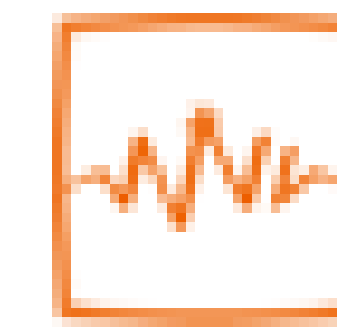




**Singapore Healthcare Management 2024**

# Building Confidence and Competency in Neuroradiology Staff on Patient Transfer Techniques: A Comprehensive Education Package

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## INTRODUCTION

Patient transfers are fundamental to healthcare, proper techniques to ensure safety for both patients and caregivers is important. Building confidence and competency in these techniques is paramount for delivering quality care and preventing repetitive stress injuries. Staff have feedbacked on back pain and other repetitive stress injury (RSI) during the recent Employment Engagement Survey (EES). Staff did not have proper transfer technique skills, most of the staff learnt from seniors during on-the-job training.

## OBJECTIVES

- To enhance staff knowledge in knowledge and skills on safe patient handling.
- To equip new staff with essential patient transfer techniques and the usage of transferring aids for patient transfer techniques.
- To emphasize on proper body mechanics to reduce back pain and other repetitive stress injury (RSI).
- To assess the effectiveness of the education package in enhancing staff competency in patient transfer, in collaboration with occupational therapists from Outram Community Hospital (OCH).

