

Maximizing Ergonomics Program Efficiency and Effectiveness



A Case Study at the University of California, Irvine

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*National Ergonomics Conference, Las Vegas, NV
November 30, 2007*



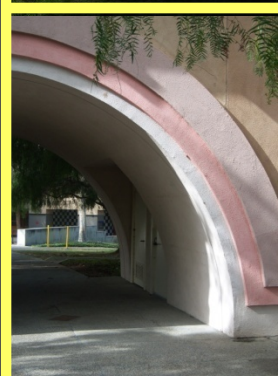
UCIRVINE



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Objectives

- Reduce administrative workload while increasing the reach of the ergonomics program
- Maintain product diversity and leverage vendor relationships objectively
- Track metrics to show ROI
- Create sponsorship and involvement in your ergonomics program



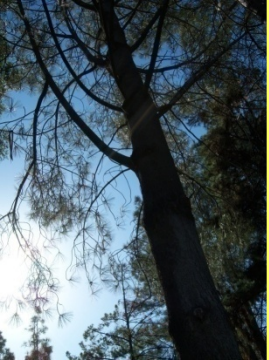
University of California, Irvine - Background

- Located in Orange County, CA
- Among the fastest growing campuses in the UC system – 2007 enrollment 24,745
- Orange County's second largest employer – approximately 9,000 employees
- *U.S. News & World Report* ranks UCI as one of the nations top universities



University of California, Irvine – Ergonomics Program

- Ergonomics program covers all campus employees
- Proactive – focus on injury reduction, not just post-injury
- Financial incentives offered to departments to participate
- Educational opportunities



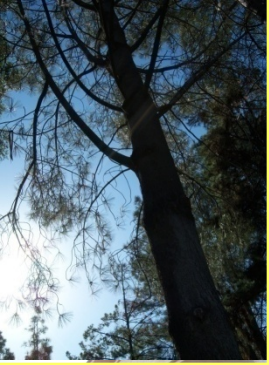
History of Ergonomics at UCI

- Program managed by EH&S Department
 - Safety and Injury Prevention Manager
 - Safety Specialist
- Ergonomics Training
 - Classroom
 - Online
- Demo Equipment Offered



Challenges With UCI Ergonomics Program

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



Criteria for Consultant

- Wide range of experience
- Product expertise
- Large-scale program management
- Individual involvement with employees
- Effective and ongoing communication
- Workers' Compensation background a plus



Goals – Ergonomic Policy

The purpose of the UC Irvine Ergonomic Program is to prevent pain and suffering, as well as costs to the University, associated with ergonomic-related injuries.



Goals – Partnership with Consultant

- Create a team
- Minimize the administrative workload
- Streamline the product offerings
- Increase awareness of the program
- Formalize the program processes

