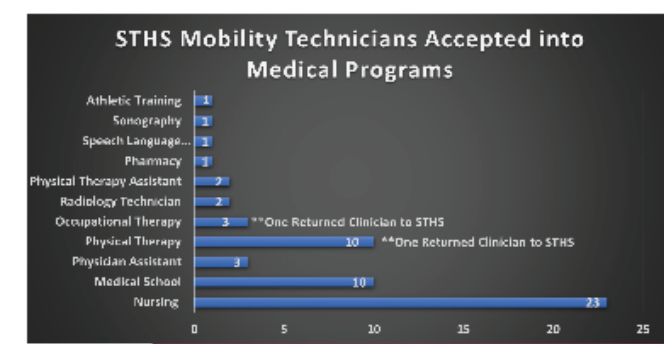
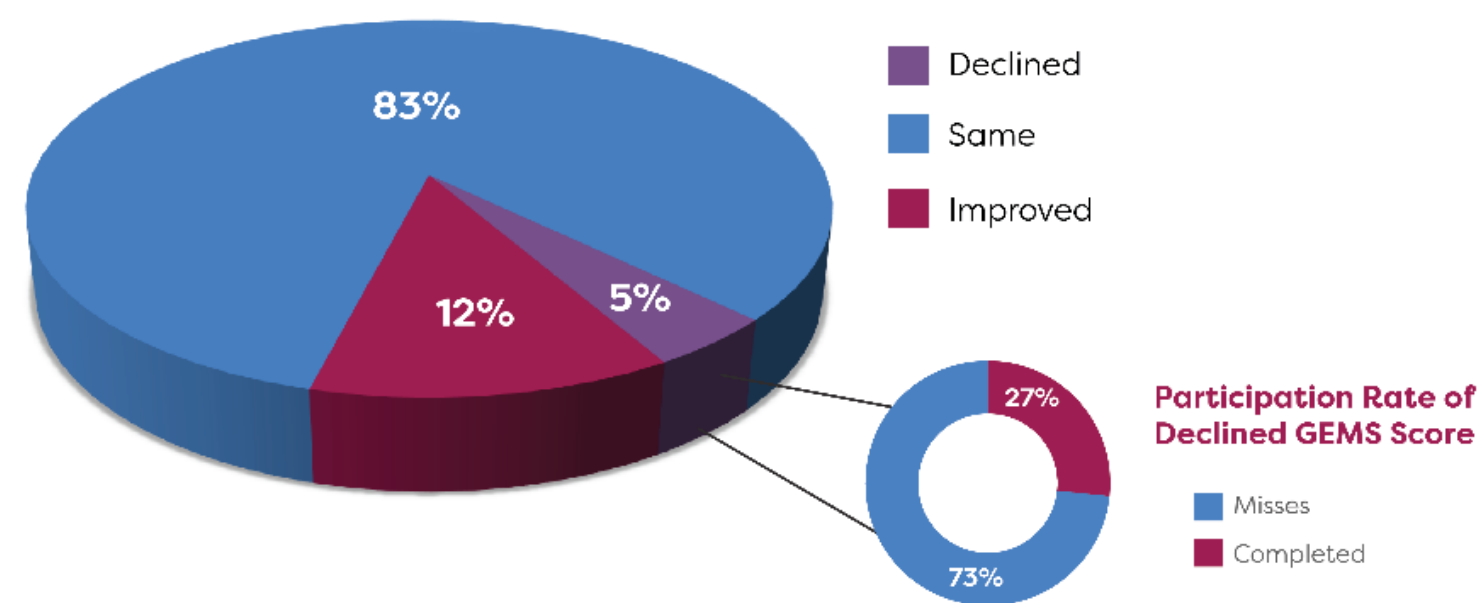


## Learning Objectives

1. Explain how combining job duties focused on increasing patient interactions correlates to possible improvement in colleague engagement indicators.
2. Identify two benefits of patient mobility rounds that have a direct effect on patient satisfaction scores while decreasing post-acute discharge expenditures.
3. List sources of preprofessional recruitment to use in hybridized programs such as mobility technician.

