



Risk Summit 2008

# Ergonomics Program Efficiency and Effectiveness:

Best Practices at the  
University of California, Irvine  
Presentation for UC Risk Summit  
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## Why Ergonomics?

- University of Michigan Center for Ergonomics identifies an effective ergonomics program as having the following:
  - Upper management support
  - Employee participation
  - An early reporting system
  - Proactive hazard evaluation



# Introduction

- Pelletier & Associates, consultants
- January 2007 – Project start date
- Onsite Ergonomic Analysis support
- Program development
  - Identifying the ergonomic process
  - Streamlining the delivery of service
  - Instituting technology components to increase the reach of ergonomics throughout the University



# Web Referral Process Standardization

- Requests for evaluations
- Ergonomic product information - organized
- Training requests can be made for
  - Online training
  - Classroom training
- General information on reducing RMIs



# SNAP Webpage

SNAP : Ergonomics - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://snap.uci.edu/viewXmlFile.jsp?resourceID=1203

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Main Applications People Money Buying Travel Facilities Safety Technology

### MAIN MENU: Ergonomics

<b>Process</b> <ul style="list-style-type: none"><li>• <b>How to</b><ul style="list-style-type: none"><li>◦ Request an individual ergonomic evaluation</li><li>◦ Borrow ergonomic equipment</li><li>◦ Enroll in ergonomics training - Training and Employee Development (TED)</li><li>◦ Prevent injuries during an office move</li><li>◦ Qualify and Apply for Ergo Aid Funds</li><li>◦ Report a safety concern</li></ul></li></ul>	<b>Forms / Tools</b> <ul style="list-style-type: none"><li>• <b>Back Injury Prevention</b> and Manual Materials Handling<ul style="list-style-type: none"><li>◦ Materials Handling Checklist for signature (.pdf)</li><li>◦ Office Moves tips - Poster (.doc)</li></ul></li><li>• <b>Computer and Office</b><ul style="list-style-type: none"><li>◦ Computer Ergonomic Review Tool (.pdf)</li><li>◦ Office Ergonomics Basics (.pdf)</li><li>◦ Online training (enroll through TED)</li></ul></li><li>• <b>Laboratory</b><ul style="list-style-type: none"><li>◦ Workstation Evaluation Checklist for signature (.pdf)</li></ul></li><li>• <b>Stretch</b> IT Out!<ul style="list-style-type: none"><li>◦ Desk stretches (.pdf)</li><li>◦ Safe Lifting</li></ul></li></ul>
<b>Resources</b> <ul style="list-style-type: none"><li>• Environmental Health and Safety</li><li>• Ergonomics Program at UCI</li><li>• <b>Glossary</b> - Ergonomics is the science of fitting the work environment to people, rather than fitting people to the work environment.</li><li>• Human Resources</li><li>• Purchasing</li><li>• Recreation Center - Wellness and Fitness Programs:<ul style="list-style-type: none"><li>◦ Fuel Up UCI - healthy eating</li><li>◦ Pump Up UCI - resistance training</li><li>◦ Step Up UCI - walking</li></ul></li><li>• UC Ergo Workgroup - member login required</li></ul>	<b>Policies and Guidelines</b> <ul style="list-style-type: none"><li>• CUE Clerical and Allied Services Unit Agreement (UCOP)<ul style="list-style-type: none"><li>◦ Health and Safety - Article 8 (.pdf)</li></ul></li><li>• Purchasing Recommendations for Office and Computer Equipment</li></ul> <b>Contacts</b> <ul style="list-style-type: none"><li>• Belinda Manalac, Safety Specialist, (949) 824-9524</li><li>• Environmental Health &amp; Safety (EH&amp;S), (949) 824-6200</li><li>• Workers' Compensation</li></ul>

Done



# Initial Contact with Employees

## Employee workstation and discomfort survey

- Standardized
- Emailed as an html form
- Provided to evaluator prior to visit
- The following categories of information are collected:
  - General employee information
  - Work task frequency
  - Areas of discomfort
  - Comments, outstanding issues