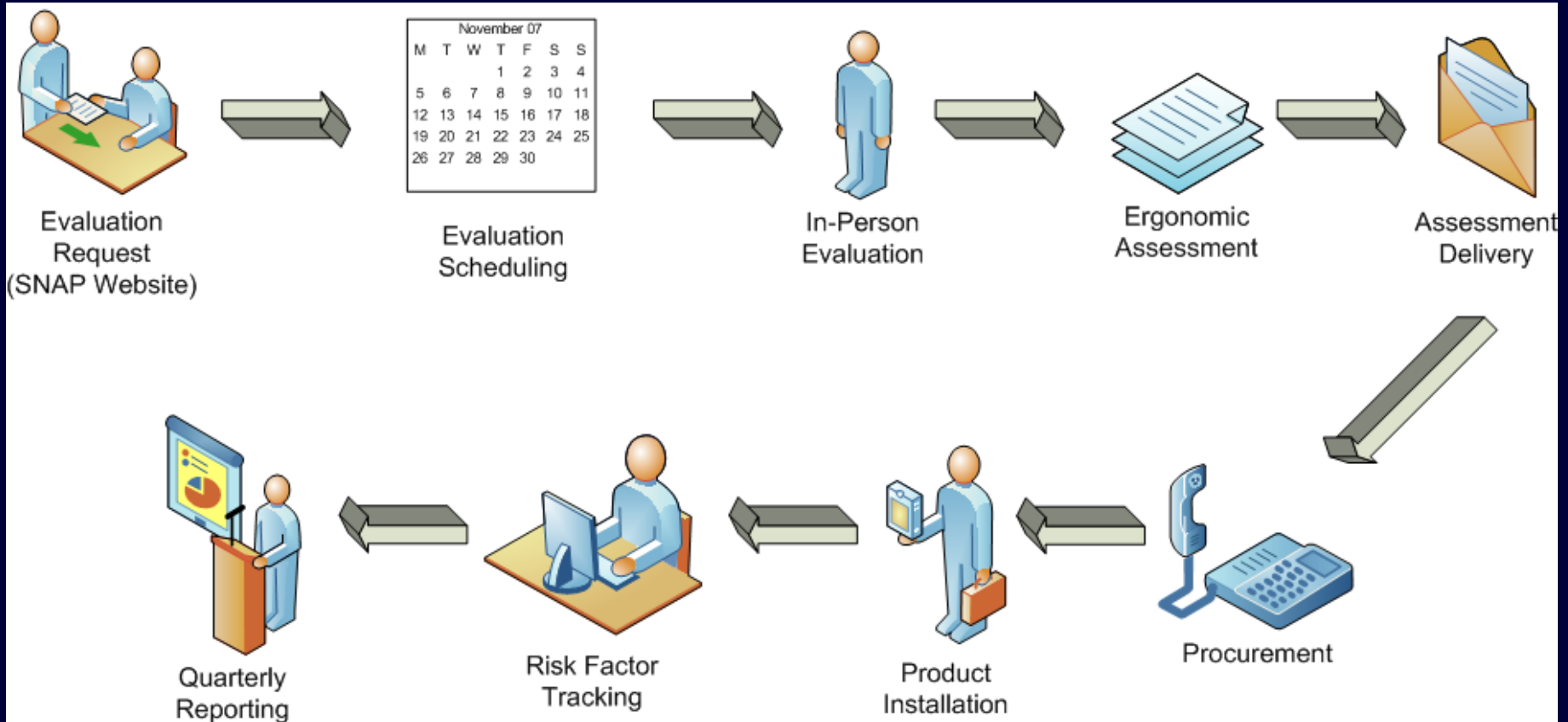


Reducing Administrative Workload

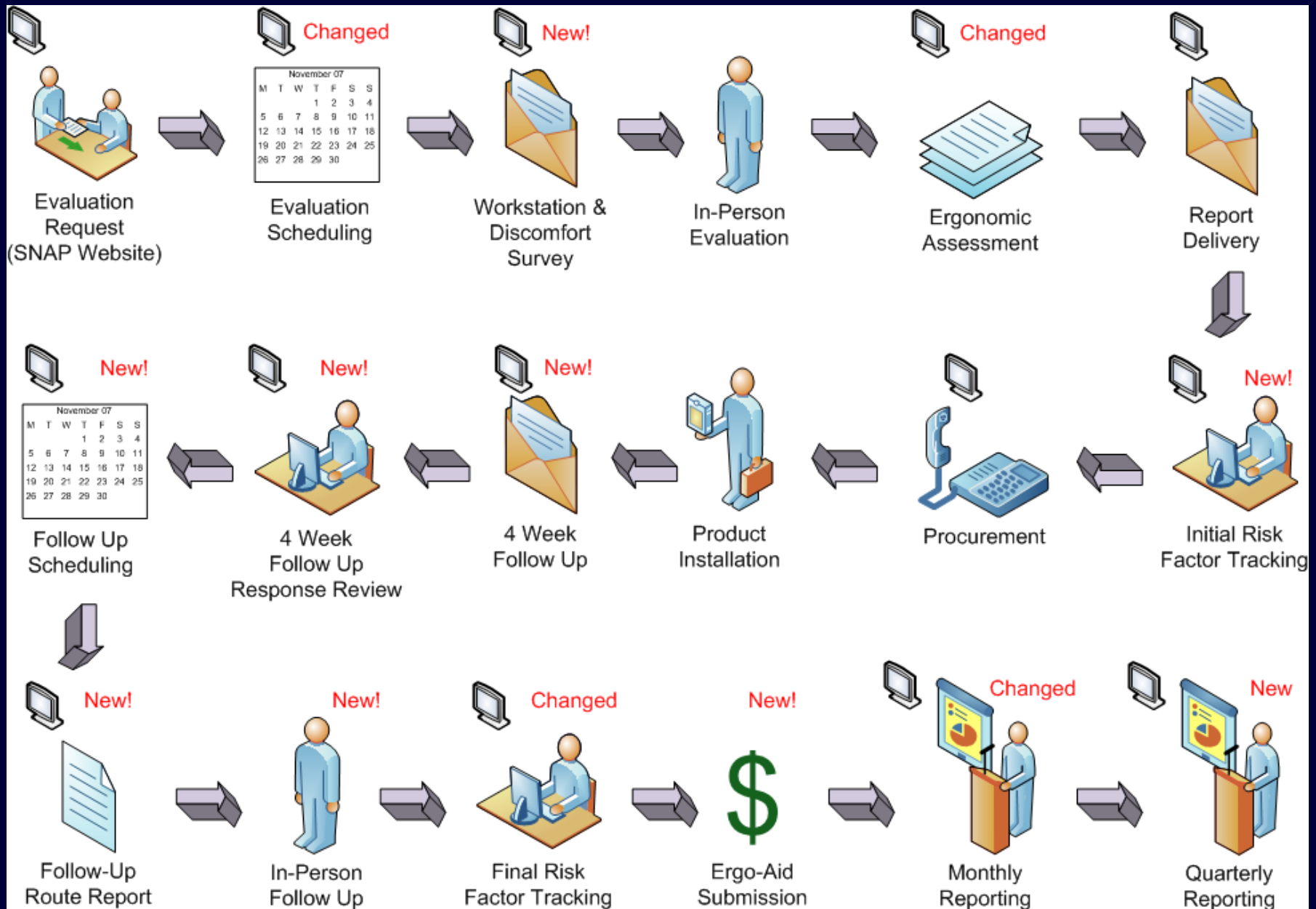
- Survey and follow-up questionnaires
- Standardized assessment reporting
- Delivery and distribution of reports
- Product ordering
- Simplified gathering and reporting of metrics
- Standardized periodic reporting
- Automated follow-up scheduling
- Follow-up routing report



UCI Evaluation Process (before)



UCI Evaluation Process (after)



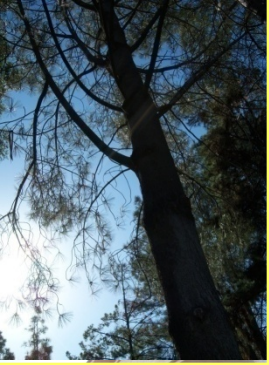
Products and Vendors - Challenges

- Too specialized
- Some out-of-date
- Procurement questions
- No specific selection criteria
- Demo lab



Products and Vendors - Solutions

- Create a standardized list
- Become the vendor liaison
- Coordinate website presentation
- Troubleshoot supply chain issues
- Develop procurement reports
- Awareness of new products



