

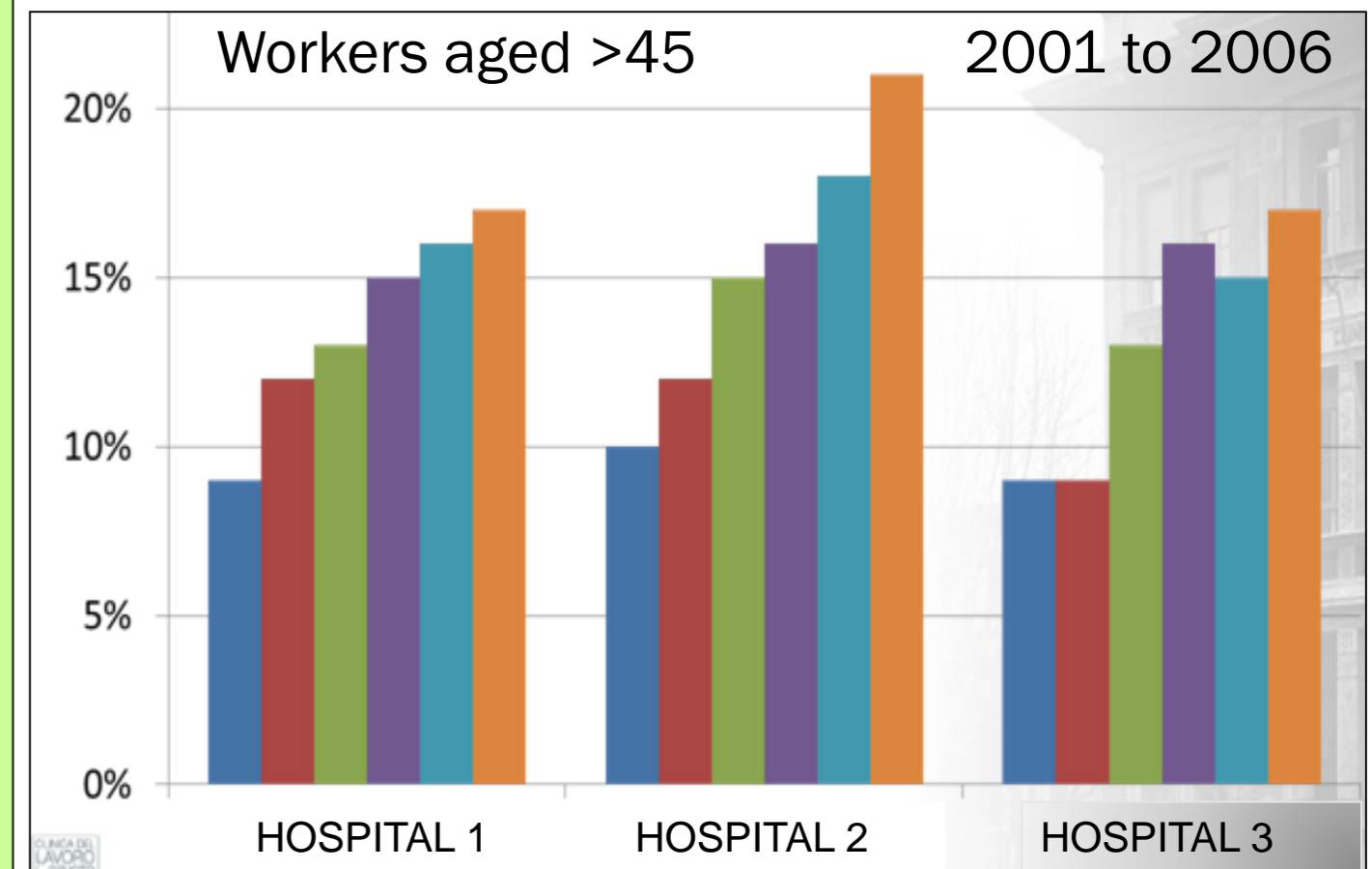
# ERGO COACHING: THE ITALIAN EXPERIENCE

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The Occupational Medicine Complex Operative Unit of Fondazione IRCCS Ca' Granda - Ospedale Maggiore Policlinico has been offering many training courses in **Ergonomics**, especially focused on the prevention of musculoskeletal disorders, to healthcare workers employed both at residential care facilities and at hospitals.

