



THE RIGHT FIT



CarePartners – *well ahead*

- Provides an array of home healthcare services (personal support, nursing, therapies) to support all populations.
- Deliver the highest standard of quality care to over 70,000 patients across Ontario
- Majority of service is in the patient's residence



CarePartners – well ahead

- 5500 employees across Ontario
- 4700 work in the community
- Isolated workforce
- Limited to equipment that can be used in the home
- High number of patients with mobility issues – complex care



MSD's for CarePartners

- Mirror the statistics for health care in Ontario
- 50-55% of injuries reported are MSD injuries
- 95% of MSD injuries are to Community Support Workers



MSD's for CarePartners

- Strategies to reduce MSD's
 - Amendment of employee introduction (orientation and training) includes hands on demonstration and practice
 - All in-services use adult learning principles have a hands on and demonstration components
 - Fast Facts and information blitz's
 - Employee review of lifting tasks at the patient's residence while service is taking place
 - Training of best practices to supervisory staff on reinforcing safe behaviors
 - ***New candidate screening tool specific to body mechanics lifts and transfers***



Screening Tool

- Questions asked by Operations Team,
“Are we hiring the right people?”
 - Understanding of how to apply body mechanic standards to task
 - Employee response to corrections and reinforcement
 - Carry over of knowledge into orientation/training



Screening Tool

At the interview before selection

1. Scenario of pivot transfer bed to chair
2. Describe the situation including patient responses (weakness, tendency to fall) and cues
3. Live demonstration of candidate to interviewer/manikin/box of pivot transfer
4. Observation and checklist
5. Correction and reinforcement assessed



