

# Working Solutions

## Tuesday

**Stream E**

**Session 4**

**1430– 1515**

**Session 2**

**1600– 1645**

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MSC In Human Factors and Ergonomics for Patient Safety



## Who cares for your hoist?" An exploration of the current state of the mobile hoist maintenance system in a hospital – analysis and recommendations.

**This Theory session is aimed at Adult and Child Care in an Acute setting at Strategic Advisors**

### Biography:

Valerie is Registered Nurse who began her career within ITU and has worked in Moving and Handling for over 18 years and is the lead for the Barts Health Moving and Handling service for the last four years. Valerie graduated in December 2018 where she completed her Masters in Human Factors and Ergonomics for Patient safety at Loughborough University.

### Abstract:

The primary objective of this presentation is to explore and analyse the current state of the mobile hoist maintenance system in an acute NHS hospital Trust to identify potential issues and to develop recommendations.

Methods:

A qualitative and quantitative mixed method research approach was undertaken utilising thematic analysis via NVivo 11 software. The AcciMap systems based approach (Rasmussen, 1997) will explore how factors in all parts of a sociotechnical system contributed to an organisational accident. The study utilised four data collection methods: Hoist inspection reports and patient incident data was examined, an on-line survey of ward managers (n=27), two focus groups with Moving and Handling (M&H) Link Workers (n=5) and key management stakeholders (n=7) and semi-structured interviews with mobile hoist contracts managers (n=4) were undertaken to gain an in-depth insight and understanding of the management of the current hoist maintenance system.

Results:

The results revealed 59% (n=16) ward managers have experienced a non-working hoist on their ward/department. The hoist maintenance system has an effect on patient care which is evidenced where 62% (n=11) ward managers admitted a non-working hoist affects patient mobilisation and rehabilitation and 17% (n=3) stated it affected patient safety. Further concerning statistics show that 11% (n=3) staff have used a mobile hoist with an expired service date and nurses focused predominately on blaming the nurses for "user error".

Conclusions:

The AcciMap methodology identified what works well and the problems within the sociotechnical system. Results from the research identified six key themes to support an effective maintenance system. Thirty one improvement opportunities and recommendations have been developed and the learning from the research can be used to improve the system.

### Objectives:

- To explore and analyse the current state of the mobile hoist maintenance system in an acute NHS hospital Trust.
- Utilising the systems analysis AcciMap tool (Rasmussen, 1997) to recognise the drivers and challenges which facilitate or interfere with the mobile hoist maintenance system.
- To identify the 6 components that is essential for an effective hoist maintenance system.
- To analyse the data to develop recommendations to improve the mobile hoist maintenance system to improve patient care.