## METHODOLOGY

### Problem Analysis and Evaluation:

Figure 1. Types of Pain

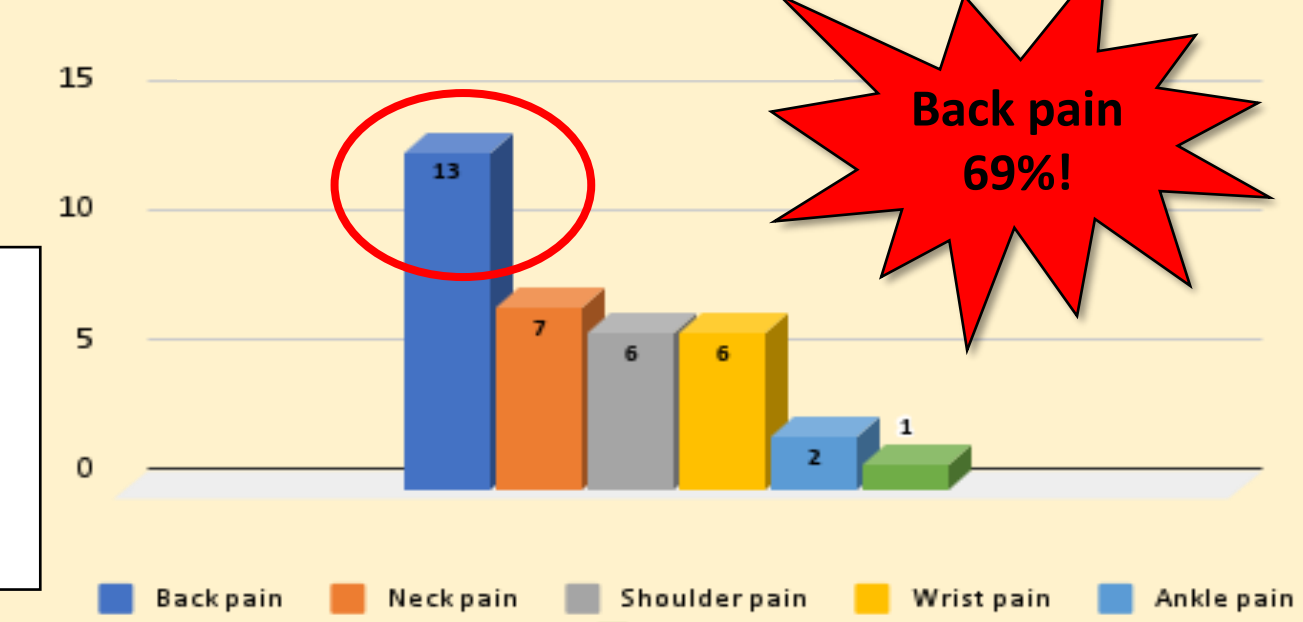


Figure 2. Difficulties encountered