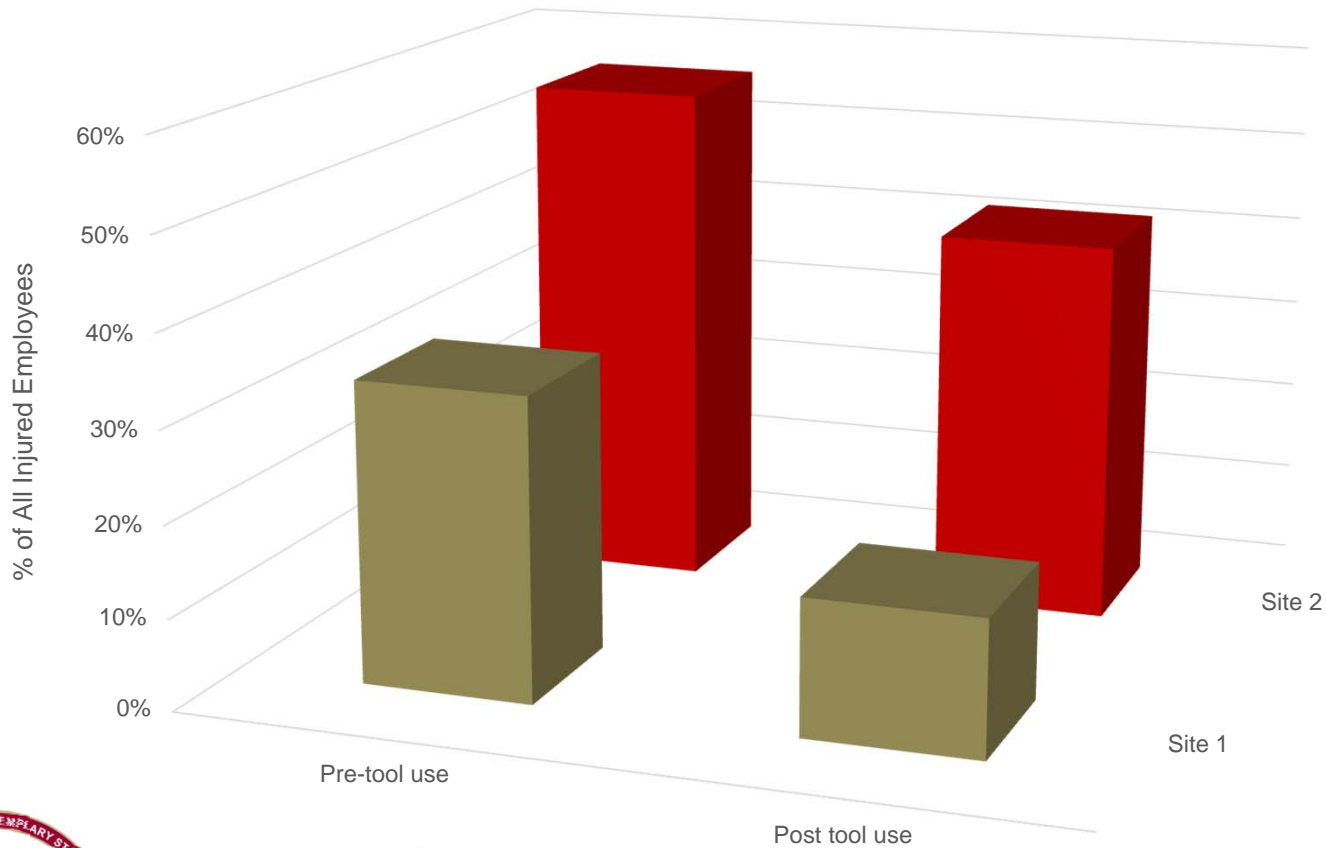
Tools and Methods

- Specialized training to hiring supervisors and HR Administrators
- Instructions sheets and checklists
- Success/failure indicators
- Included in the interview process