## GEMS Comparison



**OCT. 2019**  
STHS Approved Mobility Tech Program

**MAY - AUG. 2019**  
Mobility Tech Trial STHS

**NOV. 2019**  
Mobility Tech Certification Established

**MARCH 2020**  
COVID

**JAN. 2021**  
Lean Six Sigma Yellow Belt Project: Mobility Tech Utilization

**AUG. 2021**  
Hurricane Ida

**MARCH 2021**  
Zoom Presentation Novant Health System, North Carolina

**FEB. 2021**  
Lean Six Sigma Yellow Belt Project: Reduce GEMS Level 4 Falls

**DEC. 2021**  
Vizient Knowledge on the Go High Reliability Podcast-Mobility Tech Program

**JAN. 2022**  
Lean Six Sigma Yellow Belt Project: Mobility Tech Weekend Rounds

**APRIL 2022**  
Lean Six Sigma Yellow Belt Project: Mobility Tech Scripting to Reduce GEMS 4 Falls

**DEC. 2022**  
Zoom Presentation for University of Illinois

**JULY 2022**  
Ochsner Facilities Initiation of Mobility Tech Trials (Multiple Campuses)

**JUNE 2022**  
Revision of Tech Certification



**FEB. 2023**  
Vizient Creating a Culture of Mobility Collaborative Presentation

### Progressive Mobility Scale Greenville Early Mobility Scale (GEMS)

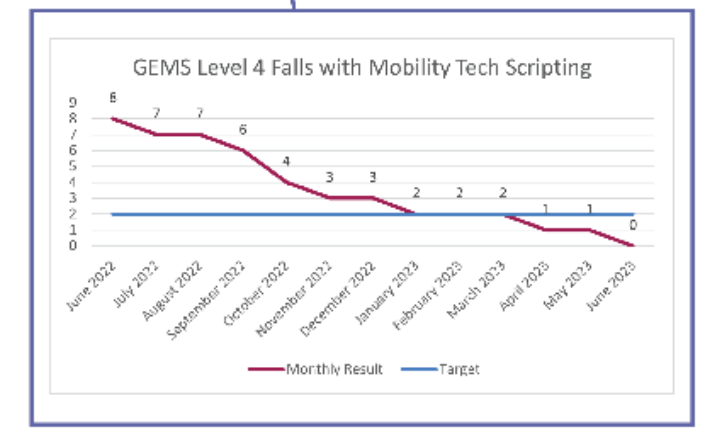
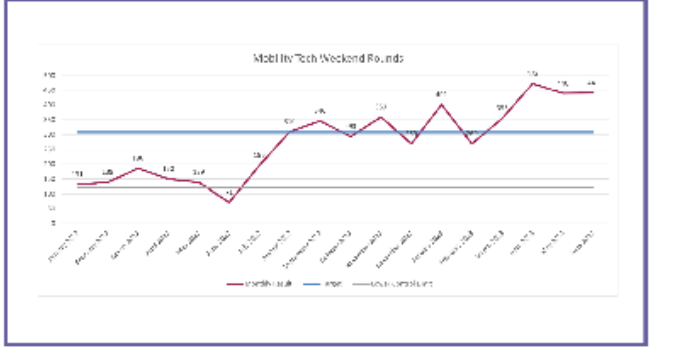
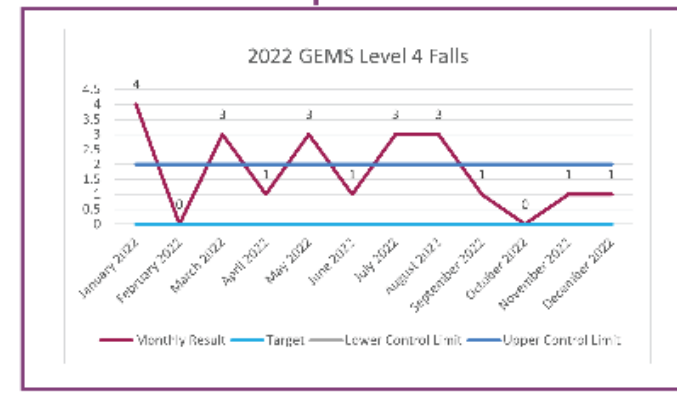
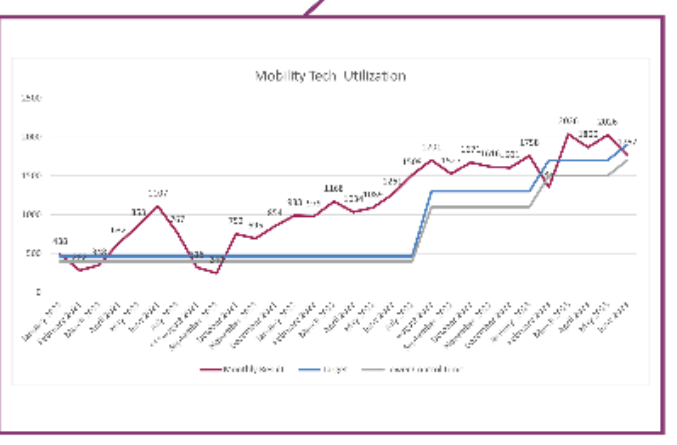
- Mobility Level 1 - In Bed Activity**
  - Ankle pumps
  - Arm raises
  - Head lifts
  - Straight leg raise
  - Rolling
  - Bridge
- Mobility Level 2 - Edge of Bed Activity**
  - Sitting at edge of bed
  - Leg kicks
  - Seated marching
  - Partial stand
- Mobility Level 3 - Standing Activity**
  - Standing
  - Walking in place
  - Step side-to-side along edge of the bed
  - Step forward and back
  - Walk with assistive device and/or staff member
- Mobility Level 4 - Independent Activity**
  - Please encourage patient to walk
  - Witty use assistive device

