



## UnityPoint Health Methodist

As a *Diligent* partner, UnityPoint Health Methodist experienced a **97.06% total reduction in work-related injuries** and a **99.7% total reduction in workers' compensation**<sup>1</sup>.

UnityPoint Health Methodist (UPHM) has always strived to deliver for its patients and staff. And like any healthcare organization, UPHM has sought to do so efficiently, advancing its quality of care in concert with reducing staff injuries and cost. In 2006, they turned to Diligent® Consulting for answers. The ArjoHuntleigh program helped UPHM identify the causes behind the organization's work-related challenges, and set up an effective solutions program focused on safe patient handling.

*"ArjoHuntleigh came in, learned all about who we were and what we were all about. They became part of our team, and our guide in the process of facilitating change and ensuring this program was successful."*

Mary Bliss, RN, COHN, Employee Health Coordinator,  
Human Resources Services, UnityPoint Health Methodist

### Care Bio

With 329 beds, UnityPoint Health Methodist (UPHM) is a Magnet hospital located in Peoria, Illinois. As a group, UPHM has over 3,000 employees across 52 locations — 529 are board-certified physicians. In 2011, UnityPoint saw 58,201 emergency department visits and generated net revenues of \$358 million.

### The Challenge

In 2006, UPHM noticed an upward trend in work-related injuries and a subsequent increase in lost employee time. Seeing that UPHM staff were accustomed to lifting patients manually, the correlations between the trends and improper patient handling were obvious; how UPHM could create a sustainable solution was not.

### The Solution

ArjoHuntleigh came to UPHM with a promise: a guarantee that by implementing *Diligent*, the organization would achieve, at minimum, a 60% reduction in work-related incidents. Wanting to limit employee injuries and related costs while nurturing its high quality of patient care, UPHM partnered with *Diligent* Consulting.

The *Diligent* consultant team performed a comprehensive assessment of UPHM facilities in 2006. Hospital-wide implementation commenced in 2007, which included:

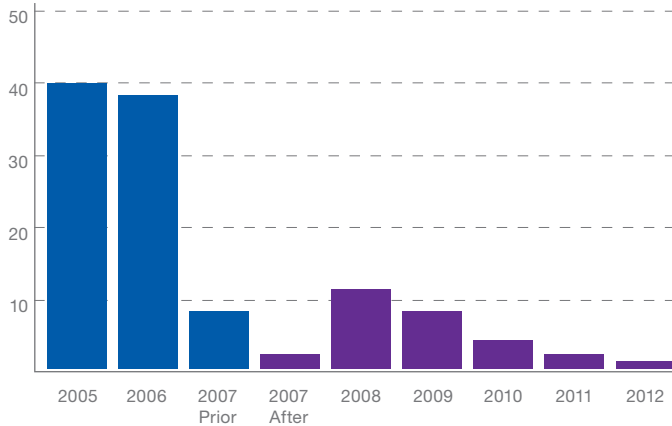
- Clinical oversight
- Process mapping and resolution platforms
- Education and staff development
- Ongoing support for 36 months at all UPHM facilities
- Delivery and installation of use-specific aids, including passive and active lifts, bariatric solutions, and repositioning tools
- Hands-on equipment training and support



# The Outcome

■ Before Implementation      ■ After Implementation

## INJURIES

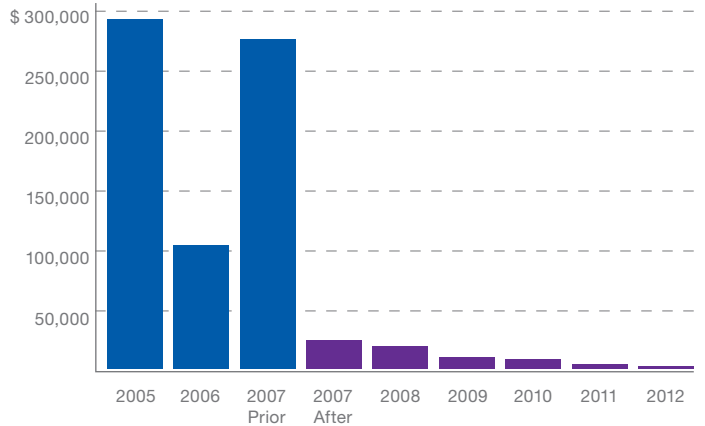


UPHM has **reduced work-related injuries by a sustained 82%**.

Experiencing immediate success with the program, UPHM has continued to lean on *Diligent* Consulting for clinical support. A key factor in the organization's sustainable success has been the involvement of UPHM leadership staff. In 2006, 75 departmental and caregiver employees were trained to take ownership of the *Diligent* initiatives. The goal was to add subsequent staff every year. Today, more than 600 UPHM staff members have received training in safe patient healing via the *Diligent* program.



## COSTS



UPHM has **reduced workers compensation costs by a sustained 99.7%**.

### 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.

1. Data on file.