



Improving Your SPHM Program

Many organizations believe they have effective Safe Patient Handling and Mobility (SPHM) programs in place. Whether formal or informal, these programs can be effective in controlling SPHM claims. But when thinking of your own organization's current program, consider:

- How effective is it?
- Do you continue to experience SPHM-related claim activity?
- Are these claims often discounted as unusual circumstances or anomalies to your program's controls?

If you are having SPHM claims, there may be gaps in your program that need to be addressed.

UnitedHeartland.com
1-800-258-2667

UH UnitedHeartland

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How to Get Started

Your United Heartland Loss Control representative is committed to assisting you in the reduction of employee injuries and can share the expertise and insight needed to help you develop and implement an effective SPHM program. Learn more about our Safe Patient Handling Program and Mobility Guidelines and our team of specialists today by contacting us at 1-800-258-2667.

How UH Can Help

Because of our 20 years of experience in working with health care and long-term care facility customers, United Heartland's Loss Control team has developed a series of SPHM best practices that produce results. We've defined the critical elements that can help your staff avoid injuries while performing patient transfers, repositioning and assisting with ambulation. Our SPHM Program Improvement Process achieves this by providing the following:

- Objective Patient Transfer Criteria
- Quality Assurance Program
- SPHM Education & Training Systems
- Employee Mentoring & Coaching
- SPHM Equipment Inspection & Maintenance
- Procedures for Obtaining Equipment (for home health care or hospice service customers)

Steps to Improvement

Our team of safety specialists also provides other evaluation methods to thoroughly review and improve your SPHM program, including:

- **Workers' Compensation Loss Analysis** – A review of where patient transfer, handling and ambulation injuries are occurring.
- **Written SPHM Program** – A review of your current written program, including its development and evolution, to assess how effectively it has been implemented.
- **Transfer Observations** – We accompany you on tours of your facility to observe how transfers are conducted.
- **Staff Feedback** – During the tour and observations, we collect feedback and insights from your staff on their impressions of the SPHM program.
- **Train the Trainer** – We attend and participate in your SPHM training sessions.

When this review is complete, we'll work with you to develop an SPHM improvement plan that is customized for your particular needs and outlines the incremental steps needed to reduce injuries. United Heartland Loss Control representatives will then conduct follow-up meetings to ensure the plan is implemented effectively.

