overview – a ten year journey

- SH has had a MH program since 2000 (Backsafe)
- Program review 2007
- New SmartMove! program April 2009

Background

1999/2000 pilot MH program – Nurse Back Injury Prevention Project (NBIPP) => marked decrease in claims cost at pilot sites

2000 Backsafe

- System developed by external consultancy
- Steering committee
- FT coordinator Nov 2001
- Backsafe facilitators
- Training ‘train the trainer’
- ‘Risky tasks’
- Gradual rollout

Program funding

- **1999-2000** DHS funded pilot – 7 depts
- **2001** \$100,000 equipment purchase. SH met backfill & admin costs
- **2001-2002** facilitator training from Dandenong Productivity Improvement Fund Project
- **2003** facilitators trained – 4 wards Kingston & Clayton – funded by NBIPP
- **2003-2004** implemented at Kingston following PIN
- Gradual rollout across SH & included non-nursing & non patient related MH
- Aug **2005**-June **2007** extra 0.5 EFT Backsafe nurse educator funded by DHS
- **2006** \$37,000 for facilitator training
- **2007** no identified budget for facilitator training or backfill

Backsafe review

Main findings

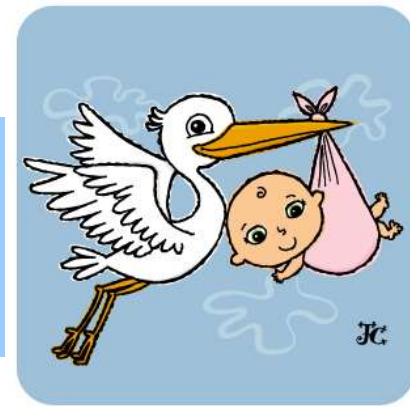
- Program under funded
- Facilitator perceptions – insufficient training / risk management expertise
- Lack of local manager support many areas
- Training rates 10-100%
- High facilitator attrition rate
- Failure to follow through identified controls
- Lack of governance structure
- Lack of KPIs
- Lack of consequences for non-compliance

Backsafe review

Main recommendations

- Refresh initial prime focus of risk management with appropriate strategic direction & resourcing
- Increase understanding, ownership & commitment re MH injury prevention
- Strengthen governance structures
- Employ specialist trainers
- Develop stronger functional links with OHS

SmartMove!



Commenced April 2009

- A holistic approach to worker health, safety & well being
- Based on best practice
- Imbedded in OHS / WFHSW
- Funded
- SM consultants
- Redesigned training programs
- Shared safety systems

Southern Health Strategic Plan 2010-2013

Goal 5: WORKFORCE, INNOVATION AND KNOWLEDGE

- **5.2: Enhance the health, safety and wellbeing of our workforce through the ongoing commitment to safety leadership**

