

Maximizing Ergonomics Program Efficiency and Effectiveness

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Why Have an Ergonomics Program?

- Repetitive Stress Injuries cost employers over **\$80 billion yearly** – *National Council on Compensation Insurance*
- Carpal tunnel syndrome was the **chief occupational hazard** of the 90's – *U.S. Department of Labor*
- Cumulative Trauma Disorders account for nearly **two thirds** of all workplace-related illnesses – *US Survey of Occupational Injuries and Illnesses*
- The State of California requires that employers have an ergonomic program – if they have had more than one repetitive motion injury in a 12 month period – *California Code of Regulations, Title 8, Section 5110, Repetitive Motion Injuries*

Components of an Effective Ergonomics Program

- Ergonomics program covers all employees
- Proactive – focus on injury reduction, not just post-injury
- Ease of use and availability of resources
- Training opportunities on how to avoid RMIs



Challenges with Creating Effective Ergonomics Programs

- Limited staffing
- Lack of program awareness by employees
- Confusion with the request process
- Product offerings not up to date
- Website enhancements needed
- Communication between Safety – WC
- No formal tracking of metrics to support ROI



Solutions to Maximizing Ergonomics Programs

- Reducing Administrative Workload
- Coordinating Product Offerings
- Tracking Data
- Program Sponsorship



Reducing Administrative Workload

- Survey and follow-up questionnaires
- Standardized assessment reporting
- Delivery and distribution of reports
- Product ordering
- Simplified gathering and reporting of metrics
- Standardized periodic reporting
- Automated follow-up scheduling

Survey and follow-up questionnaires

- Create standardized employee survey/follow up
 - Gather data before evaluation begins
 - Make sure all evaluators are using same survey
 - Email to employees in html form



Standardized assessment reporting

- Create report templates
 - Use for different purposes: preventative, wc
 - Utilize macros for risk factors, products
 - Make sure all evaluators are using same format



Delivery and distribution of reports

- Create a central electronic location to keep evaluation reports
 - Web portal
 - Company Intranet
 - Makes reports accessible to all
 - Reduces need to email reports back and forth



