



Safe Client Transfers and Assistance

Protecting your team. Protecting your clients.

If your organization cares for individuals needing physical assistance, it's important to have a written safe client transfer and assistance program in place. It's even more critical to put the program into practice on the job every day.

How We Can Help

Our team of experienced safety professionals are specialists in safe client transfers and can provide tremendous expertise as you implement and reinforce the elements of your program.

We can:

- Help you reduce injury potential for clients and caregivers during transfers
- Provide an objective, easy-to-understand means of evaluating client transfer needs
- Provide training on consistent techniques for assisting, repositioning or transferring clients
- Facilitate the safe use of transfer aids and equipment
- Assist in objectively evaluating adherence to the program

UnitedHeartland.com
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 UnitedHeartland

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United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. All policies are underwritten by a licensed insurer subsidiary of AF Group.



Resources

In addition to United Heartland's guidelines for safe client transfers, consider the following resources to assist you in program development:

- Centers for Medicare and Medicaid Services: "Patient Assessment Instrument"
- OSHA: "Guidelines for Nursing Homes — Ergonomics for the Prevention of Musculoskeletal Disorders"
- Health Care Health & Safety Association of Ontario: "Handle With Care — A Comprehensive Approach To Developing And Implementing A Client Handling Program"
- American Nurses Association: <http://www.nursingworld.org/MainMenuCategories/WorkplaceSafety/SafePatient>

Why We Care

Many social service and nonprofit organizations, such as those that provide residential and rehabilitative care to their residents and clients, require their care providers to perform similar transfer duties as nurses and health care providers in hospital or long-term care settings. Some of our customers have experienced challenges serving clients with ambulatory or gait issues, especially if adults are larger in size. Employees working in child care settings also may face exposures with transferring or lifting young children, particularly if the child has issues with motor skills or developmental challenges.

Though health care organizations have provided training on body mechanics, proper lifting techniques and patient transfers for decades, industry data shows that the results have been marginal at best:

- Our data indicates **45%** of those in the health care field who have experienced a back injury related to patient handling will have a repeat occurrence — with more than half of these individuals having a second occurrence within a year. Nearly **one in five** will have the second episode within the subsequent three months.
- For 2014, the Bureau of Labor Statistics reported social assistance and health care workers had **164,440 days-away-from-work incidents, the most of any private sector industry**. This translated into a rate of 121.3 cases per 10,000 full-time workers.
- **Musculoskeletal disorders (MSD) accounted for 39% of the total injuries and illnesses** reported in the social assistance and health care industry, according to the BLS. The MSD incidence rate decreased to 46.9 cases in 2014, down from 50.2 cases per 10,000 full-time workers in 2013.

We've developed our safe client transfer and assistance program to help our social service and nonprofit customers facing these exposures counter these startling statistics. Our first priority is keeping your workers safe. Since we launched this program, and our similar Safe Patient Handling and Mobility program more than a decade ago, **customers have seen a more than 24% reduction in claims frequency per dollar of payroll** — a figure that is statistically significant and extremely impactful.

How to Get Started

Our safe client transfer and assistance guidelines provide the foundational information you need to customize a comprehensive program for your operations, aimed at reducing injuries associated with assisting, repositioning and transferring patients or clients.

Your United Heartland Loss Control representative can share the expertise and insight needed to help you develop and implement an effective program of your own. Learn more about it and our team of specialists today by contacting us at 800-258-2667.