ICARE

Integrity

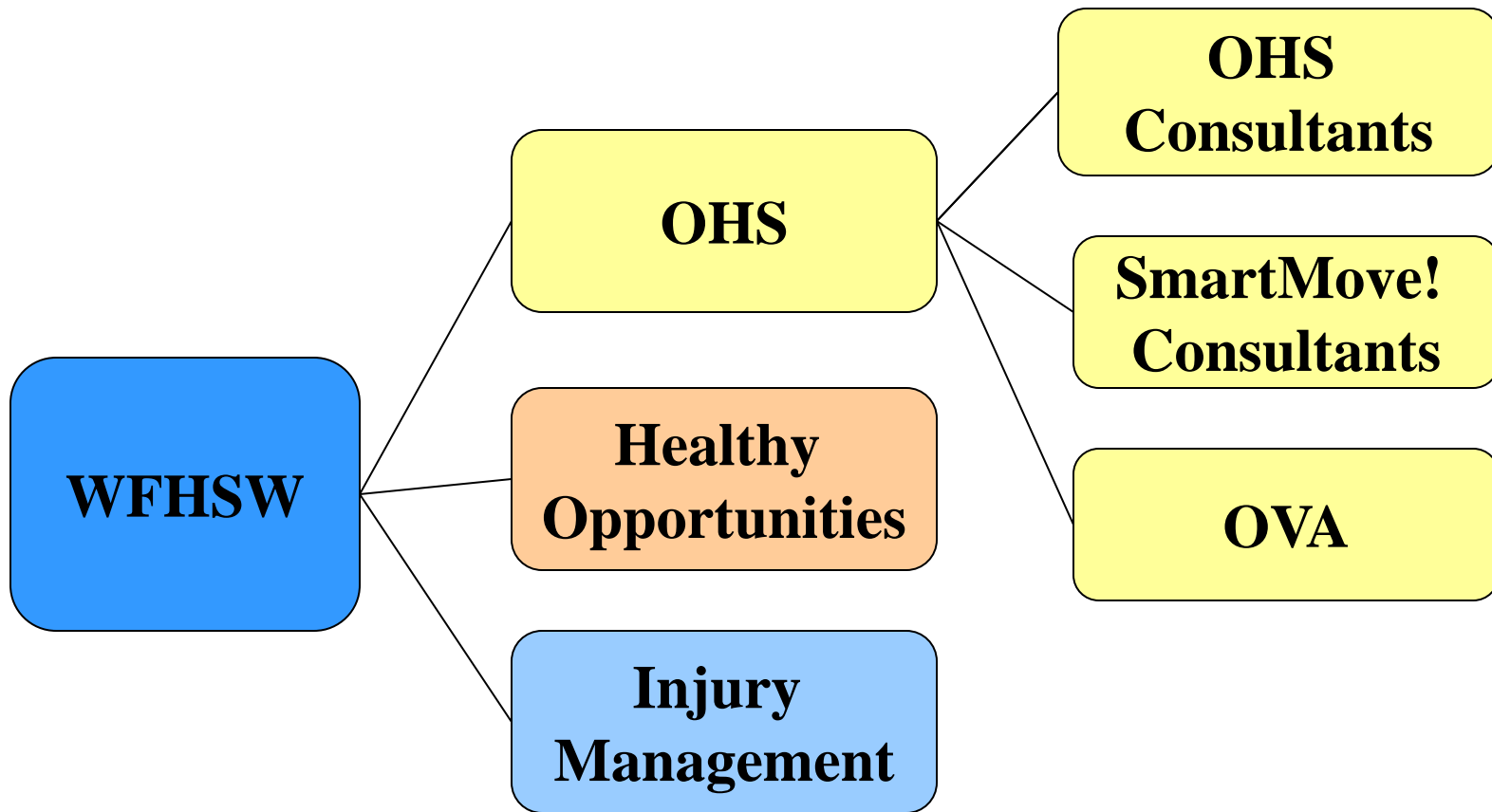
Compassion

Accountability

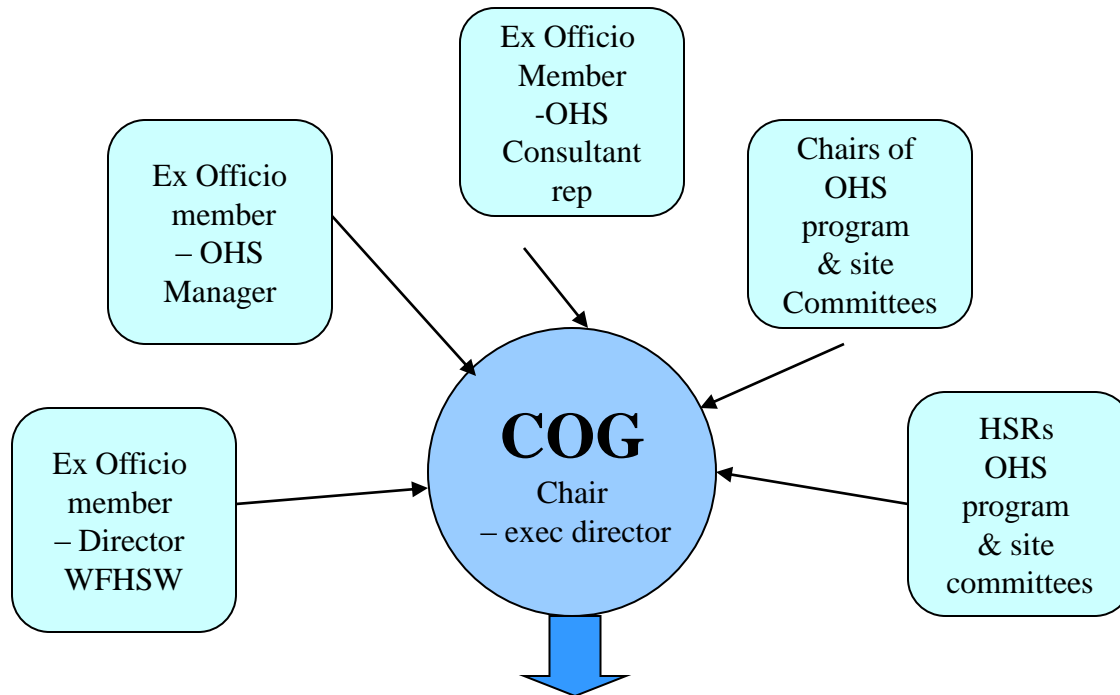
Respect

Excellence

WFHSW structure



OHS Coordinating Group (COG)



