



九龍東醫院聯網
KOWLOON EAST CLUSTER



Staff Competency Program in Manual Handling Operation (MHO) Management

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OSH in KEC – An Overview

- KEC is the first cluster with full time OSH Team under HR to look after OSH in 2008/09
 - This provides end to end service – from identification of risk, provision of training, employee compensation, staff caring, and return to work support
 - We lead OSH, with shared vision & shared values
 - We ensure colleagues safety at work because - we care about people, with commitment and passion
 - We develop OSH structure and Safety Management System

OSH in KEC – An Overview

- Injury On Duty (IOD) in KEC
 - Representing an overall decrease in 41% in no. of IOD cases per 100 staff since 2008/09



Staff Competency Program in MHO Management

- MHO: A Focused issue:
 - MHO-related injuries
 - Ranked the top three in KEC
 - Took extra sick leave days
 - We targeted Nursing and Supporting staff who heavily involved in MHO tasks
- Started the above program since 2009





Objectives

- To reduce MHO-related IOD and sick leave
- To enhance staff competency of MHO skill



our Journey



九龍東醫院聯網
KOWLOON EAST CLUSTER

Our Journey

Key features:

- Engage right people
- Identify causes of injury
- Develop and implement right strategies on high risk MHO tasks
- Ensure compliance to safe practices
- Promote safety culture and build ownership
- Support and take care of the injured staff
- Monitor and review the program regularly



1) Engage right people

Experts in Ergonomics

- They provide professional inputs in MHO in working group

Frontline workers and supervisors

- They know the best on their respective work tasks and environment
- OSH Team engage them together to analyze causes of MHO-related injuries and identify high risk tasks at their workplaces

2) Identify Causes of Injury

- Targeted Nursing and Supporting who are heavily involved in MHO tasks
- Walk through high risk MHO tasks with experts, supervisors, and frontline staff
- Help supervisors and frontline staff identify and recognize risks such as patient's readiness to be transferred, communication between staff and patients, posture, environment

Bed
to
Chair



Stretcher
to bed
transfer



Lifter operation (Bed to Chair)



3) Develop and implement right strategies on High Risk Tasks

- Work out agreed safety procedures, e.g. collection of linen bags



- Stabilize door
- fully open the cover
- fix the rim with cover
- tie the bag below the linen frame
- pull bag out with both hands

4) Ensure compliance to safe practices

- Proper and extensive training - skill transfer and behavioral change with demonstration and assessment
- Reinforcing onsite supervision by supervisors to sustain training effect, own the safety responsibility by the units, and ensure safe behavior

體力處理操作 - 安全行爲觀察清單
觀察的工序: _____

行爲觀察記錄日期: _____ 時間: _____

觀察員姓名: _____ (職位: _____) 員工姓名: _____ (職位: _____)

基督教聯合醫院
2011/12 年度 體力處理操作覆修訓練
支援人員(護理工作)

回饋覆習: (抽樣)

	審核人員姓名	審核人員簽署
<input type="checkbox"/> 病人轉移 (1人) + 推輪椅		
<input type="checkbox"/> 病人轉移 (2人) + 推輪椅		
<input type="checkbox"/> 病人轉移 (床上轉身/上下轉移) + 推輪椅		
<input type="checkbox"/> 病人起重機 (床 ↔ 輪椅)		
<input type="checkbox"/> 病人轉移 (床 ↔ 床)		
<input type="checkbox"/> 其他:		

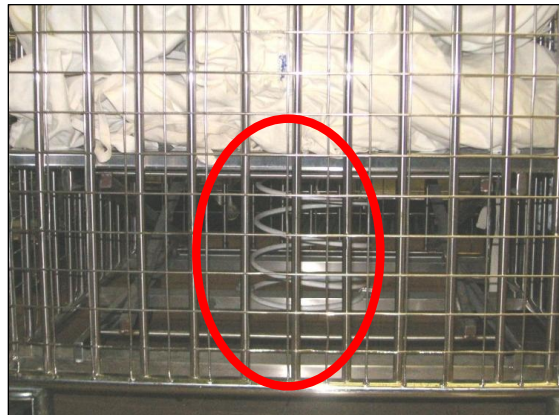
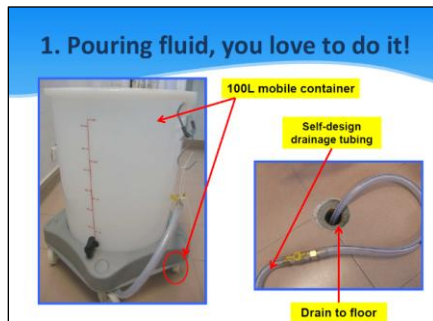
改進/改善建議

