SETTING THE STAGE

Why did you select this project and what methods were used to identify the need?

> Two of our employee health nurses noticed extremely high numbers of worker injuries and illness. Both have a strong background in education and wanted to shift the focus to preventative and primary care instead of tertiary treatment.

How was data used to identify root cause?

> We used data from our internal reporting system (MIDAS) and current and past OSHA logs form 300A and OSHA goals. Knowing that healthy workplaces improve productivity, patient outcomes, and decrease costs for the institution, we received support from our Chief Nurse Officer to have coverage for five days each week.

PROJECT DESIGN

Who was involved in the improvement effort?

> Bridgton Hospital Employee Health Nurses: Amander N. Wotton MSN, RN and Karen Harding MSN, RN, CWON.

> We advocated and initiated full coverage for the Employee Health Department to encourage the role to expand beyond fit testing and administering vaccines. We wanted to focus on health assessments and education. Implementing monthly education posters, weekly/monthly health tips, nutrition education using vegetables and herbs grown in an employee garden, we saw a HUGE decrease in employee injuries and illness. We were accepted to present our poster presentation at the Maine State Nursing Summit 2018.

What strategy was developed to focus on improvement?

> We decided to use full time coverage because we were able to reach more staff if we were here more frequently. Karen came in early to ensure contact with night shift staff. We saw almost immediate results in positive changes (people getting up to date with their respiratory fit tests, vaccination and titer compliance, increased use of employee assistance program, decreased call outs) and over time saw a significant decrease in worker injury.

What tools and resources were used to drive change?

> FTE hours, bulletin boards, email messages, and the creation of a tracking spreadsheet were all used.

> We also shifted to electronic documentation to improve communication and record keeping in the office. This allowed for a more efficient follow up process. We were hoping to impact the acute care departments of Bridgton Hospital, however, we ended up reaching the entire Bridgton Hospital campus and the outlying practices. We were able to measure the results with our internal reporting system (MIDAS) and our OSHA form 300A.
DATA COLLECTIONS AND RESULTS

Describe the data collected and results demonstrated from the start to end of the project.

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td># of OSHA Reportable injuries</td>
<td>25</td>
<td>15</td>
<td>40% decrease</td>
</tr>
<tr>
<td>Days Away from Work</td>
<td>249</td>
<td>98</td>
<td>61% decrease</td>
</tr>
<tr>
<td>Restricted Days</td>
<td>697</td>
<td>164</td>
<td>76% decrease</td>
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> These numbers have continued to drop and, despite a very static climate change in the workplace, employees at Bridgton Hospital have maintained employee satisfaction and a culture of safety.

LESSONS LEARNED AND NEXT STEPS

1. We are continuing to have full time coverage of employee health nurse at BH. When employees are well and feel safe, care is made safer.

2. Our Employee Assistance Program (EAP) includes the partner of the employee and their dependents (even if not benefitted through CMHC) and there was an increase in use which encourages strengthening the person and engaging the family in the wellness journey.

3. Moving to the electronic tracking process helps improve the coordination of care by not missing titer follow up, lapsed vaccines, etc. (We are also promoting effective prevention with this intervention).

4. Using resources that are available at no cost keeps tertiary costs down and allows the employee to seek assistance without taking time off of work or co-pays.

5. Re-implementing the annual health assessment and continuing that will be crucial to ensure there are no gaps for each employee. We have seen continued improvement in our stats and will continue to monitor on an ongoing basis. We will do this by monitoring our OSHA log and MIDAS system, and by partnering with the Quality and Risk department to identify potential safety issues before they cause harm.