during patient transfer

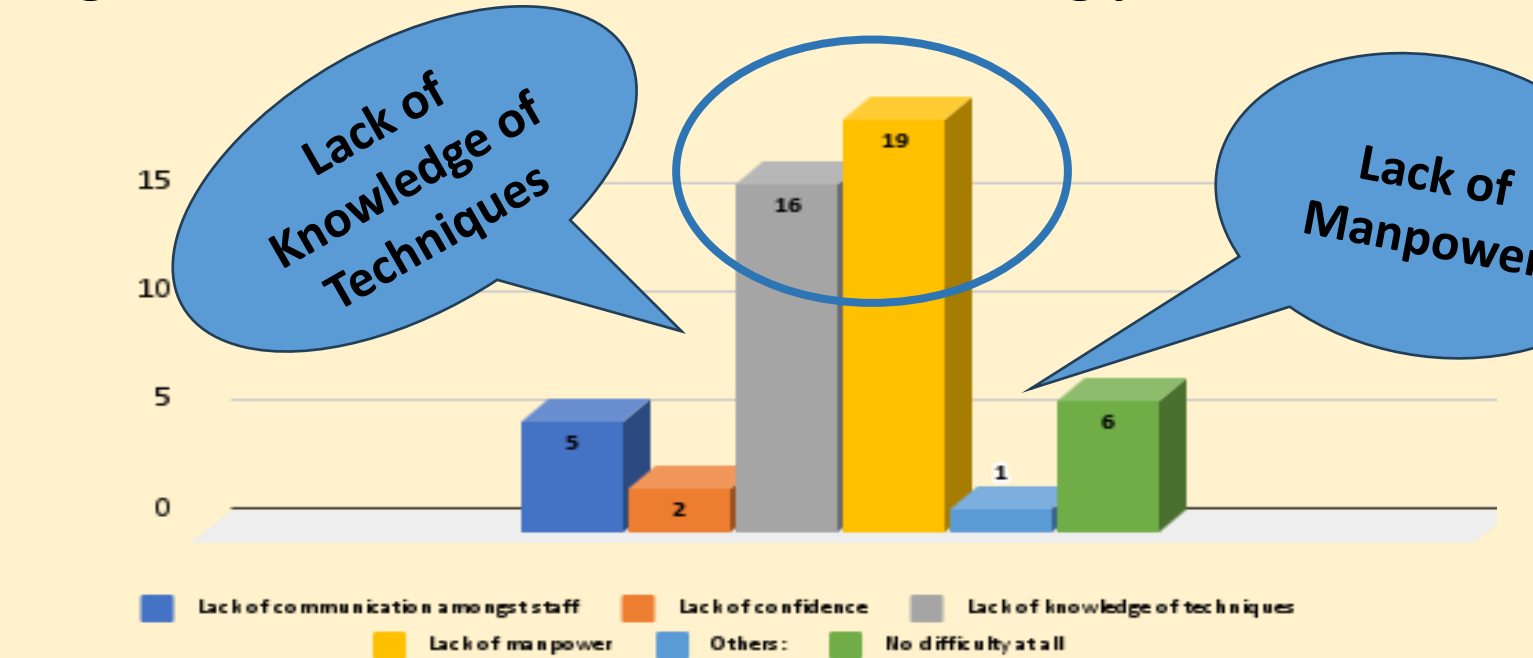
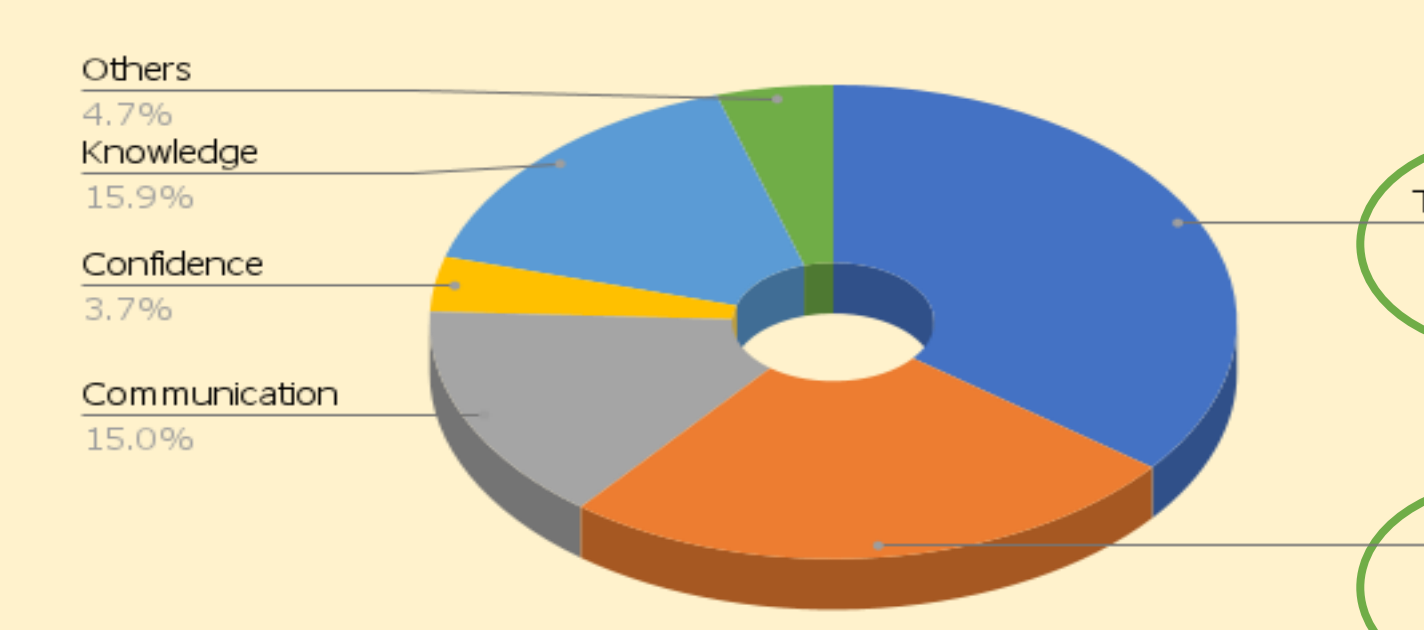
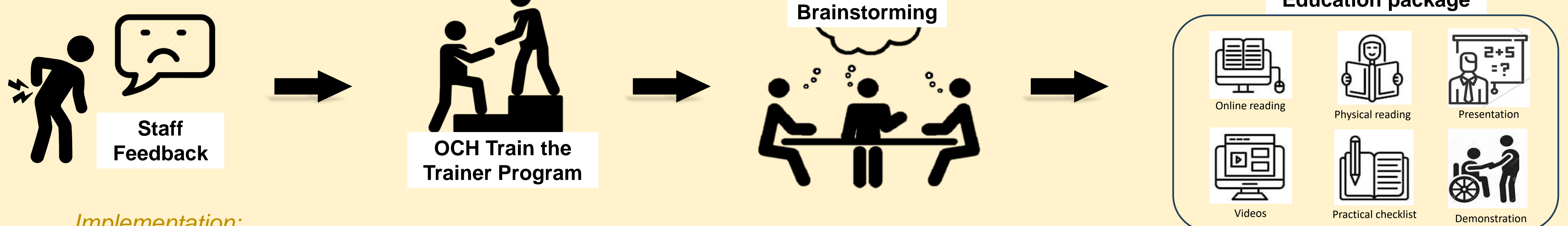