觀察清單, 以加強體力處理操作的臨



5) Promote safety culture and build ownership

- Promote pre-work stretching exercise
- Coordinate recognition scheme for self-initiated improvement projects



6) Support and take care of the injured staff

Collaborate with OMCS

- Fast track treatment and rehabilitation
- with necessary work-task/environment modifications to facilitate earlier return to work





7) Monitor and review the
program regularly

Results

Extensive coverage of training

- Initial coverage of around 76% targeted colleagues in 09/10 and 10/11
- Training videos for departments' trainers
- Since 2010/11, tailor-made refresher training to suit particular needs of targeted staff and departments

Results (II)

OSH Survey in Dec 2011

- To understand colleagues' feedback on OSH

No. of Survey return received	<u>Agree / Strongly Agree</u> overall effectiveness of existing OSH Program	<u>Agree / Strongly Agree</u> confident to do job safely	<u>Agree / Strongly Agree</u> felt satisfied with my job needs at work
415	63%	67%	63%

九龍東醫院聯網
職安健推廣活動問卷調查

職安健組現正諮詢同事們對職安健推廣活動的意見，請各同事於2011年12月
前填寫以下問卷並交回基督教聯合醫院K座12B職安健組。

本調查旨在收集職安健組意見，於截止後，職安健組會按照問卷上的姓名
交回問卷(回答問卷上全部問題)的同事送上小禮品乙份!!

請將一切內容只供此調查及分析所用，並不會向部門透露。

TKOH HHH 職系： 醫務 護理 專業醫療
 管理及其他專業 文書、秘書及支援服務

職級：

服務年資： 年

職安健活動成效評估

	極不同意 ←						→ 極同意				
	1	2	3	4	5		1	2	3	4	5
1. 有助改善工作環境的安全	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 令上司加強工作間的安全管理	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 令我更有把握安全地工作	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 與我的工作需要很貼切	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. 能滿足我工作安全的需要	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. 是我與同事或朋友談論的內容之一	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. 推動我在工作期間做好安全準備/措施	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

丙部：對職安健活動的建議及期望

Results (III)

Reduction in IOD rate and IOD days lost rate

	No. of cases per 100 staff		Days lost per 100 staff	
	2008 / 09	2012	2008 / 09	2012
MHO-related IOD				
KEC	2.04	0.88 (↓ 57%)	138.87	122.82 (↓ 12%)

The MHO program honored Winner Award in HMA 2012



13 papers accepted by HA Convention (since 2009)

Results (IV)

- As invited speakers
 - “Staff Wellness Program” & “CQI Program - MHO Program” at HA OSH Conference 2011
 - ”Safety enhancement program for hospital facilities and laundry plant” at Sharing Seminar of Civil Services Bureau 2011
 - “MHO Improvement Projects in Operating Rooms” at HA OSH Sharing on Ergonomics Improvement Program 2012



Results (V)

- “Safety enhancement program for hospital facilities and laundry plant” honored Bronze Award in 2011 by Hong Kong Occupational Safety and Health Council (OSHC)
- 9 colleagues honored different awards (Merit to Gold) in The Best OSH Employee organized by OSHC and Labour Department



The Way Forward

- Invite experts to enhance Control Landing Skill at MHO training
- Work with high incident departments to make and implement improvement plans
- Implement post-incident re-training & supervision
- Reorganize labeling for handling objects



Conclusion

Conclusion

- Less injury and manpower loss
- Healthier, happier, and more committed colleagues
- Safe environment ensured
- Harmonious staff-patient relationship

3. Bend your back, we say bad!



Adopted as equipment accessory
Cost HK\$14400

Initiate device aids
Get supplier support
Full sponsorship x 15pcs



Conclusion

Key success factors:

- Shared vision and values
- Senior management support
- Proper staff engagement and strategy
- Ownership by different levels of staff
- Regular review and monitor





Everyone

We treasure

Thank You!



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Q & A