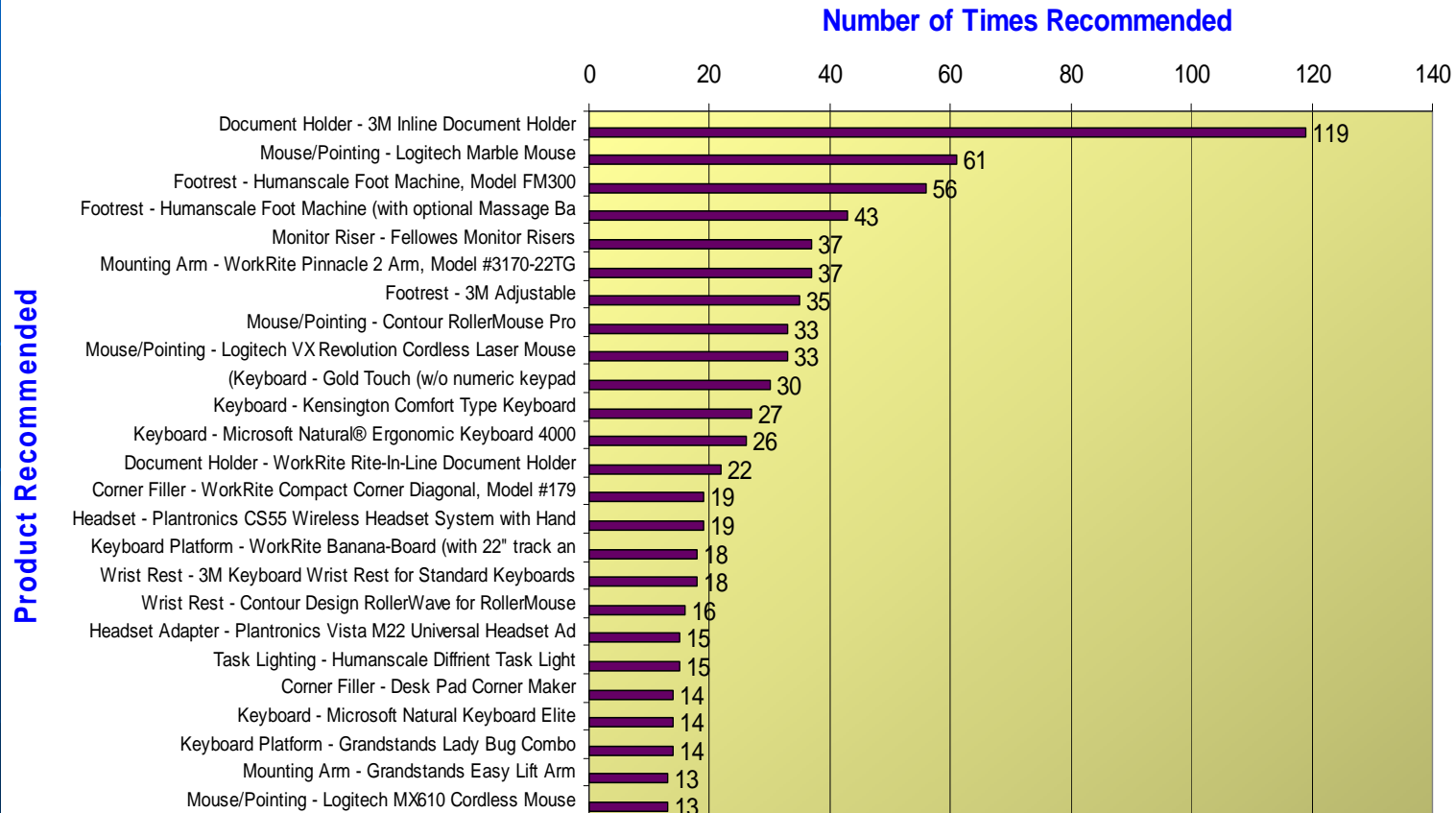
Product ordering

- Standardize the products being ordered/used
 - Create a list of approved products
 - Have vendors provide reports on orders
 - Determine costs and most ordered products to keep on hand
 - Provide departments with guidance on ordering



Sample Top 25 Product Report

Top 25 Recommended Products



Simplified gathering and reporting of metrics

- Identify program goals and align metrics
 - Reduce complaints
 - Reduce risk factors
 - Reduce employee discomfort



Standardized periodic reporting

■ Monthly Report

- Who was evaluated?
- How many people ordered products?
- What was the overall cost?

■ Quarterly Reports

- Is the program meeting the overall goals?

