Safe Patient Handling App

User Manual

User Manual

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Overview

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For both Department of Veterans Affairs (VA) and non-VA care teams, the Safe Patient Handling App provides evidence-based Safe Patient Handling and Mobility (SPHM) techniques to help provide the safest care possible to patients. The app offers a blend of knowledge and tools to prevent injury of both health care professionals and the patients they care for by incorporating patient assessments, scoring tools, algorithms, equipment guides, videos for training and peer leader activity checklists. The information in this app offers the current best practices in SPHM at the point of care, preventing injury and improving interactions between patients and health care professionals.

NOTE: The advice within this app has been compiled by VA. Others are welcome to use this app based upon their specific governance approval. Use of this tool should be considered as guidance and not substituted for professional clinical judgment. It is the responsibility of the health care professional using this app to make use of the guidance based upon the specific circumstances of the individual patient.

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This app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher

2. Safari 7 and higher

3. Firefox 24 and higher

4. Google Chrome 30 and higher

The following User Manual provides an in-depth, step-by-step guide for using the Safe Patient Handling App.

NOTE: The pictures and video clips of a variety of patient handling and mobility technologies shown in the app are used to illustrate SPHM tasks and associated equipment types and are not meant to endorse specific products. Determine what technology your facility has chosen and follow the manufacturer's directions for use.

The Basics

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Accessing the app

When you first open the Safe Patient Handling App, you will see a disclaimer > Read the disclaimer, and if you accept the terms and conditions as outlined in the disclaimer, proceed to use the app. **NOTE:** By agreeing to access the app, and by subsequent use of the licensed software, you agree to comply with the terms of the End User License Agreement (EULA) and Notice of Privacy Practices. The EULA is accessible via the About section of the user menu (four-line icon with a silhouette in the upper right corner).
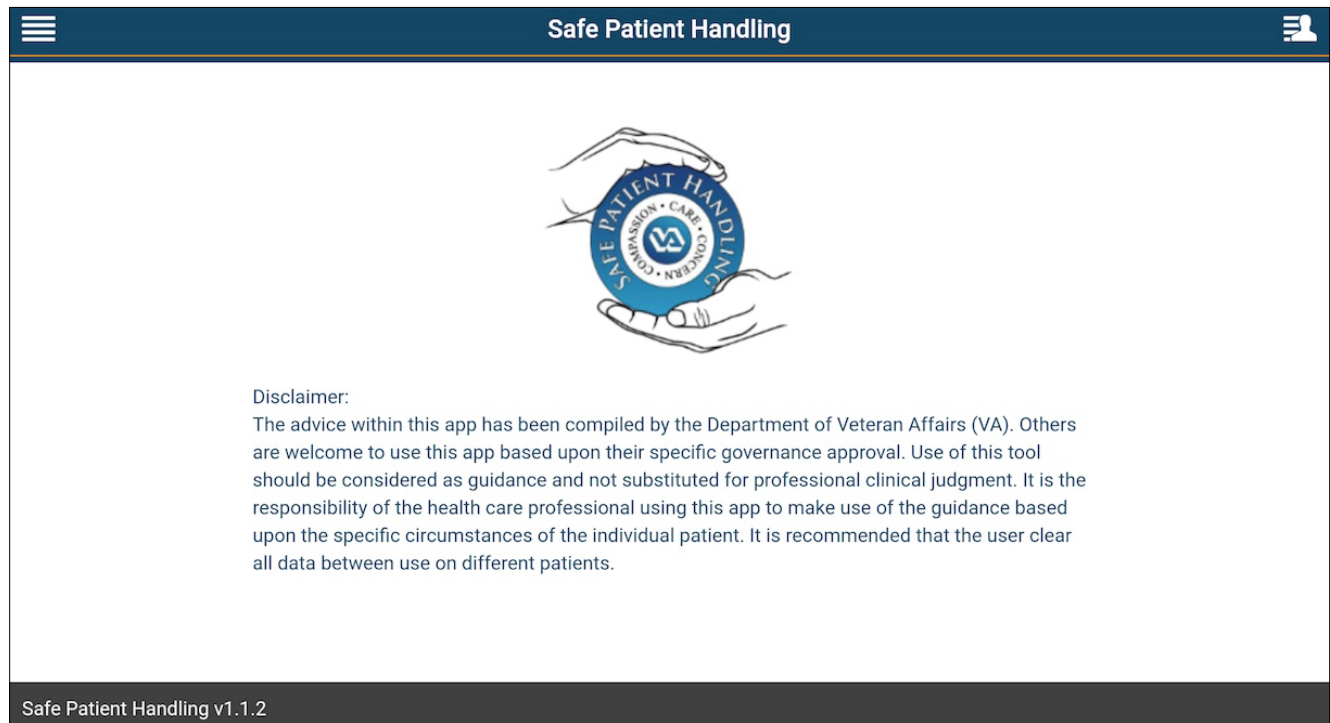
Getting to know the screen

