

# Diligent Consulting Case Study



## Mercy Health (A Division of Catholic Health Partners)

Diligent® Consulting helped Mercy Health  
save over \$2 million<sup>1</sup>. In the first year.

Manually lifting patients was familiar territory for employees at Mercy Health. In 2007, associates at the southwestern Ohio facility lifted a combined 88 million pounds of weight in the process of transferring patients. The consequences of such included high employee injury rates and workers' compensation costs. Though Mercy Health was concerned by the numbers, their main concern was simply ensuring the safety of their patients and staff. Working with *Diligent* Consulting, the organization implemented safe patient handling programs into its Acute Care and Senior Health and Housing operations. The result: safer patients, safer staff, and significant contributions to first-year savings totaling \$2,174,182.

*"It's not about the equipment.  
It's about creating cultural change in  
order to realize significant reductions  
in workplace injuries and costs related  
to patient handling."*

Kelley Crandell, M.Ed., CDMS, CHSP  
Mercy Health of Southwest Ohio  
A Division of Catholic Health Partners

### Care Bio

Having served the greater Cincinnati metropolitan area for nearly two centuries, Mercy Health is a premier healthcare provider with more than 80 network locations in southwestern Ohio. The organization staffs approximately 9,000 employees and physicians and has affiliate relationships with more than 2,000 additional physicians representing a vast spectrum of medical and surgical specialties.

With \$5.4 billion in assets, Catholic Health Partners (CHP) is one of the largest health systems in the United States and is the largest system of its kind in Ohio. As the fourth largest employer in the state, CHP employs more than 32,000 associates in more than 100 locations to meet the healthcare needs of people in Ohio, Kentucky, and their contiguous states.

### The Challenge

Mercy Health understood the financial and operational impact of work-related injuries. However, the organization also understood that creating an environment that was safe for its patients and staff was even more impactful. A recent survey has shown that 56% of nurses say they have experienced musculoskeletal pain that was made worse by their job.<sup>2</sup>

### The Solution

In 2009, Mercy Health chose *Diligent* Consulting to help implement a program that would focus on safe patient handling. With a comprehensive analysis of the organization, *Diligent* consultants uncovered the following financial data points:

- \$444,895 in workers' compensation costs
- \$341,633 in restricted duty costs (on average, 3,771 restricted days per year)
- \$14,000,000 in turnover costs

Understanding the challenges and needs of the organization, *Diligent* put in place a solutions program that delivered specific plans, equipment, and training that focused on safe patient handling practices for Mercy Health patients and associates, including:

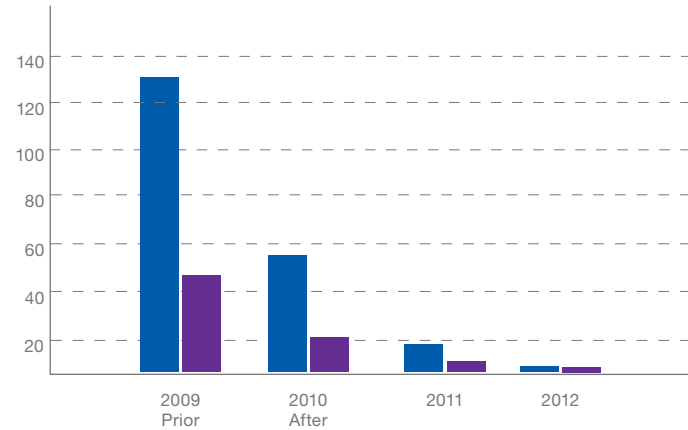
- Comprehensive ergonomic assessments and financial justification data
- Risk-reducing engineering controls and tools
- Patient-handling systems
- Administrative monitoring controls
- Training and processes development
- Three years of clinical support



# The Outcome

■ Before Implementation    ■ After Implementation

## INJURIES



Injuries **decreased by a three-year average of 97% in acute care and 91% in long-term care** after implementing *Diligent* programs.

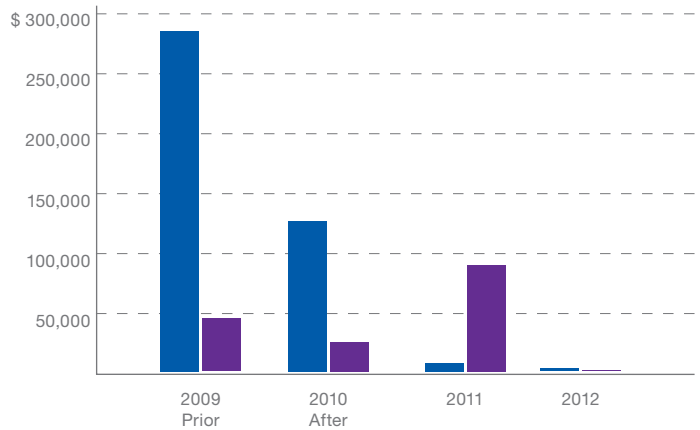
With a total first-year savings of \$2,174,1821 Mercy Health's new approach and implementation of *Diligent* not only made an immediate impact within the organization, it also caught the attention of Mercy Health's parent company, Catholic Health Partners. Upon seeing the results, CHP used Mercy Health's *Diligent* success to build a best practices initiative entitled LIFT (Living Injury Free Together). To date, LIFT has been launched in more than 20 hospitals.



1. Data on file.  
2. American Nurses Association. 2011. *Health and Safety Survey*.

■ Acute    ■ Long-term

## COSTS



By reducing employee restricted days, workers' compensation costs and employee turnover, Mercy Health experienced a **99% reduction in overall costs**.

### About ArjoHuntleigh

At ArjoHuntleigh, we are dedicated to the well being of patients and caregivers alike. Serving acute and long-term care facilities across more than 100 countries, we deliver a wide range of products and services that bring both quality and efficiency to the care of those with reduced mobility. ArjoHuntleigh is a part of the **Getinge Group**, a leading global medical technology company with operations in the area of surgery, intensive care, infection control, care ergonomics, and wound care.

### About Diligent Consulting

*Diligent* Consulting is an ArjoHuntleigh program that promotes a care culture dedicated to safe patient healing through creating guaranteed, significant outcomes at the clinical and operational levels.



Use only ArjoHuntleigh-designed parts, i.e. parts specifically designed for the purpose, on equipment and products supplied by ArjoHuntleigh. As our policy is one of continuous development, we reserve the right to modify designs and specifications without prior notice.

Diligent is a trademark belonging to the ArjoHuntleigh group of companies. The Top Performer on Key Quality Measures is a trademark of The Joint Commission. © ArjoHuntleigh, 2015.

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