# Assessment Reporting

- Use of standardized template reports
  - General employee information
  - Risk factor data (macro-driven)
  - Before & after pictures
  - Product information (macro-driven)
  - Metrics
    - Risk factor counts
    - Areas of discomfort
- Delivery and distribution of reports
  - Web portal
  - Multi-user access



# Standardized Product Lists

- Identify recommended products
- Identify primary/secondary vendors
- Create lists with detailed descriptions
  - Product pictures
  - Product features
  - Purchasing information
    - Model numbers
    - Links to website for procurement
    - Vendor information





## Follow-up

- Automated follow-up scheduling
- Email (html) follow-up forms
- Follow-up routing report
- Identify high risk/problematic situations
  - Products not delivered/installed
  - Recommendations not resolving issues
  - New or unresolved problems



# Tracking

- Manage who has been evaluated
  - Monthly
  - Quarterly
  - By department
  - By risk level
    - Subjective – high, medium, low
    - Objective – risk factor counts
  - By area of discomfort
- Manage product purchases
  - Most popular products
  - Cost by department
  - Least purchased – why?
- Gather data on discomfort and risk factors



# Ergo Tracking Tool

- Manages all evaluations
- Stores all employee contact information
- Allows for calendaring of follow-up
- Stores metric data from in-person evaluations and follow-up visits
- Enforces standardized product list
- Allows maximizing the time spent in the field by the ergonomic specialists through the use of administrative personnel for data entry



# Ergo Tracking Tool

## Metric Data Entry

- General Information
- Follow-Up
- Risk Factors
- Recommended Products
- Initial Pain & Discomfort
- Final Pain & Discomfort

### General Evaluation Information

**Employee Name:**  Last Name, First Initial (no space)      **Evaluation Date:**  mm/dd/ccyy

**Department:**

**Email:**

**Location / Time:**

Location / Time is used only for schedule route reporting

\* Items in Red are Required Fields

### Classification Information

**Evaluator:**       **Initial Risk Level:**       **Final Risk Level:**

**Evaluation Status:**       **Gender:**  Male       Female

**Evaluation Type:**       **Title / Job:**

**Evaluation Environment:**       **Height - Feet:**       **Inches:**

### Miscellaneous Information

**Incentive Received?:**

**Training Completed?:**

Reset to Original

Clear Selections

OK

Cancel



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# Ergo Tracking Tool Reporting

- Monthly quantitative reporting
- Procurement reports
- Product distribution
- Evaluation and follow-up routing
- Metrics charts
  - Risk factor counts by type and phase
  - Subjective risk levels
  - Areas of discomfort
  - Top 25 product usage