When you access the Safe Patient Handling App, you will first see the home screen, which gives you an overview of the information available in the app. In the upper corners, there are two menus that help you navigate the app:

- App Options (four-line icon in the upper left corner) allows you to access:

  - Home

  - Comprehensive Patient Assessment & Algorithms

  - Scoring & Algorithms for Specific Tasks

  - National Association of Orthopedic Nurses' (NAON) Algorithms/Clinical Tools

  - Association of PeriOperative Registered Nurses' (AORN) Algorithms

  - Clear All Data

  - Close App Options Menu

- User Menu (four-line icon with a silhouette in the upper right corner) allows you to access:

  - About – An app overview and explanations of the features of the app, End User License Agreement (EULA), VA App Store URL, acknowledgements, and the SPHSC Analogy URL, which links to a video comparing Safe Patient Handling to a seatbelt.

  - Help – A built-in User Guide, a Help Desk number and feedback link.

  - Resources – AORN information, glossary, kits, NAON information, Training Guides, etc.

  - VA Launchpad

  - Close User Menu

Tap the icons to access each menu, which will slide out from the sides of your screen. To close the menus, tap the icons or tap the center of the screen again.
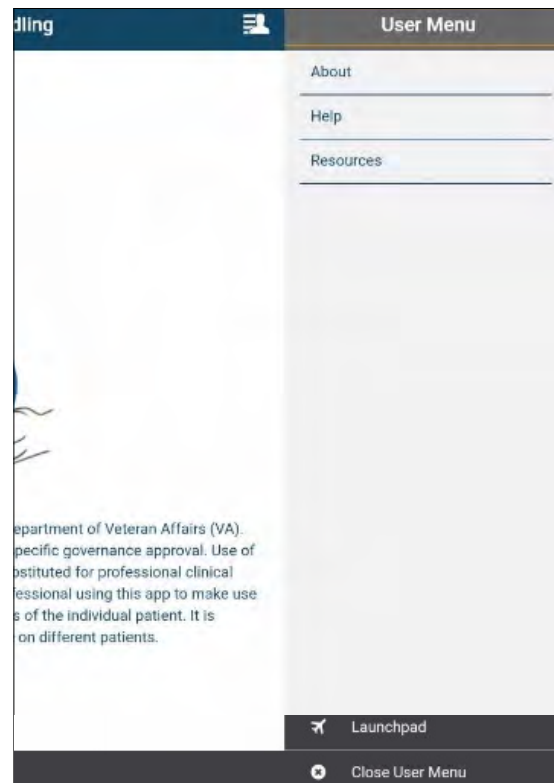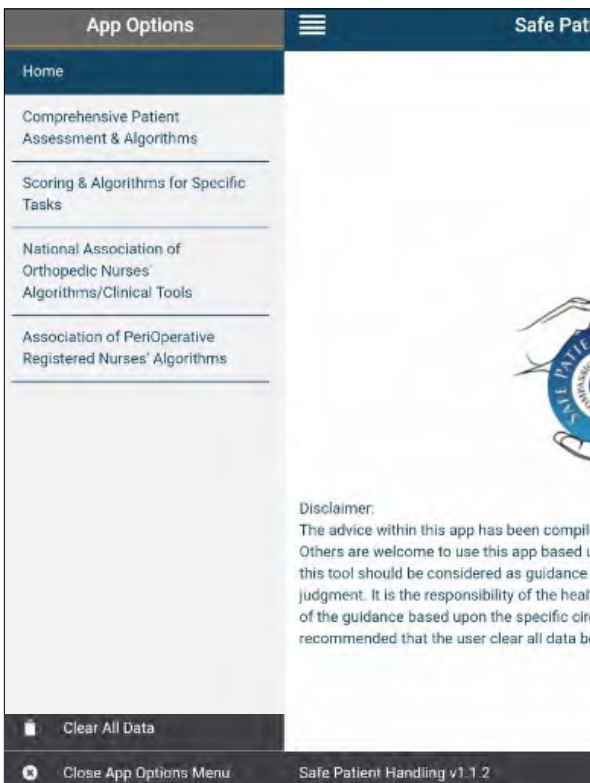
Learning about the app