Tracking 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



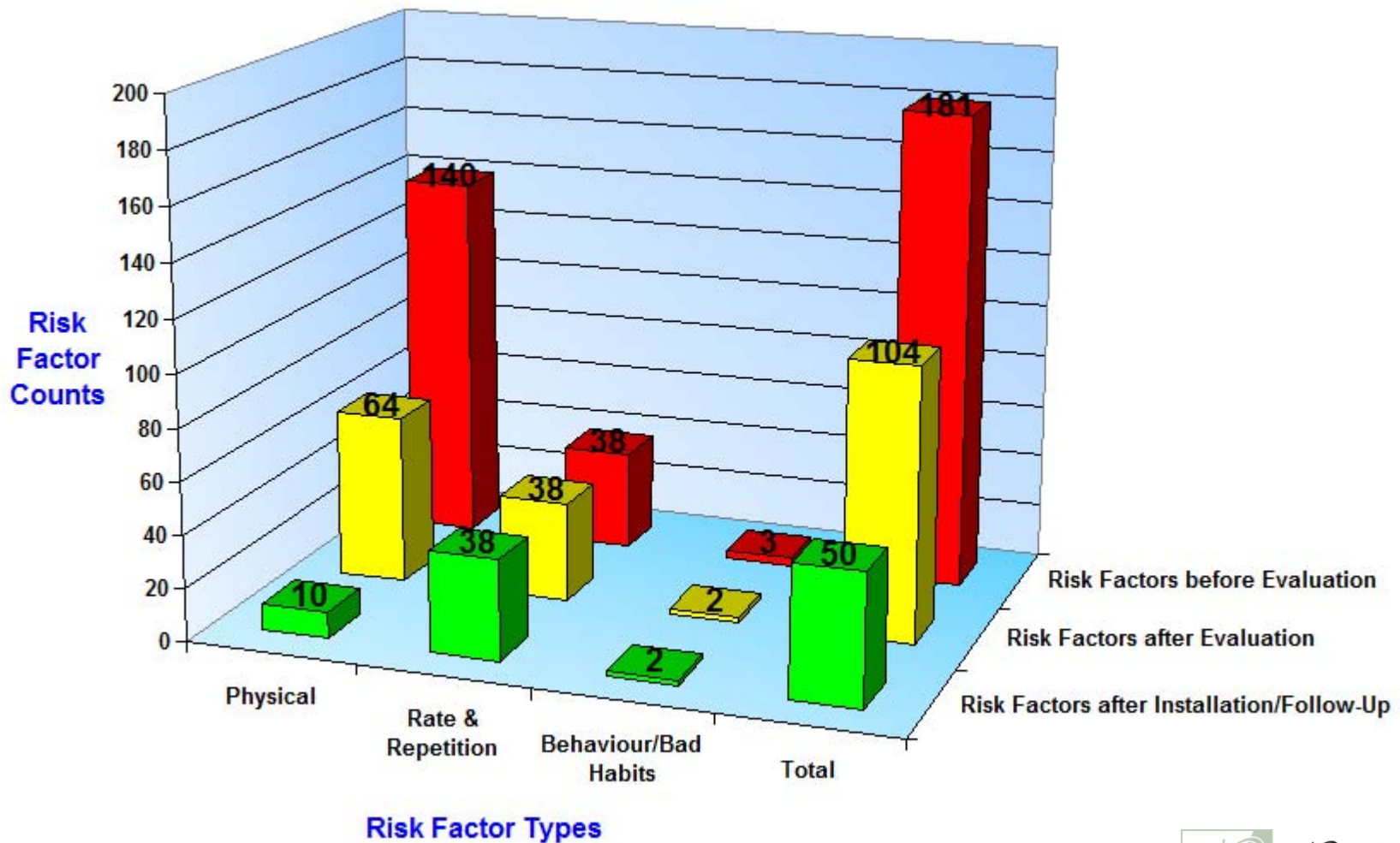
Benefits of Metrics Tracking

- 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



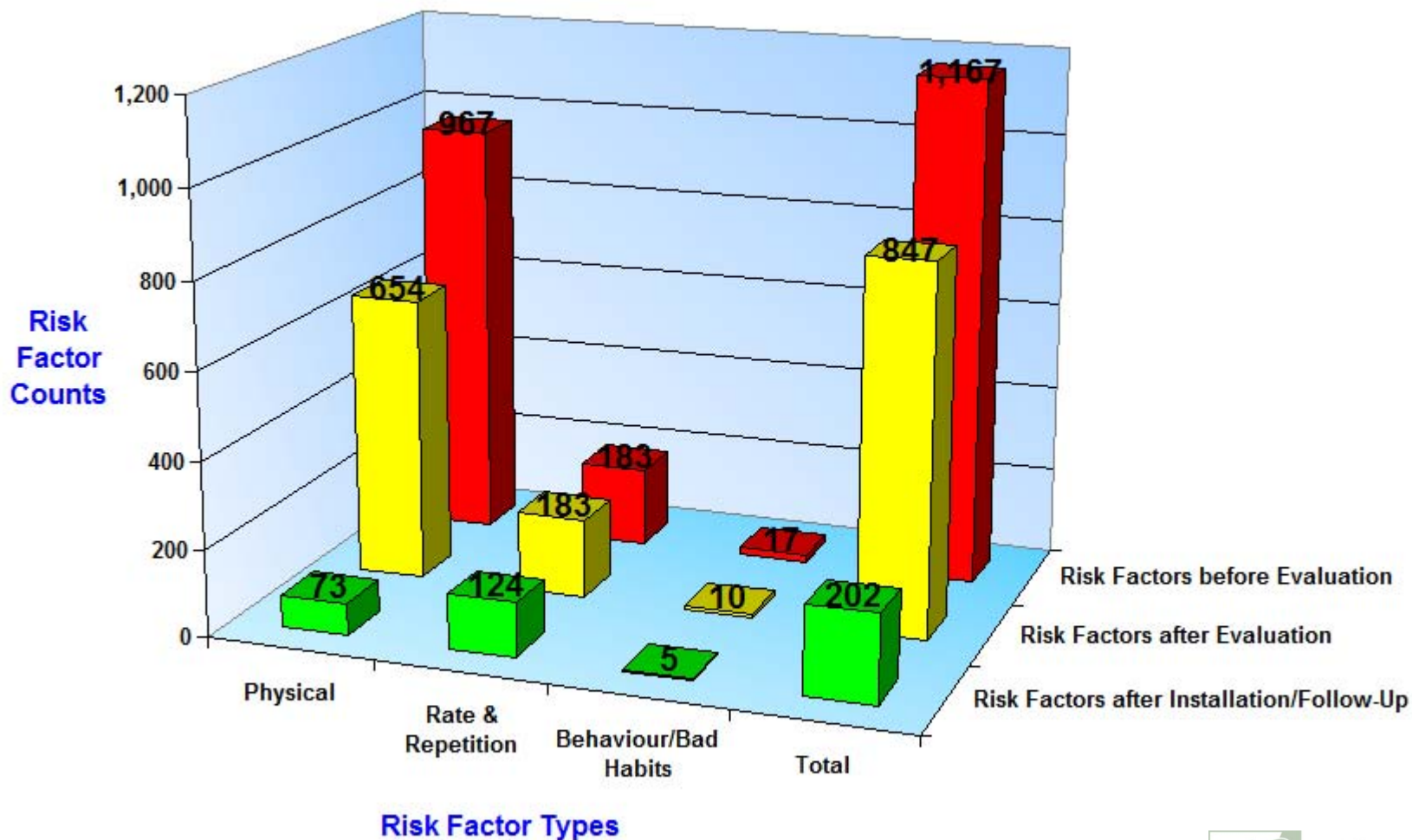
ADCOM Results

Risk Factors by Type & Phase



Campus Results

Risk Factors by Type & Phase



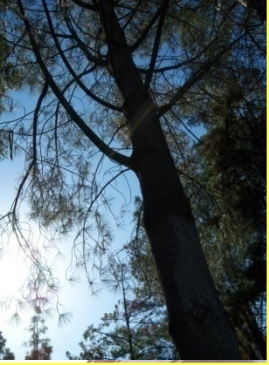
EH & S Program Sponsorship

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



EH&S Program SNAP Website

- Documents ergonomic policy
- Standardized product list
- Informational offerings
- Sign up for training
- Request evaluations
- Articles



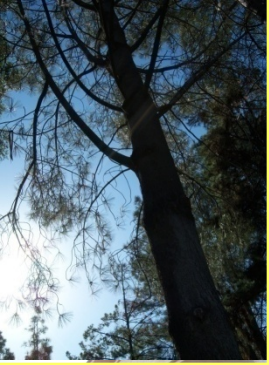
EH & S Program Outreach

- Assessments and follow-up
- Training
- Reporting of department results
- Stretch Cards
- Ergo-Aid Program
- Equipment Loan Process



Lessons Learned

- Outreach
- Communication
- Standardization
- Appropriate use of technology



Future at UCI

- Online training shift
- Continue evaluation process
- Coordinate with WC
- Increase evaluation process in non-seated work environments



Thank You for Attending !

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