

Dorset County Hospital survey depicts staff efficiency and satisfaction with Prime TC

Situation

Never has there been a time where the burden of hospital staff in Europe was so high. Overall, according to the EU Health Forum, the European Union will be facing a shortage of 590,000 nurses by 2020.¹ In order to tackle this issue, hospitals are increasingly recruiting nurses from overseas.² While hiring nurses from overseas has the potential to address current shortages, preventing staff from leaving is equally important, requiring increasing focus and attention on the working environment and the equipment used.

Ian Walters the Moving and Handling Trainer at the **Dorset County Hospital, Dorchester** explored the newest innovations in patient transport chairs, in relation to the efficiency of a product, used on a daily basis by both staff and visitors to the hospital.

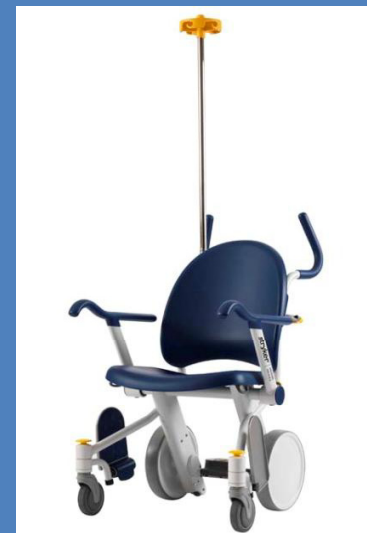
Dorset County's existing transport chair fleet consisted of a variety of rear- and front-steer transport chairs, which according to Ian Walters "lead caregivers and patient's relatives to use poor body posture when propelling the patient in the chair".

Ian Walters' intention was "to find a transport chair that is intuitive to use for caregivers and patients' family members, while ensuring less risk of injury when pushing the chair". Furthermore, a new and monotonic transport chair fleet should ensure steady and quick delivery of training and high levels of staff satisfaction alike.

Rationale

When it comes to the patient experience, details matter. That is why every aspect of the Prime TC Transport Chair is designed to create a welcoming environment that speaks volumes to caregivers, patients and their family members. Obvious touchpoints help make operation intuitive for all users. BackSmart® ergonomics have been incorporated into the design to reduce the bending and reaching associated with caregiver injury. A rigid frame helps enhance durability. This investment in the well-being of patients and caregivers tells them you care about their comfort and health – it tells them that they matter.

With the aim of increasing staff efficiency and satisfaction, Dorset County hospital acquired 10 Prime TCs and plans to purchase more as part of its rolling replacement programme.



Stryker Prime TC

Making a difference

After four months of working with Prime TC, Ian Walters conducted a satisfaction and efficiency survey concerning the new transport chairs. The survey was distributed amongst hospital staff from numerous departments that have been working with Prime TC. The survey addressed the movability, efficiency, ergonomics and satisfaction with the transport chair. Over a period of two months (August-October 2014), 75 hospital staff members participated in the survey.

The feedback on the new transport chairs was very positive. The results show that 97% of the surveyed staff indicated that Prime TC is a more efficient transport chair in comparison to previously used ones. 100% of the respondents indicated that Prime TC is easy to push. One of the participating caregivers stated: "This piece of equipment is so much easier, I have even taken patients to the front door, rather than waste the porter's time". This comment is reflected in the survey results as 99% of the respondents indicate that 'Prime TC is easy to manoeuver in confined space'.

Overall, 96% of the staff confirmed their satisfaction with Prime TC. A satisfaction construct was build out of 7 questions. These questions addressed the ease of pushing and maneuvering the chair, the body posture, appropriate height of the push handles, ease of applying the footrest and brakes and the reduced efforts of bending and twisting.

Results and Conclusion

With the implementation of the Prime TC Ian Walters states: "I found a transport chair that encourages best practice by all those pushing the chair". Furthermore, the results of the survey show that Prime TC is viewed positively by staff in terms of their efficiency and satisfaction. With a heavy fluctuation of hospital staff in Europe, staff efficiency and satisfaction lie at the focus of healthcare institutions.

97%

Of caregivers believe Prime TC is an efficient transport chair

Feedback from survey respondents:

"Best yet"

"So much easier to use"

"Very impressive product"

"Perfect, so easy to handle"

References

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