Tap the user menu (four-line icon with a silhouette in the upper right corner) > A slide-out menu will appear > Tap **About** > A pop-up About box will appear that provides the version number of and background information about the app. You can also read the EULA, view a video comparing SPH to a seatbelt (SPHSC Analogy), and access the VA App Store for additional support materials by tapping the hyperlinks. To view the acknowledgements, tap **Acknowledgements**. To close the pop-up About box, tap **OK**.

Accessing help for the app

Tap the user menu (four-line icon with a silhouette in the upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > You will see the Help Desk number. Tap **User Guide** to access the built in User Guide. Tap **General Feedback to VA** to provide feedback about the app. To close the Help box, tap **OK**.

Accessing additional resources

Tap the user menu (four-line icon with a silhouette in the upper right corner) > A slide-out menu will appear > Tap **Resources** > You will go to the Resource screen with these topics:

- AORN
- Association of Safe Patient Handling Professionals
- Glossary
- Hill-Rom for BMAT
- International Journal of SPHM
- Kits
- NAON

- National Public Radio Series on Injured Nurses
- Occupational Safety and Health Administration Safe Patient Handling
- Safe Patient Handling and Mobility: Interprofessional National Standards by American Nurses Association

- Training Guides
- Veterans Health Administration Safe Patient Handling and Mobility
- Websites

Tap on the topics' heading to expand more information beneath > Some may have written information or hyperlinks you can tap to visit resources' websites. You can also tap the **Patient Handling & Movement Assessments** and the **Scoring & Algorithms for Safe Patient Handling & Mobility** hyperlinks to open information in a new window.

Accessing the VA Launchpad App

Through the VA Launchpad, you can access other apps without re-entering your VistA credentials. No matter what information you are currently viewing you can always access the VA Launchpad by tapping the user menu (four-line icon with a silhouette in the upper right corner) > A slide-out menu will appear > Tap **Launchpad** at the bottom of the screen > You will go to the VA App Store. Search for VA Launchpad to access the Launchpad App.

Clearing all data

As you go through the app, you will have options to take assessments or questionnaires about your patient's health and level of mobility. The answers to the assessments will remain until you have chosen to clear the answers. To clear all data, tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Clear All Data** at the bottom of the menu > A pop-up Confirm clear data box will appear > Tap **OK** (or to close without clearing, tap **Cancel**). **NOTE:** Be sure to clear all data between using the app with different patients.

Comprehensive Patient Assessment & Algorithms

The app's assessments help you determine the mobility and independence of your patient to perform certain tasks, and choose the safest patient handling methods and equipment that might be needed to assist the patient. You can assess your patient's ability to perform multiple tasks or specific tasks, and based on your answers, the assessments' algorithms will provide you with recommendations. **NOTE:** This section of the app uses the VHA Safe Patient Handling Algorithms, as edited in 2014.

Learning about comprehensive patient assessments and algorithms

Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Comprehensive Patient Assessment & Algorithms** > Tap the information icon (blue circle with an "i" in the upper right corner of your screen) > A pop-up Safe Patient Handling and Mobility Patient Assessment/Algorithms/Care Plan box will appear > Read the information about how to administer and operate assessments > Tap **OK** to close.

Conducting an assessment for multiple tasks

The multiple-task assessment has 17 questions you will answer about one patient's mobility and independence. Your answers will be used to determine equipment needs for various tasks. Not all questions apply to every task, and the answers on the assessment will stay until you clear the form. To complete the assessment, tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Comprehensive Patient Assessment & Algorithms** > Tap **Conduct an assessment for multiple tasks** > The assessment will appear in the right pane of your screen > Answer the questions by tapping the circles next to the appropriate answers for your patient > Tap **Next: Select one or more tasks** at the bottom of the screen > You will go to a Task List screen where you can select the tasks about which you would like recommendations and diagrams > Tap the

checkbox(es) next to the task(s) your patient needs to perform (or you can tap the View Flowchart diagram icon – which is three dots connected by two lines – to the right of a specific task, and a diagram about that task will appear in a new screen) > Tap **Get Recommendations** at the bottom of the screen > You will go to a Task Chosen & Recommendations screen where you will see the topic(s) you have selected > Tap the heading of a topic, and most topics will have some or all of the following:

- Recommendations – An overview of patient handling options based upon your patient's health and the circumstances.

