

Henry Ford Health

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Quality Expo 2024

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3-12-2024

Project #67: Utilizing Human Factors and Ergonomics Approach to Improve Workforce Safety at Henry Ford Hospital

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Recommended Citation

Salazar, Jessica; Efremov, Megan; and Verma, Swati, "Project #67: Utilizing Human Factors and Ergonomics Approach to Improve Workforce Safety at Henry Ford Hospital" (2024). *Quality Expo 2024*. 64.

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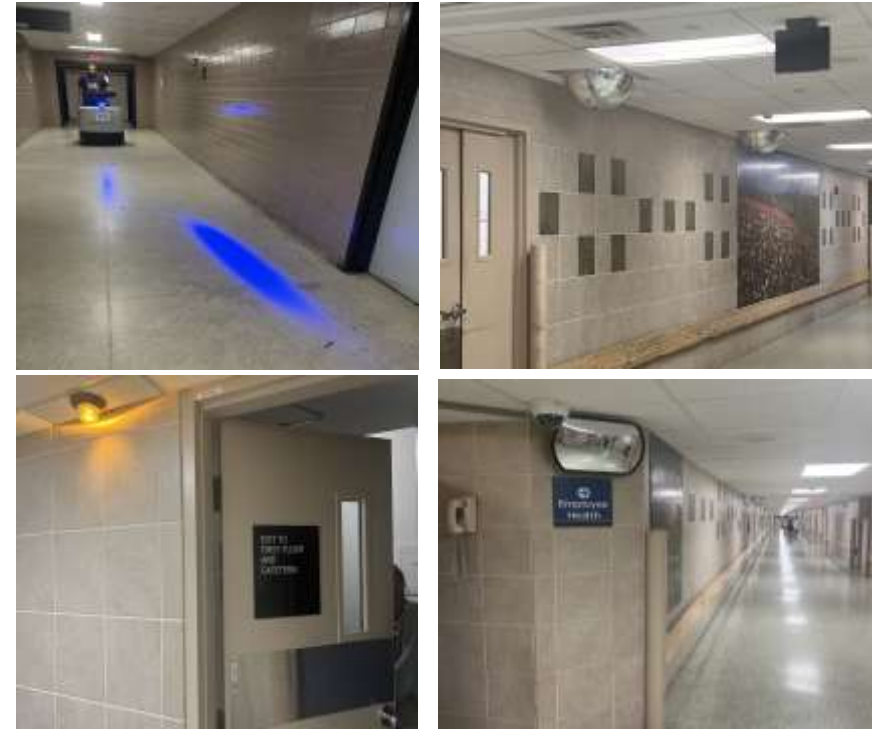
AIM

A physically and psychologically safe staff is essential to providing high-quality care that meets the needs of patients. We have utilized a human factors and ergonomics approach to reduce the high incidence of injuries to our staff related to slips/trips/falls or struck by injuries from equipment throughout the basement. Through the implementation of a variety of initiatives our goal was to reduce struck by and slip, trip, and fall incidents by 10% each year.

ACTIONS TAKEN – HUMAN FACTORS & ERGONOMICS

For Struck by/Contact with Injuries –

- Blue light warning system on all powered industrial vehicles used in the basement.
- Stickers on powered industrial trucks that warn pedestrians to remain at a safe distance.
- Lighting above basement entry/exit doors to alert drivers that a pedestrian is entering the working area
- Convex mirrors in additional locations and crossways for increased visibility for drivers and pedestrians
- “Go SLOW” campaign to remind employees to (Stop, Look, and Observe surroundings, before Walking)
- Re-route pedestrian walking path out of the basement to new location on 1st floor
- Discourage use of cellphones and minimize distractions while traveling through the basement

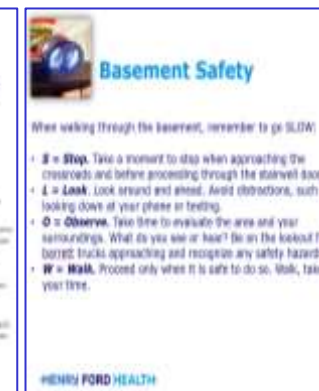


For Slip/Trip/Fall Injuries –

- “Walk like a penguin” campaign
- Partner with a shoe supplier to make safe/slip resistant footwear more affordable and accessible – “Shoes for Crews”
- Encourage use of wet floor signs and making them more accessible
- New spill kit ordering process to ensure spill kits are always available
- Spill kit pick up day where departments could pick up a spill kit and receive on the spot training

Ongoing work on reducing injuries for Strains/Sprains –

- Encourage stretching before shifts to reduce strains and sprains for employees pushing/pulling patients, equipment, carts, supplies etc.
- Ergonomic assessments for high-risk locations and new processes established to prevent injuries. E.g., in the docks recommendation to use conveyors, reduce the amount of people lifting boxes, storing heavy items on bottom shelving, etc.



RESULTS

31% reduction in related injuries from 2020 to 2023

Comparison of Injuries* Reported in 2020 vs. 2023

	2020	2023	% Improvement
Employee Injuries	16	11	31%

**Injuries to our staff related to slips/trips/falls or struck by injuries from equipment . Does not include injuries related to Strains/Sprains*



KEY LESSONS LEARNED

- For successful implementation and continual improvement there must be buy in from employees at all levels.
- Involving staff in the solution and listening and responding to their suggestions help build trust and a sense of community amongst employees at all levels.
- Encouraging early/near miss reporting and proper follow up contributes to a strong safety culture.