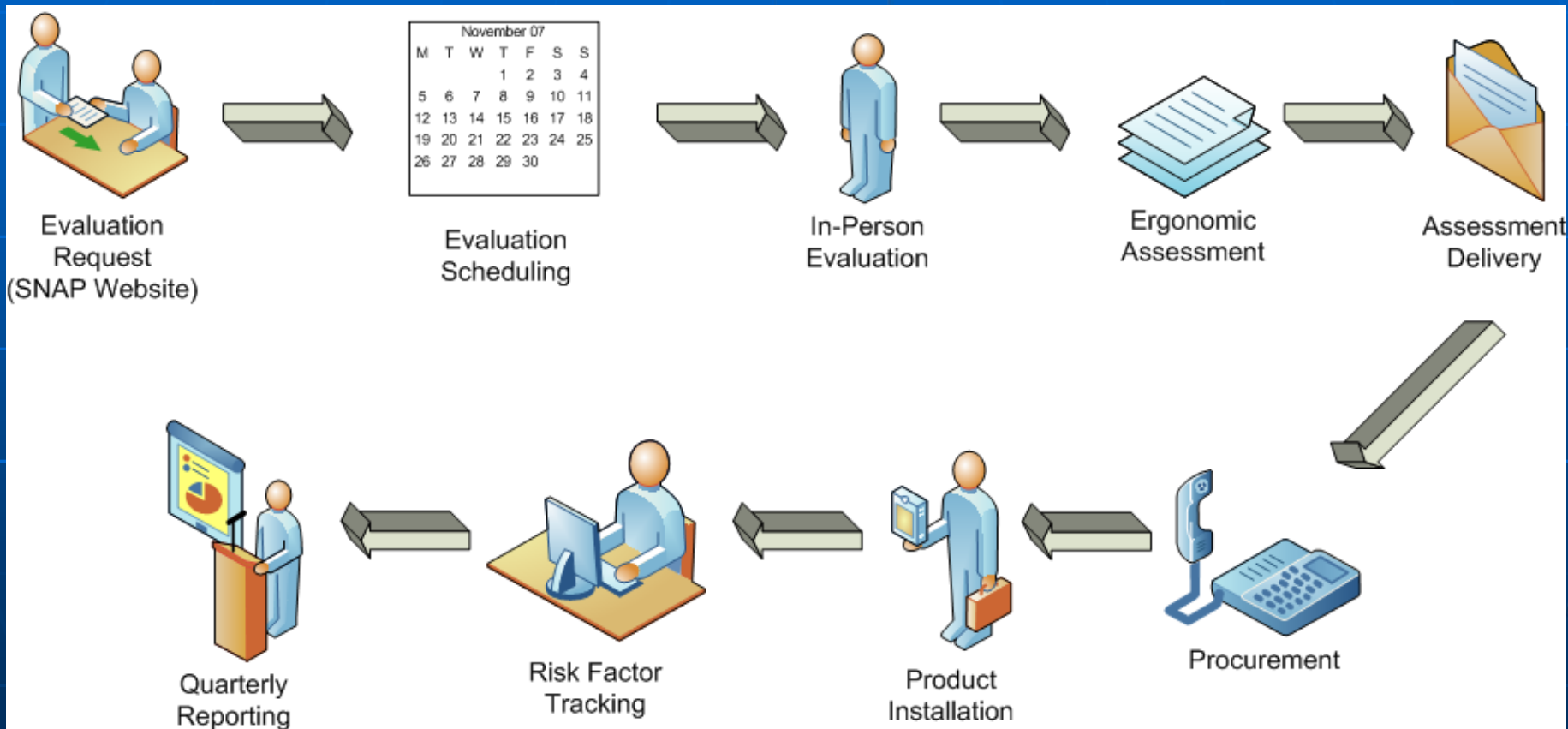


Automated follow-up scheduling

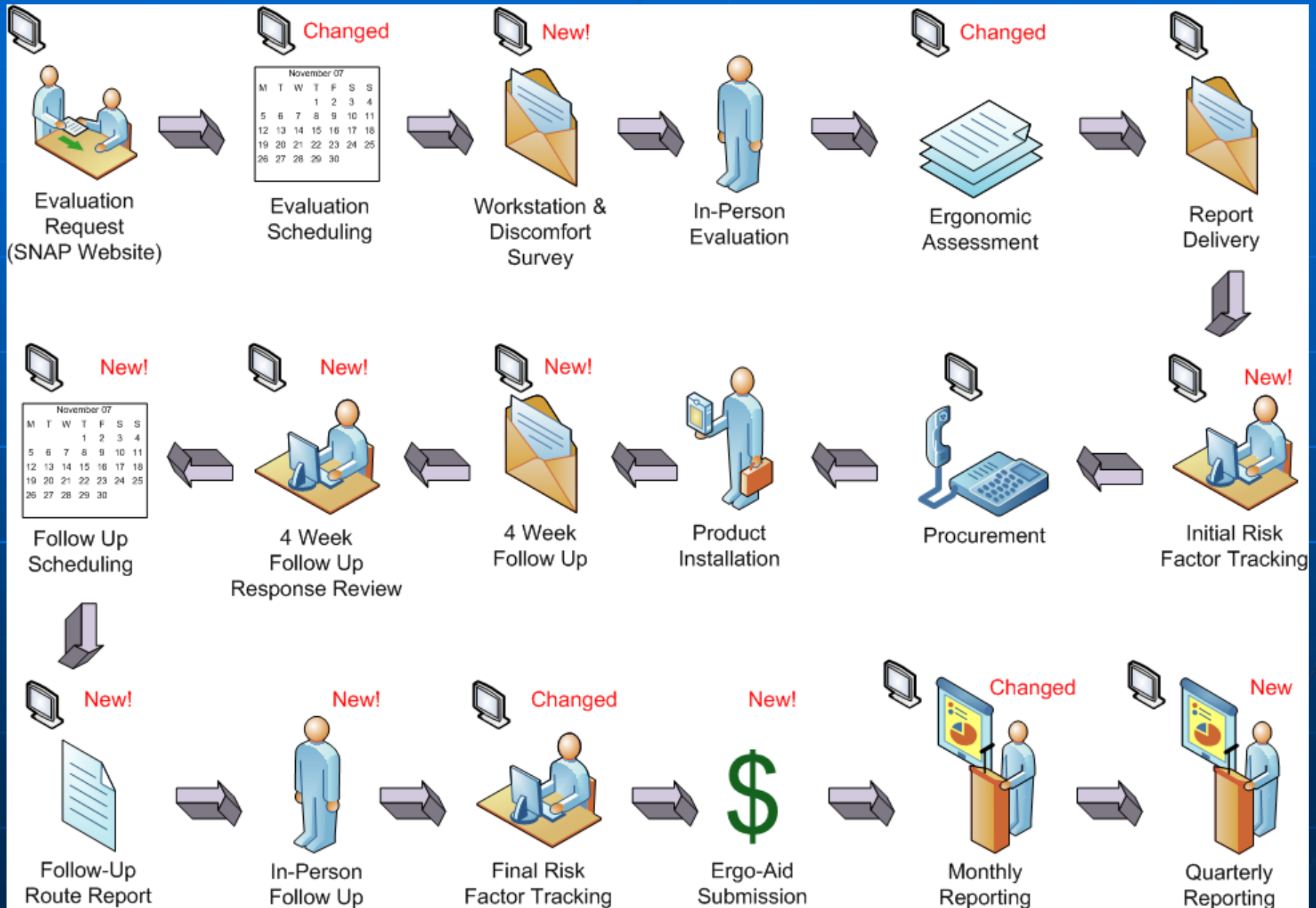
- Set up calendaring system for follow-up
 - Email communication
 - Telephone
 - In person



Evaluation Process (before)



Evaluation Process (after)



Products and Vendors - Challenges

- Too specialized
- Some out-of-date
- Procurement questions
- No specific selection criteria
- No opportunity to demo equipment before purchase



Products and Vendors - Solutions

- Create a standardized list
- Contact vendor to request demo products
- Troubleshoot supply chain issues
- Develop procurement reports
- Awareness of new products



Benefits of Metrics Tracking

- Three points of reinforcement of the ergonomic process
- Identify trends
- Focus resources on highest risk
- Involve supervisor in correcting behavioral issues and bad habits
- Provide hard data to support ROI