- Equipment – Tap on the heading to expand or hide the information on equipment options applicable to the task > Tap on the hyperlinks to learn more about specific equipment by viewing informational videos or other resources.

- Notes/Hints – Tap on the heading to expand or hide recommendations for specific tasks and general patient handling.

- Flowchart Diagram and Description – Tap on the heading to expand or hide flowchart information for specific tasks > Tap **Flowchart Diagram Description**, and a flowchart guide for that task will appear below.

To clear the assessment, tap **Clear Assessment** in the upper right of your screen.
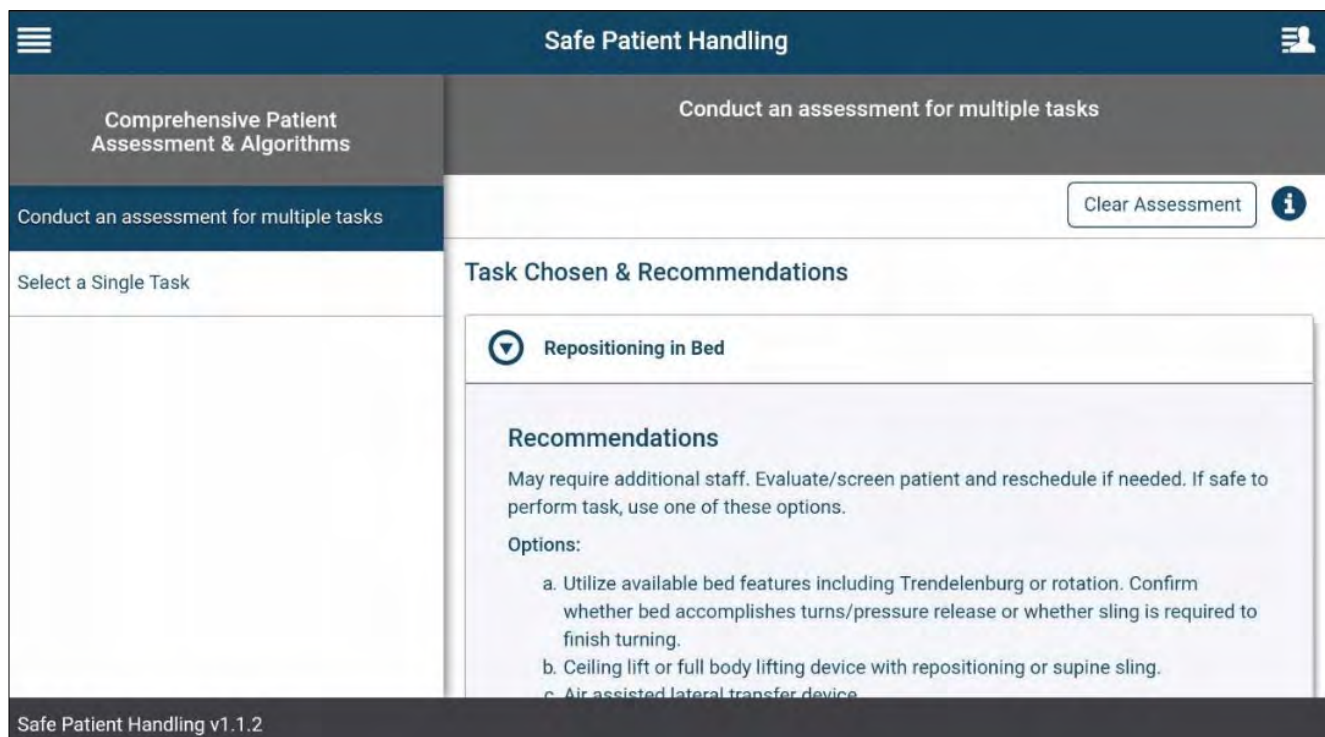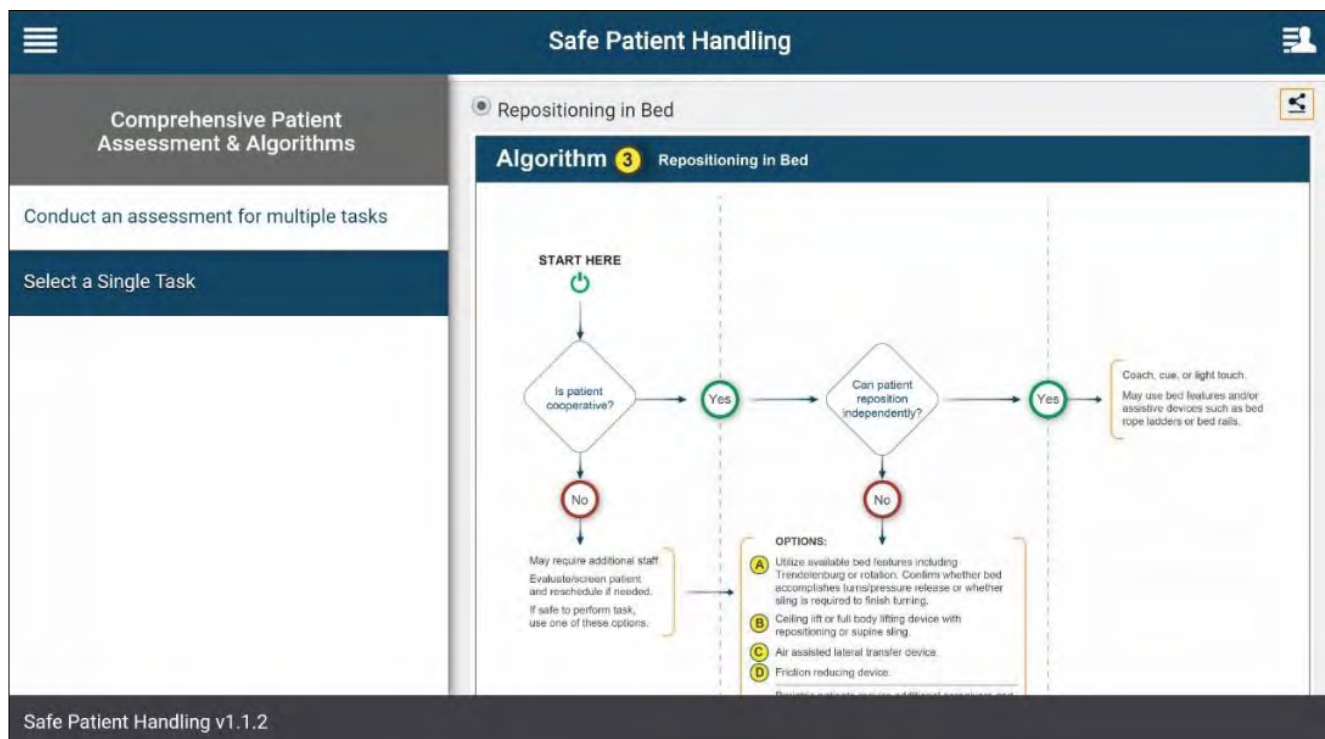
Selecting a single task

