



Improving Your Client Transfer Program

Many organizations believe they have effective safe client transfer and assistance programs in place. Whether formal or informal, these programs can be effective in controlling transfer-related claims. But when thinking of your own organization's current program, consider:

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

If you are having transfer-related claims, you may have 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 client transfer program. Learn more about our program 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 social service and nonprofit customers, United Heartland's Loss Control team has developed a series of client transfer-related best practices, based on our Safe Patient Handling and Mobility (SPHM) guidelines that produce results. We've defined the critical elements that can help your staff avoid injuries while performing client transfers, repositioning and assisting with ambulation.

Our Client Transfer Program Improvement Process achieves this by providing the following:

- Objective Client Transfer Criteria
- Quality Assurance Program
- Client Transfer Education & Training Systems
- Employee Mentoring & Coaching
- Client Transfer Equipment Inspection & Maintenance
- Procedures for Obtaining Equipment

Steps to Improvement

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

- **Workers' Compensation Loss Analysis** – A review of where client transfer, handling and ambulation injuries are occurring.
- **Written Client Transfer 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 their current client transfer program.
- **Train the Trainer** – We attend and participate in your client transfer training sessions.

When this review is complete, we'll work with you to develop an 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.