In Italy, as well as in Europe, the fact that more and more aged people are employed in health care is becoming of primary importance because of the risk workers are exposed to. The figure aside shows the increasing % of workers aged >45 employed in the wards of 3 major Italian hospitals (a study lasted 6 years).

The efficiency showed by other European countries (UK, the Netherlands, Finland) in prevention and safety of hospital workers led us to the training of Ergocoaches, following the guidelines defined by the Progress project of the European commission (<http://ec.europa.eu/progress>)



## ABOUT 100 ERGO COACHES TRAINED SINCE 2012

### MAIN GOALS:

- To train employed workers, who have specific competence for **continuing education training**, in the management of preventive strategies designed to reduce the Patient Manual Handling risk
- To acquire tools and methods with a view to a training plan within the company, considering all buildings, about the actual utilization of present devices and a subsequent test of their effectiveness.

### MAIN TASKS OF AN ERGOTRAINER:

- Be the joining link between the management and operators responsible for handling patients, for what concerns work organization and the choice of useful tools to reduce the risk
- Provide continuing education training to exposed workers
- Assist in patient handling risk assessment through ward analysis, which is the starting point in the study of work organization and operators training

### MAIN CONTENTS OF THE ERGO COACHES EDUCATIONAL PATH

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<b>1</b>	<b>EVALUATION OF ORGANIZATIONAL ASPECTS CONCERNING IN-WARD PATIENT MANUAL HANDLING (PMH) RISK</b>
Time Period A: (about one month)	Analysis and analytical tracking of patient manual handling activities with MAPO methodology
<b>2</b>	<b>CHOOSING ERGONOMIC EQUIPMENT TO REDUCE THE RISK: CRITERIA AND PROCEDURES FOR AN EFFECTIVE USE OF PATIENT HOISTS AND MINOR DEVICES. TRAINING: HOW TO USE THEM. SETTING-OUT OF PROCEDURES FOR THEIR UTILIZATION</b>
Time Period B: (about one month)	Drawing up of particular procedures to use devices for specific operations and different degrees of disability of the patients
<b>3</b>	<b>TRAINING OF THE OPERATORS: HOW TO STRUCTURE A TRAINING COURSE – STEP-BY-STEP GROUP DEVELOPMENT AND TEACHING PLAN</b>
Time Period C: (about 3 months)	Planning and giving a specific course addressed to healthcare workers (8 hours minimum and training on the job)
<b>4</b>	<b>TESTING THE EFFECTIVENESS OF PREVENTIVE STRATEGIES – UTILIZATION OF PROTOCOLS TO CHECK PROCESS AND RESULT</b>
Time Period D: (about 4 months)	Testing the preventive strategies used – drawing up of the final report/presentation
<b>5</b>	<b>ONE-DAY SEMINAR: participant's experiences concerning management of patient manual handling risk and handing out of ergocoach diplomas</b>

### ORGANIZATIONAL ANALYSIS

- Staff/Personnel responsible for handling and shift distribution (n° of couples performing patient handling)
- Tracking of manual/assisted handling operations during different shifts in order to set prevention strategies
- Summary/verification of described activities with the head nurse
- Observation of a pilot couple in order to verify operators' gestures during patient handling and the actual utilization of tools

#### «Assistance Intensity» Indicators

- Some indicators that could be used for single beds/patients.
- Not self-sufficient patient, totally noncooperative
- Patient with residual motor skills
- Old patient: supervise during position transfers
- Green:** Low → 1 carer + correct postures
- Yellow:** Medium → 1 carer + aids
- Red:** High → 2 carers + aids + correct posture



