



## **Duke MOVES Program: Falls and Safe Patient Handling and Mobility (SPHM) Manager Role Description**

### **Responsibilities**

1. Supports and enforces implementation of Falls and SPHM policies and program. Holds Health Care Workers (HCWs) responsible for implementation of policies and use of all available SPHM technology and bed/chair alarms, including the use of corrective action, as appropriate, using the Just Culture process
2. Role models, motivates and promotes the use of SPHM technology and devices to facilitate early mobility, falls prevention, pressure injury prevention and other adverse outcomes. Fosters critical thinking regarding use of SPHM equipment and bed/chair alarms and practice change
3. Selects 1-2 unit/department/clinic/building champion(s)
4. Provides work time for Champion(s) to be trained and attend Duke MOVES committee meetings
5. Collaborates with Champion to identify Coach(es) (1 coach per 10-15 staff) and determine methodology to equitably divide workload
6. Collaborates with Champion to determine location of equipment, supplies, posters and accessories in area
7. Collaborates with Champion/Coach(es) to plan time for staff skills validation
8. Collaborates with Champion to complete unit/department/clinic/building education and skills validation
9. Recognizes and rewards use of falls and SPHM practices conducted by staff
10. Responds to patient/family refusal of use of falls bed/alarm and/or SPHM technology and collaborates with team to create alternate plan of care
11. Insures Champion/Coach conduct audits and/or complete data collection, as needed
12. Training
  - a. Collaborates with Champion and Coach(es) to insure 100% of initial/orientation (new hires) and annual training is completed
  - b. Collaborates with Champion and Coaches to determine additional training needs
13. SPHM information or updates:
  - a. Communicates with Duke MOVES Oversight Committee or entity Facility Coordinator to identify success stories, issues, concerns, or future needs
  - b. Collaborates with Champion to track unit/department data related to Duke MOVES: Falls data, Dart rate, equipment/device utilization and to share issues/concerns
14. SPHM technology maintenance oversight
  - a. Ensures SPHM technology and falls equipment on the unit/department available and working properly and is stored in the proper and accessible location. Orders needed replacements via SAP, Clinical Engineering or Purchase Order (PO)
  - b. Ensures staff completion of work order with Clinical Engineering (CE) if SPHM technology has malfunctioned, tracking status of work orders and communicating to staff when SPHM technology is being repaired
  - c. Ensures facility and manufacturer infection control requirements are followed
15. Safety and injury reporting
  - a. Investigates incidents or injuries related to patient handling with Champion. Consults with Ergonomics or EOHW, as needed to identify trends and create corrective action plan
  - b. Encourages staff to use the SRS RL 6 system to report falls, injuries, near misses, and safety concerns.
  - c. Identifies need for refresher training for staff injured who failed to use SPHM technology when performing patient handling activities. Collaborates with Champion/Coach for completion of refresher training for injured staff
16. Communicates ongoing projects and construction projects to Facility Coordinator to determine SPHM impact and needs