Quarterly reports to Executive Management team

SmartMove! team

Portfolios

- Site / program responsibility
- Marketing & communication
- Training
- Risk management
- Evaluation & auditing

Marketing & communication

- Program launch
- Visibility
- Relationships with stakeholders
- Intranet site
- Fliers, posters
- Training sessions
- Corporate induction
- Site & program OHS Committee meetings
- Safety Week
- Triple Care Week

Training

- On-line
- Practical
 - Induction
 - Clinical
 - Non-clinical
 - Combined
 - Office
 - Specialist groups
 - Workshops
- Managers OHS training
- HSR training



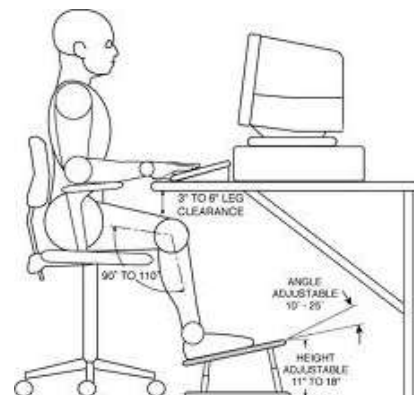
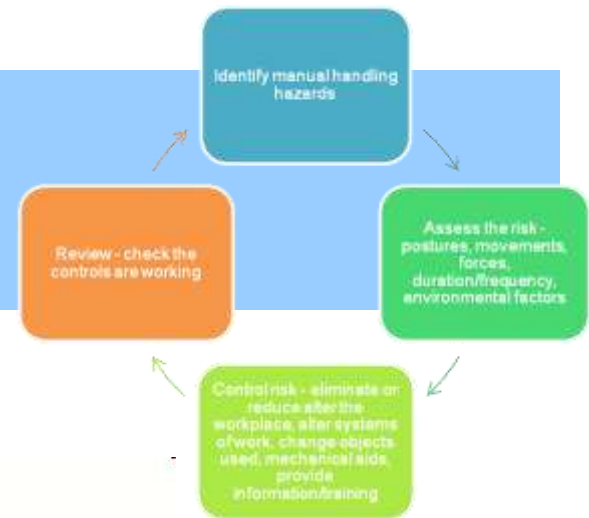
SmartMove! Physiotherapist & Occupational Therapist training



- Collaborative training development and delivery
- Risk management model
- Hierarchy of controls
- Application of safe postures & movements
- Problem solving
- **Achieving therapeutic outcomes**
- **Worker safety**
- Collaborative poster

Risk management

- OHS management system
- VHIMS reports
- OHS Committees
- Assist managers
- Assist HSRs
- On-line RA bank
- Equipment assessment
- Workplace inspections
- Ergonomic assessments



Auditing & evaluation

- Training data
- Training session evaluations
- SmartMove! program effect audits
- Equipment audits
 - Moorabbin pilot program

Team development



Results

- Trained - On-line > 9300, Practical > 4000
- Training evaluation
 - Overall approval, perceived new learning
 - Intention to apply both MH skills & risk management activities
- Program audits
 - Managers & workers more aware of responsibilities
 - Increased use of MH aids
 - Increased risk management activity & control implementation
- OHSMS reports
 - Increased risk management activity
- Claims numbers
 - Decreasing
- WorkCover insurance premium
 - Decreased by \$350,000 this year

Future directions

- Compliance with model legislation
- Training
 - Risk management & problem solving
 - Access - backfill
- Equipment
 - **Ongoing funding**
 - Organization wide audit, rollout Moorabbin pilot
- Access to information
 - On-line equipment register
- Bariatric patient management
- Compliance & vitality
 - Audit MH skill retention
 - **SmartMove! leaders**
- Retain priority status at senior management level

Conclusion

- SH has come a long way since 2000
- Continuum of improvement
- Best practice
- Imbedded in WFHSW holistic approach
- Strong governance systems
- Shared safety systems
- Strategic proactive approach to injury prevention
- Commitment to ongoing safety leadership