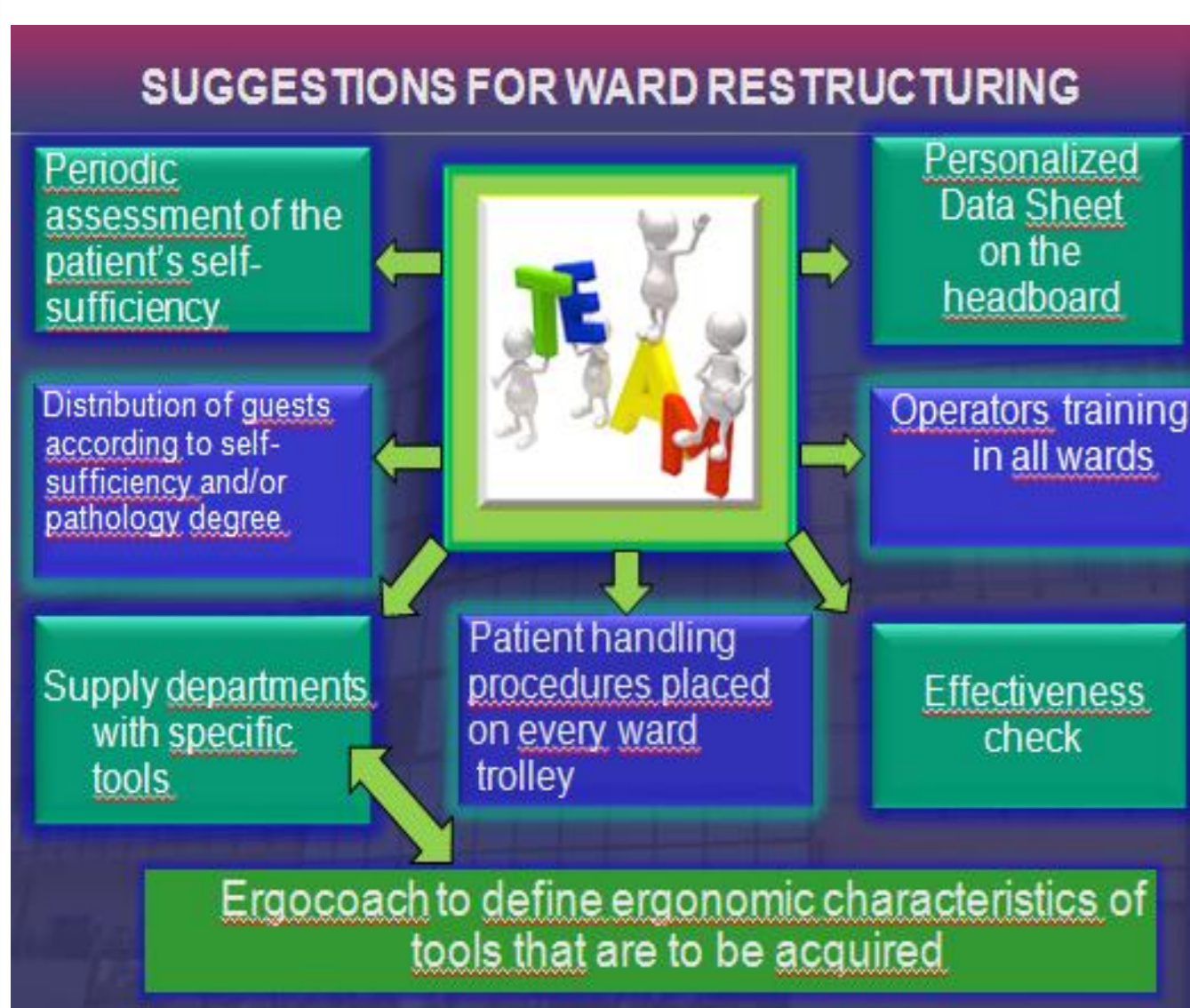
### GOALS OF THE ONE-DAY SEMINAR

- Participation/engagement of the management
- Results presentation by trained ergocoaches
- Formation of a company group responsible for a complete risk management

### OTHER SUGGESTIONS: THE ERGO COACH LIBRARY

- Collection of all organizational work analysis
- Results of all performed procedures of devices utilization
- Which course type seems to be more effective?

- On the job
- Theoretical and practical, with periodicity and effectiveness test
- Cooperating with prevention operators, physicians, etc...



### General purposes

- To improve work conditions (especially for «formerly young» personnel)
- To improve the quality of assistance
- Stress on gratification and reduction of low back injuries
- Financial saving
- More work to personnel with reduced work abilities

### Conclusions

Such training plan requires time and financial resources. However, the skills showed by healthcare workers in the organizational analysis, as well as compiling procedures and training courses, shows how Ergocoaches could play a major role in the prevention of patient manual handling risk. Great results can be expected.