The single-task assessment allows you to choose a specific task your patient needs to perform and answer the questions about the patient's ability to perform the task. Your answers will be used to determine equipment needs for the specific task. To complete the assessment, tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Comprehensive Patient Assessment & Algorithms** > Tap **Select a Single Task** > A Task List will appear in the right pane of your screen, where you can select the task about which you would like recommendations and diagrams > Tap the circle next to the task your patient needs to perform (or you can tap the View Flowchart diagram icon – three dots connected by two lines – to the right of a specific task, and a diagram about that task will appear in a new screen) > Tap **Next: Complete assessment questions for the selected task** > You will go to an assessment about your patient's ability to perform the task > Tap the circles next to the answers that pertain to your patient > Tap **Get Recommendations** > You will go to a Task Chosen & Recommendations screen, where you will see the topic you have selected > Tap the topic's heading, and most topics will have some or all of the following:

- Recommendations – An overview of patient handling options based upon your patient's health and the circumstances.

- Equipment – Tap on the heading to expand or hide the information on equipment options applicable to the task > Tap on the hyperlinks to learn more about specific equipment.

- Notes/Hints – Tap on the heading to expand or hide recommendations for specific tasks and general patient handling.

- Flowchart Diagram and Description - Tap on the heading to expand or hide flowchart information for specific tasks > Tap **Flowchart Diagram Description**, and a flowchart guide for that task will appear below.

To clear the assessment, tap **Clear Assessment** in the upper right of your screen > A pop-up Confirm clear data box will appear > Tap **OK** to close (or **Cancel** to stay on the screen).

