

# Buy-In Strategies at All Levels to Promote a Culture of Safe Patient Handling

**Kelly Moed MSN, RN-BC, CSPHP**  
Staff Development Instructor  
Co-Chair Safe Patient Handling Committee  
Staten Island University Hospital  
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**NYSPFP Webinar**





Upon completion of this session  
the learner will be able to:

1. Identify key stakeholders who can impact SPH Program success or failure
2. Discuss strategies to achieve buy-in from management, frontline staff, patients and families
3. Recognize opportunities for learning and program enhancement through After Action Reviews
4. Describe the importance of training and education as an ongoing SPH activity

**Successful culture change is  
a gradual process.**



# Communication

## *Keep all Stakeholders Informed*

Any stakeholder has the power to stop the program at any moment.



## Facility SPH Committee Focus

# Changing Culture of Facility

- Buy In from all management & frontline staff
- Education
- Positive problem solving



## Skills and Knowledge

# *Needed by SPH Committee Members*

- Understand SPH program goals and be able to articulate to others
- Interdisciplinary composition of team is vital so that information is readily available





# Embedding SPH in a Facility

## *Starting with SPH Committee*

- Meet regularly (no cancelling)
- New or replacement members become knowledgeable of SPH goals
- Incident Investigation and After Action Reviews provide learning needs
- Front line staff are resources
- Give members opportunities for continuing education
- Report SPH Program information at other leadership meetings





# Buy-In Strategies: Management

Find out what an individual leader responds to?

- \$\$\$\$ (CFO)
- Mobility
- Safety (Patient & Staff)
- Retention of Staff (CNO)

# Buy-In Strategies: Management

## Accountability

- Investigation of an Injury or Breach in SPH Practice
- After Action Review
- Corrective Actions if deficiency (re-education, training, new device)
- Performance evaluations

# Buy-In Strategies: Patient and Family

- Health and Wellness Expo
- Posters
- Pamphlets
- Teachable Moments
- SPH Olympics

# Buy-In Strategies: Frontline Staff

**Caregiver Participation is the key to success.**

- SPH Committee
- Champions in each area
- Equipment choices and solutions (trials, equipment fairs, etc.)
- Policy and procedure development

# Buy-In Strategies: Frontline Staff

- Interactive training with feedback
- After Action Reviews and Safety Huddles
- Encourage staff to identify & report potential barriers

# Staff Training

## Key Elements to include:

- Instructor Buy-in
- Front Line Management Accountability
- Comprehensive & interactive
- Facts & data
- Hands On Equipment Training
- Identification of high risk ergonomic situations
- Scenarios

Education and training is an ongoing activity!

# Training: When

- Orientation
- Annual Review
- Maintaining competency
- New Device
- On unit as needed
- Off Shift training
- Website for 24/7 access
- Breach in SPH Practice
- Re-training following an incident or return from an injury



# Training Advice

- Regular meetings with Training Team
- Feedback to Safe Patient Handling Committee as well as Safety Committee
- In-house Trainers for “round the clock”
- Dedicated equipment and space
- Keep up with technology
- Recognize that habits are hard to break!

# Thank You!

Kelly Moed MSN, RN-BC, CSPHP  
Staff Development Instructor  
Nursing Education and  
Professional Development  
Staten Island University Hospital  
KMoed@northwell.edu