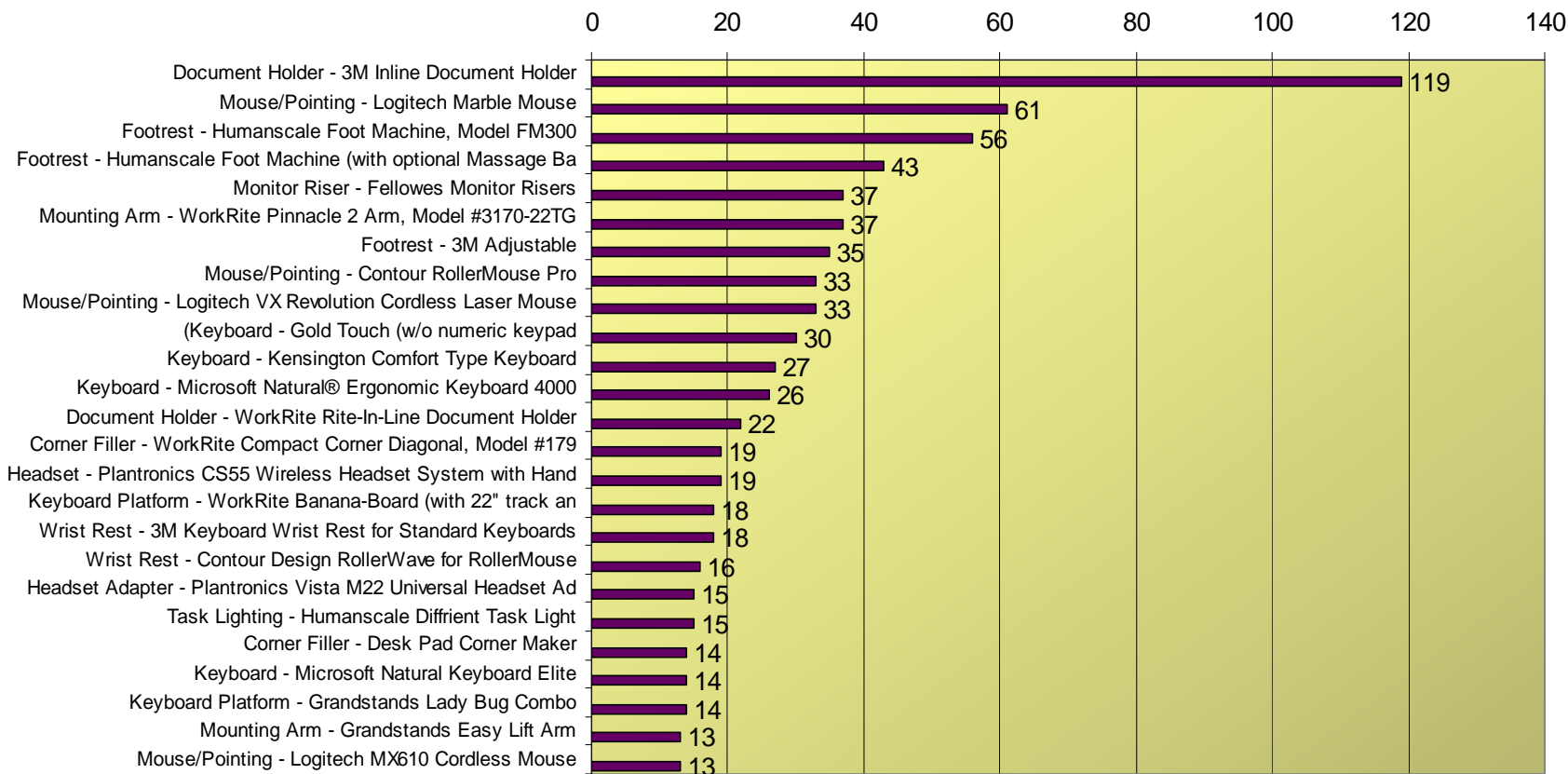


# Ergo Tracking Tool Reporting

## Top 25 Recommended Products

Product Recommended

Number of Times Recommended





# Metrics

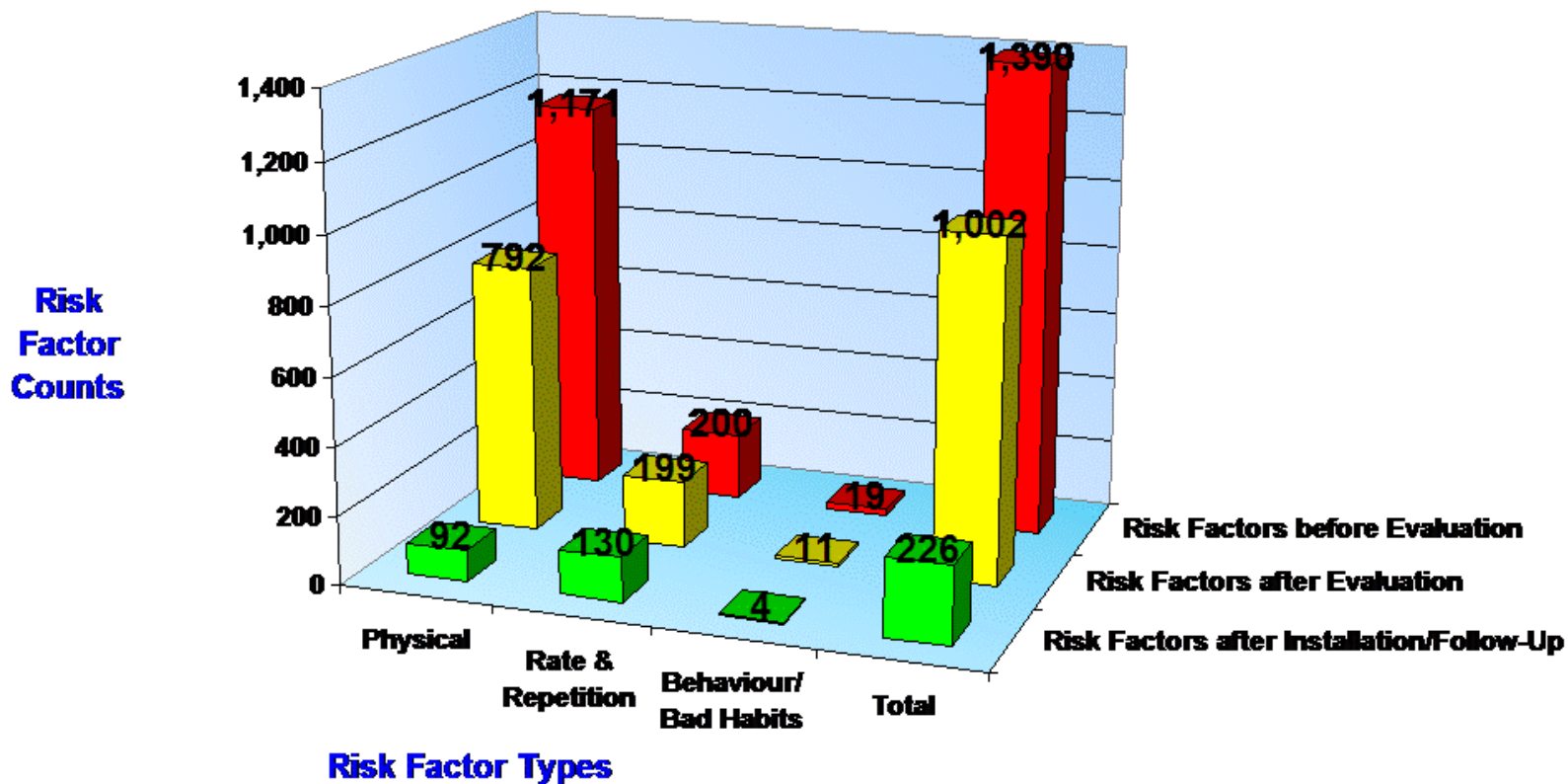
- Data collection phases
  - Initial evaluation, upon arrival
  - Initial evaluation, following onsite adjustments
  - At follow-up/following equipment installation
- Risk factor categories – 7 to 3
  - Physical
  - Rate and repetition
  - Behavior and bad habits
- Subjective risk level (before and after)
- Pain and discomfort (before and after)
  - Body part affected
  - Frequency



# Sample Metric Data

January 1, 2007 Thru December 31, 2007

### Risk Factors by Type & Phase







# Data Synthesis

- Incorporate data from manual evaluations and online assessments for more comprehensive statistics
  - Data collected should support program goals
  - Collect data at the most generalized level possible while still retaining a foundation for trending
  - Each phase of an ergonomic evaluation should be supported by data collection



# Conclusions

- Develop clearly stated program goals that can be supported by easily collected metrics
- Expand the outreach of the ergonomics program
- Provide basic ergonomic access to employees through the use of on-line tools
- Allow for more streamlined product ordering
- Provide hard data to support the effectiveness of the ergonomics program
- Simplify the delivery of reports/recommendations to departments



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# Questions?

- Contact Information:

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