Figure 3. Areas which staff would like to improve in



To gain more Knowledge and Awareness on Transfer Techniques and Safety

### Process Development and Improvement:



### Implementation:

General rules on Safe transferring	
<b>DO's</b>	<b>DO NOT's</b>
USE YOUR LEGS	USE YOUR BACK
STRAIGHTEN YOUR BACK	TWIST YOUR BACK
BEND YOUR KNEES AND HIPS	STRAIGHTEN YOUR LEGS
PATIENT TO LEAN FORWARD	LEAN OVER PATIENT
YOUR FEET SHOULDER WIDE APART	LIFT / TRANSFER MORE THAN YOU CAN HANDLE
KEEP WRIST IN NEUTRAL POSITION DURING TRANSFER	LOCK WRIST IN AWKWARD BEND DURING TRANSFER
ENSURE HEELS ARE FIRMLY ON THE GROUND	ASK FOR HELP

**Wheelchair to Bed**  
2 Man Transfer (Transfer Belt)

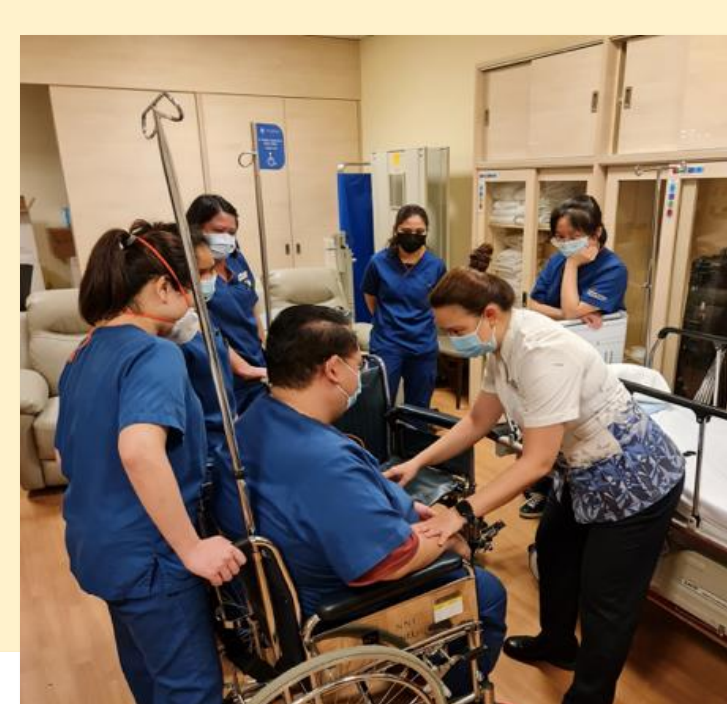
**Wheelchair to Wheelchair**  
2 Man Transfer (Transfer Board)

**Wheelchair to Bed**  
2 Man Transfer (No Equipment)

**Wheelchair to Wheelchair**  
2 Man Transfer (No Equipment)

Step-step instructions – Training manual

Practical checklist



NNI Trainers did their first outreach session in May 2023 during a working day. This included a presentation, live demonstration, small group hands-on practice and a practical test session with individual competency checklists.

Approximately 60% of our frontliners attended our outreach program physically and via zoom. 25% of our frontliners manage to attend our first hands-on practice session.

Presentation and Live Demonstration

## RESULTS

Results indicated a significant improvement in participants' understanding of proper transfer techniques, including body mechanics, transferring aids, communication skills, etc. Staff reported increased confidence in their ability to transfer patient safely, leading to reduced number of transfers – related injuries among staff and patients.



**Increase Staff Job Satisfaction and Confidence**



**Zero Harm**

**No fall / injuries reported in Patient & Staff**



**Increase in Patient throughput. Shorter waiting time**



**Increase Hospital and Institute Image**

## RESULTS

The collaborative effort between the Occupational therapists and Neuroradiology staff has proven to be effective. We can ensure safety and well-being of patients while promoting a positive working environment for healthcare providers, by providing training and support. Future efforts should focus on sustainability with ongoing training and support to maintain high standards of patient care and promote staff well-being.