

NYULH – Proposed Ergonomic Process

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Presentation Overview

- Background
- Processes in place
- Key Changes & Benefits
- Key Action Items & Next Steps
- Education Plan
- Measures of Success
- Questions?

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Charter Summary For: Ergonomics Enterprise Review and Remediation Process	Project Dates: 11/27-11/29
Project Mission: To standardize and streamline the Ergonomic Evaluation and Remediation Process to promote healthier workspaces which alians with the Institution's HRO coals	Champion: Vicki Match Suna (SVP, RED+F) Nancy Sanchez (SVP, HR)
Backgroundi/Problem Statement: - Currently there are multiple departments responsible for addressing different aspects of ergonomic issues (EH&S, OIOC, Occopation) Health Services, RED+F, Risk, Hospital Operations etc.). This has corribbated to inefficiencies and confusion - Several departments conduct assessments, using different procedures, and often without the knowledge of the other	Sponsor: -Paul Schwabacher (SVP, RED+F) Team Leader(s): Fred Alvarez (RED+F), Marta Figueroa (EH&S),
public public	Team Members: Alero Campino, Cirister OCC; Kital Coast-Black (2s. Mg of Ergonomic Services, OIOC Finance Simbley (Pleaseth Assistert, OIOC) Kital Pratis (2s. De of Throngy Services, Plast Nocko Dels Ergologies Relations, 41, 814 Simanon Jetter (Violens Comp Program, 149) Simanon Jetter (Violens Comp Program, 149) Sanche Ero, Gilleron Herold Specialiste, EELP-1 Salvicha Sime (Environmental Specialiste, EELP-1 Salvicha Sime (Environmental Specialiste, EELP-1 Joseph Sharell (Art of Tah. Mgr. McCF) Audrey Salvice (Associato Director, OHS) Audrey Salvice (Associato Director, OHS)
 Develop process for employees who present with represent sizes during arrupal assessment is identify needs and otherwy for customers who have medical prescriptions for regornaries accommodations and/or assessments. Cliarly define process connections and triggers (appropriate triage points) between EHAS, OIDC, Rusk, OHS, Departments, REDAF and HR. Develop as process where 100% of all exconomic results are tacked. 	Subject Matter Experts: Daniel Driesen, Legal NYU Brooklyn, HR, OHS & PTOT
	Supportive Leadership: David Olbren; SVP; LOH Heen Masser (Director of Employee Wellness, Workt Ite and Employee Safety Programs, HIY) Steven Salvat, MD (Medical Director, OHS) Isabel Goldberg (Senior Director, EH&S) David Resmick (RED-F)
From employee request to the time the ergonomic request is remediated or addressed (All Enterprise) (inclusive of follow-up) Monument(s): 1) HR policies / constraints 2 All Requests must flow through EH&S 3) All employees with clinical	Mike Phillips (Infectious Diseases) Mark Pollard, VP, Hospital Operations Black Baltie: Nilses Perry

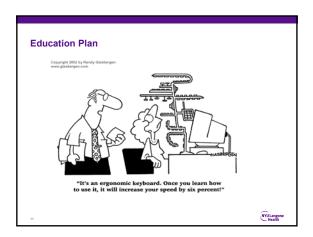
Inherited Process Map	
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Legacy Process	
Multiple departments addressing different aspects of ergonomic	
assessments and concerns o 6 different ways to request an ergonomic assessment/review	
 Employees and supervisors unaware or uncertain of procedure 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	
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Legacy Process	
Procedure to address accommodations with ergonomic factors unclear	
(i.e. ADA)	
Liability/safety concerns associated with purchase of non- ctondersized from conveying descriptions to first true.	
standardized/non-approved equipment or furniture	

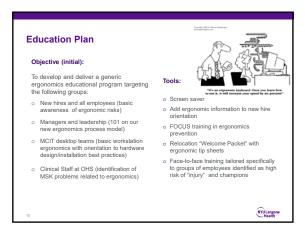
Legacy State in P	ictures	
7 Division Name or Footer		NYULangone Health

Key Change	Benefit
Single Point of Entry	Higher capture rate Decreased confusion Timely responses
Standardized Self Assessment	Snapshot of issue Remedy discomfort before becomes an issue
EH&S Triage Point	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	Standardized outcomes

Key Change	Benefit
Ergonomic Standard Products	Reduced Liability with non-approved items Discounts related to products order through proper channel Interdisciplinary team to analyze products
Notifications	Ability to track Ordering status (order, delivery, return Y/N) Notify necessary groups re: equipment (OHS, EH&S, Supervisor)
Follow-up Assessment	Customer/ employee satisfaction Employee retention Employee education
Stronger Culture of Awareness & Safety	Healthier workforce with access to resources and education







Key Action Items/Next Steps

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



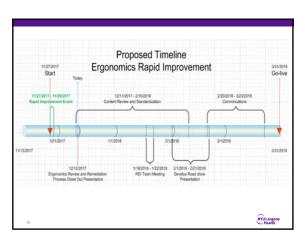
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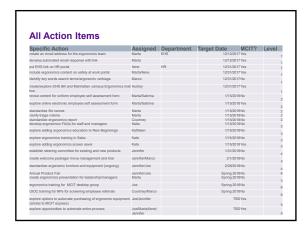
Key Action Items/Next Steps

- Furniture, Hardware, Equipment
 - o 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
 - o Explore opportunities to automate process



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Measures of Success

- Reduction of time and resources with new processes
 - o From identified need to request fulfilled (and all time points in between as defined by the new process)
- · Customer Satisfaction
 - o Managers and employees who go through ergonomic evaluation process
- Productivity
 - o Pre-intervention self assessment and post intervention of time lost from work due to ergonomic discomfort
- Cost Avoidance/Savings
 - \circ $\;$ Number of worker's comp claims avoided by early intervention
 - o Medical and Indemnity costs avoided
 - $_{\odot}\;$ Long term-Reduction of WC premiums resulting from less claims reported
 - o Long term-Reduction of WC premiums resulting from having an organizational ergonomic program; education and training



Questions?		
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