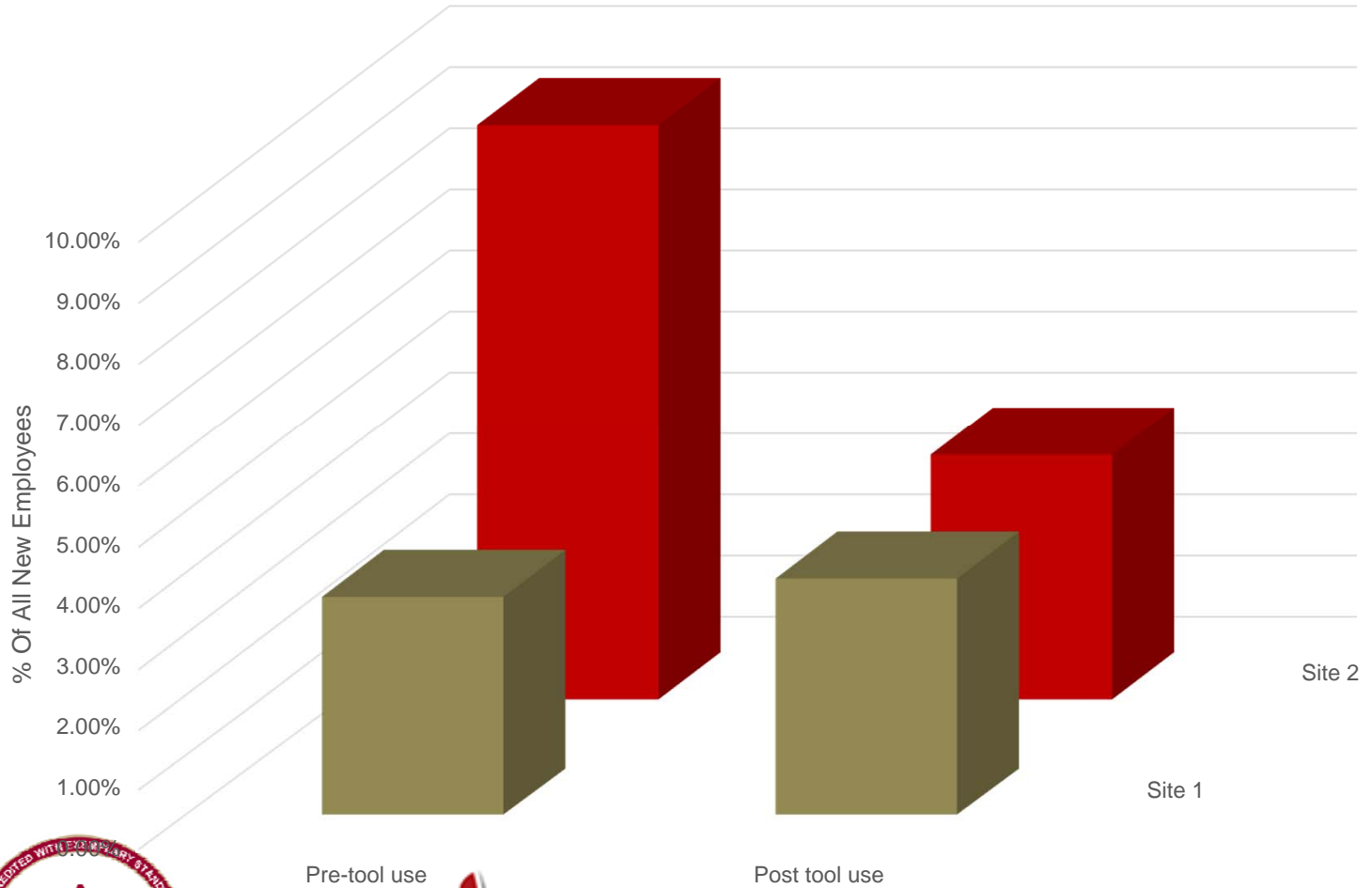
Data

% OF INJURED NEW EMPLOYEES
OF ALL INJURED EMPLOYEES
TIME FRAME 01/01/2014 TO 31/03/2014



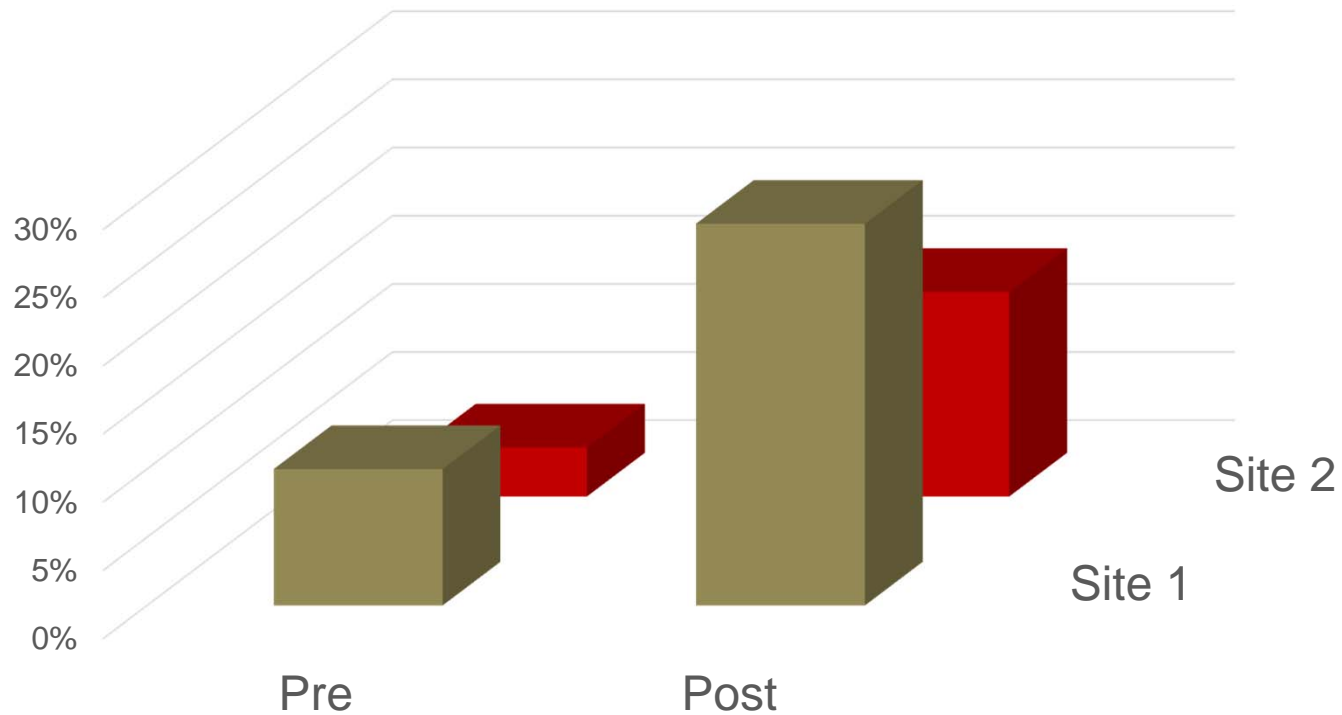
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% OF NEW EMPLOYEES INJURED
OF ALL NEW EMPLOYEES



Data

CANDIDATES WHO WERE NOT HIRED



Anecdotal Information

- Realistic job experience
- Sorted out who could not apply the knowledge
- Reaffirmed that most candidates knew what to do with limited instructions
- Reinforced what CarePartners expects in terms of body mechanics
- Takes more time to interview
- More thorough interview
- Would like a technology based method



What We Learned

- Appears to be a successful tool to reduce injury rates
- Improve the tool to make more usable and computerized
- Apply to all sites
- Cannot stand alone needs to part of a whole MSD prevention strategy



QUESTIONS