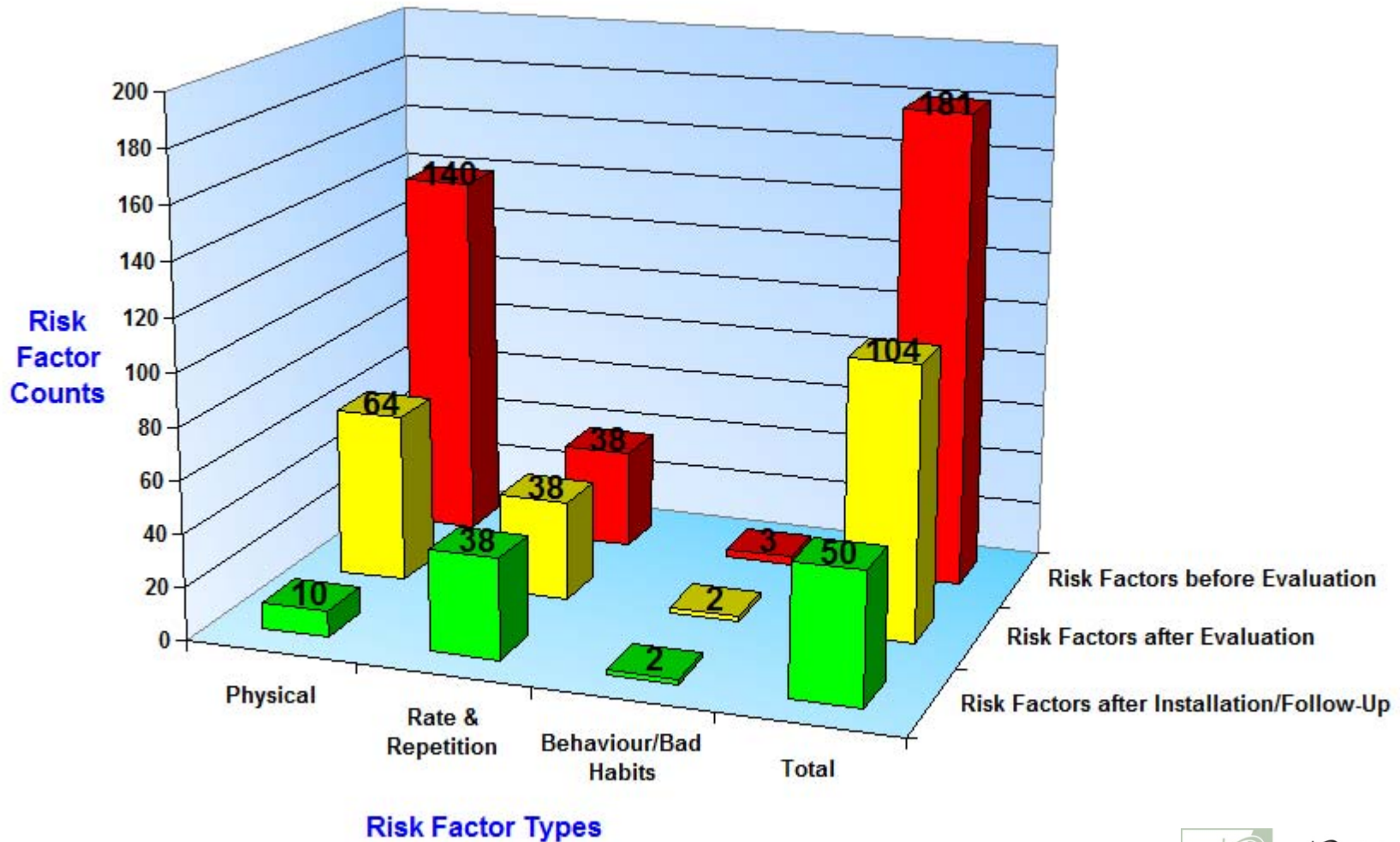
Simplifying the Tracking of Metrics

- Risk factors categories – 7 to 3
 - Physical
 - Rate and repetition
 - Behavior and bad habits
- Data collection phases
 - Initial evaluation (upon arrival)
 - Initial evaluation (after on-site adjustments)
 - Following equipment installation