**JUNE 2018**  
Initiation of Progressive Mobility Protocol

**Overview**  
Decreased patient mobilization negatively influenced outcomes at St Tammany Health System (STHS), and nurses couldn't shoulder the responsibility alone. Coincidentally, STHS transportation staff – adept at mobilizing patients – were experiencing high turnover, low departmental self-esteem, downtime inefficiencies and other concerns shared by acute care transportation departments nationwide. Our solution was hybridizing the transporter position, adding duties including patient mobility rounds, therapy assistance and equipment runs. As a result, workload efficiency and employee satisfaction metrics at STHS markedly improved. Using career-focused college students, the program grew. Four ongoing Lean Six Sigma projects helped keep us on track for success.

## Key Takeaways

1. Hybridization of the mobility technician position increased staff efficiency by reducing downtime and eliminating reactionary component of the job.
2. Mobility Technician Program can be a tool for improving colleague engagement and retention.
3. Mobility Technician Program is an opportunity to establish a pipeline for future clinicians within a healthcare system.



## Lessons Learned

1. Preprofessional recruiting is vital to a Mobility Technician Program.
2. Communication through adversity needs to be encouraged in this program.
3. Electronic medical record needs to be formatted for Mobility Technician documentation.

No one in a position to control the content of this educational activity has relevant financial relationships with ineligible companies.

# Mobility Technicians: Outside-the-Box Utilization of Pre-Professionals in Hybrid Roles

## Learning Objectives

Explain how combining job duties focused on increasing patient interactions correlates to possible improvement in colleague engagement indicators.

Identify two benefits of patient mobility rounds that have a direct effect on patient satisfaction scores while decreasing post-acute discharge expenditures.

List sources of preprofessional recruitment to use in hybridized programs such as mobility technician

### Lessons Learned:

- Preprofessional recruiting is vital to a Mobility Technician Program.
- Communication through adversity needs to be encouraged in this program.
- Electronic Medical record needs to be formatted for mobility technician documentation.

### Key Takeaways:

- Hybridization of the mobility technician position increased staff efficiency by reducing downtime and eliminating reactionary component of the job.
- Mobility Technician Program can be a tool for improving colleague engagement and retention.
- Mobility Technician Program is an opportunity to establish a pipeline for future clinicians within a healthcare system.



# Lean Six Sigma: Keys to Ongoing Success

Four (4) Lean Six Sigma Yellow Belt Projects Monitor the Mobility Technician Program to Maintain a Successful Pathway

- Data-Driven approach for Process Improvement
- Monitors Program Efficiency and Growth
- Sets targets, lower control limits and upper control limits with pre-established interventions to implement if Project Goals Fall out of preset Controls
- Ensures Continuous program Oversight by Belt Owners