




Inherited Process Map



4 


Legacy Process

- Multiple departments addressing different aspects of ergonomic assessments and concerns
 - 6 different ways to request an ergonomic assessment/review
 - Employees and supervisors unaware or uncertain of procedure to request assessments
 - Requests not uniformly tracked
 - Different assessment criteria and procedures
 - Different report formats
 - Findings/recommendations not always appropriately shared with departments responsible for implementation
- Inconsistent follow-up on assessments and recommendations
 - 30% of requests to purchase ergonomic equipment or furniture go unfulfilled due to departmental budgetary constraints

5 

Legacy Process

- Procedure to address accommodations with ergonomic factors unclear (i.e. ADA)
- Liability/safety concerns associated with purchase of non-standardized/non-approved equipment or furniture

6 

Legacy State in Pictures

7 Division Name or Footer

Key Changes and Benefits

Key Change	Benefit
Single Point of Entry	<ul style="list-style-type: none"> Higher capture rate Decreased confusion Timely responses
Standardized Self Assessment	<ul style="list-style-type: none"> Snapshot of issue Remedy discomfort before becomes an issue
EH&S Triage Point	<ul style="list-style-type: none"> Ability to capture and track all cases Refer to proper care provider (right person, right place, right time) Notification of key departments to reduce risk
Standard Assessment & Reporting Tool	<ul style="list-style-type: none"> Standardized outcomes

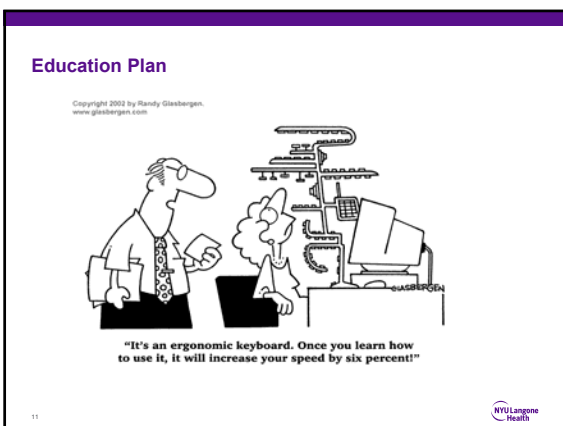
8

Key Changes & Benefits

Key Change	Benefit
Ergonomic Standard Products	<ul style="list-style-type: none"> Reduced Liability with non-approved items Discounts related to products order through proper channel Interdisciplinary team to analyze products
Notifications	<ul style="list-style-type: none"> Ability to track Ordering status (order, delivery, return Y/N) Notify necessary groups re: equipment (OHS, EH&S, Supervisor)
Follow-up Assessment	<ul style="list-style-type: none"> Customer/ employee satisfaction Employee retention Employee education
Stronger Culture of Awareness & Safety	<ul style="list-style-type: none"> Healthier workforce with access to resources and education

9





Education Plan

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Objective (initial):
To develop and deliver a generic ergonomics educational program targeting the following groups:

- o New hires and all employees (basic awareness of ergonomic risks)
- o Managers and leadership (101 on our new ergonomics process model)
- o MCIT desktop teams (basic workstation ergonomics with orientation to hardware design/installation best practices)
- o Clinical Staff at OHS (identification of MSK problems related to ergonomics)

Tools:


- o Screen saver
- o Add ergonomic information to new hire orientation
- o FOCUS training in ergonomics prevention
- o Relocation "Welcome Packet" with ergonomic tip sheets
- o Face-to-face training tailored specifically to groups of employees identified as high risk of "injury" and champions


12

NYU Langone Health

Key Action Items/Next Steps


- Intake
 - Email Address (ergonomics@nyumc.org)
 - EHS link under HR Portal (content on safety at work portal)
 - Creation of ergonomics distribution list w/ automated response to staff
 - Identify key searchable Words
- Standardization of Content And Forms
 - Electronic Self Assessment
 - Triage Criteria
 - Ergonomics Report
- Creation of Educational Content



13 

Key Action Items/Next Steps

- Furniture, Hardware, Equipment
 - Steering Committee
 - Standardized furniture and equipment (leverage purchasing opportunities)
- Future Enhancements
 - Explore opportunity to automate purchase of standard equipment and furniture i.e. MCIT Express
 - Explore opportunities to automate process



14 