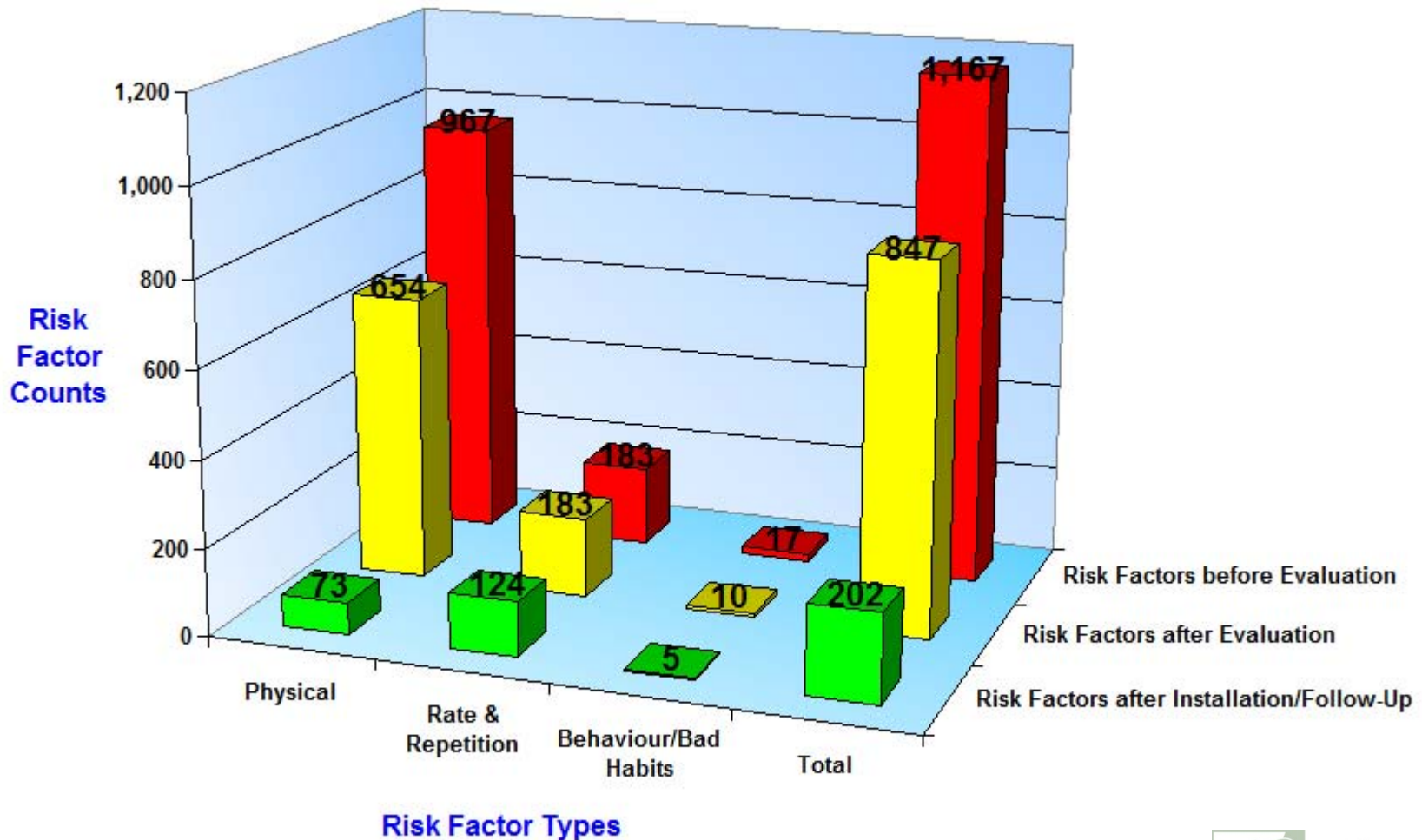
Department Results

Risk Factors by Type & Phase



Organization Results

Risk Factors by Type & Phase



Program Sponsorship

- Meetings with department heads
- Involve supervisors
- Coordinate with Workers' Compensation
- Regular reporting to show activity and results
- Ambassadors of Ergonomics Program



Website Development Tips



- Document your ergonomic policy
- Offer a standardized product list
- Allow individuals to sign up for training
- Provide a place to request evaluations
- Articles, resources

Program Outreach

- Conduct regular assessments
- Use follow-up as a way to get out to employees
- Offer a variety of training options
 - Classroom
 - Online
- Report department results
- Provide stretch cards
- Offer equipment for loan/demo



Lessons Learned from Experience

- Outreach to employees/supervisors
- Communication with all involved parties
- Standardization
- Appropriate use of technology



Questions?



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