Duke MOVES Program: Falls and Safe Patient Handling and Mobility (SPHM)
Coach Role Description

Requirements
- Frontline staff i.e., RN, LPN, CNA, CMA, Therapist, Technologist with at least 6 months experience
- Inpatient: Consider 1 coach per every 10-15 staff members, including all shifts
- Ambulatory: Recommend one coach per clinic or department

Eligibility:
- Current performance evaluation reflects overall fully achieves or exceeds performance with no corrective action in prior year
- Complete initial/training conducted by unit Duke MOVES Champion
- Minimum 1 year commitment

Responsibilities
1. Assists unit/clinic/department Duke MOVES Champion and serves as resource on activities related to Duke MOVES program. Collaborates with other resources; i.e. Skin Care Champions on use of SPHM equipment to decrease adverse outcomes
2. Role models/motivates staff on the use of SPHM equipment/devices and adherence to SPHM and Falls policies (yellow socks, armbands, bed/Chair alarms, bedside reporting/handoffs, including every shift Falls assessment and Bedside Mobility Assessment Tool (BMAT) score/SPHM equipment used and if at HIGH falls risk). Fosters critical thinking regarding use of SPHM equipment, bed/Chair alarms, and practice change
3. Maintains knowledge of Duke MOVES to provide education
   a. Attends meetings facilitated by unit/clinic/department Duke MOVES Champion
   b. Attends Duke MOVES continuing education offered, as possible
   c. Participates in facility-wide Duke MOVES initiatives and projects i.e., workshop development, equipment review, etc
4. Assists and collaborates with unit/clinic/department Duke MOVES Champion to implement and maintain Duke MOVES practices, as delegated by Duke MOVES Champion
5. Training: Only RN Coaches can validate competency for RNs, LPNs, and NCAs
   a. Assists Champion with coordinating and conducting new hire training: hands-on, return demonstration competency check off on SPHM technology available on the unit/clinic/department and fall training
   b. Assists Champion with annual staff skill revalidation
   c. Follows up with and/or assists Champion to ensure injured staff refresher training, identified by manager as required, has been completed
6. Communicates Duke MOVES information or updates:
   a. Communicates with Manager/Clinical Lead/Champion on success stories or concerns related to SPHM technology, improvement needs
   b. Shares information from staff and observations with Champion and/or Manager
   c. Uses emails, staff meetings, bulletin boards, etc to communicate about Duke MOVES
   d. Encourages staff to use the SRS RL 6 system to report falls, injuries, near misses, and safety concerns
   e. Collaborates with Champion and/or Manager to track unit/clinic/department data related to Duke MOVES: Dart rate, equipment/device utilization
7. SPHM technology maintenance
   a. Assists Champion with data collection or audits
   b. Monitors and ensures SPHM technology (equipment, slings, liners, batteries, etc.) available on the unit/department is working properly and is stored in the proper and accessible location, ensures falls signs are posted in rooms
   c. Educates and reminds staff to complete work order with Clinical Engineering (CE) when SPHM technology or bed/Chair alarms malfunction or with Hill-Rom if bed malfunctions. Tracks status of work orders and communicates with staff when SPHM technology is being repaired
   d. Ensures facility and manufacturer infection control requirements are followed

Updated Feb 2018