Scoring & Algorithms for Specific Tasks

This section allows you to calculate a patient handling functional score for individual patients based on their mobility and the specific task they need to perform. You can then use that score to see recommended processes and equipment for that task. **NOTE:** This section of the app uses the Bay Pines scoring system and algorithms, which were built as a modification and simplification of the VA algorithms.

Learning about scoring and algorithms for specific tasks

Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Scoring & Algorithms for Specific Tasks** > Tap the information icon (blue circle with an "i" in the upper right corner of your screen > A pop-up Sample Assessment Process box will appear > Read the information about scoring patients' health and abilities for assessments > Tap **OK** to close.

Learning about the patient mobility tool

The Patient Mobility Tool allows you to assess your patient's mobility level and the degree of assistance that might be needed. Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Scoring & Algorithms for Specific Tasks** > Tap the information icon (white circle with an "i" in the right corner of the Scoring & Algorithms for Specific Tasks screen) > The Patient Mobility Tool will open in a new screen.
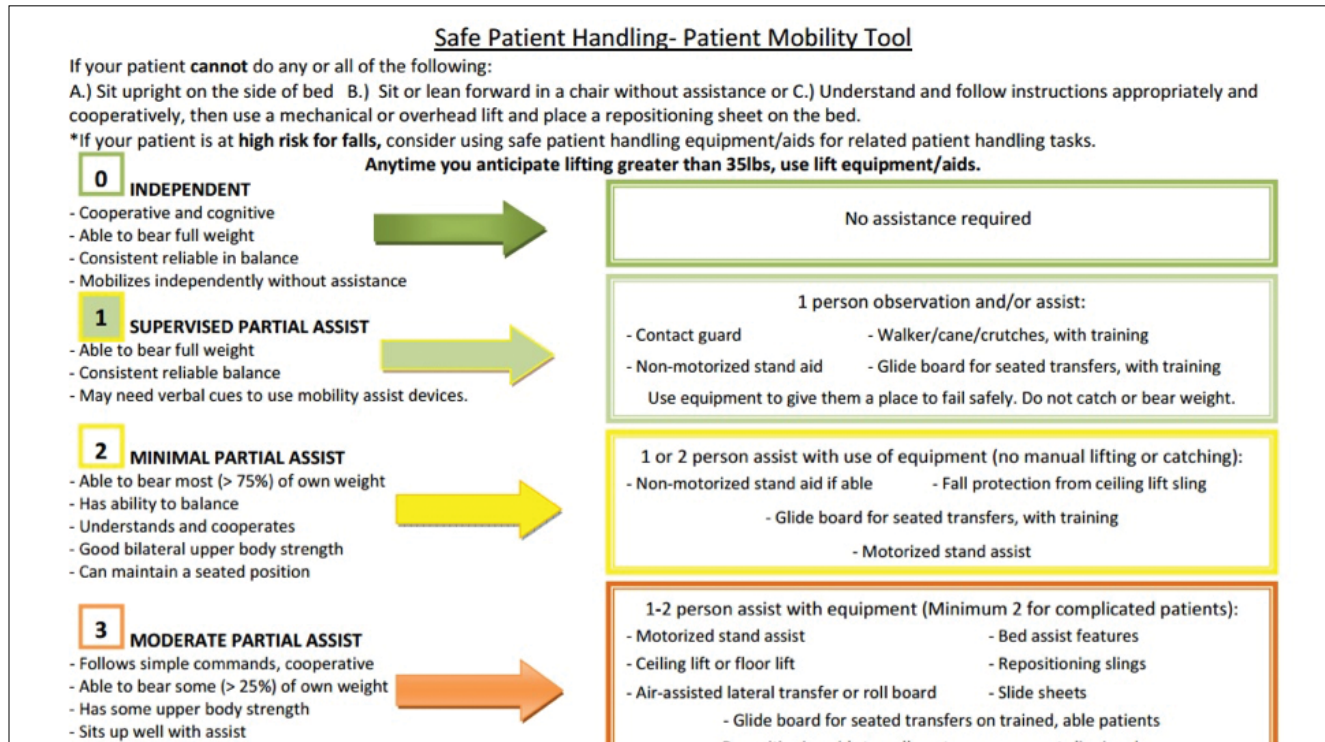
Seeing task recommendations based on patient mobility

Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Scoring & Algorithms for Specific Tasks** > Tap one of the following:

- **Transfer: Bed to Chair, Chair to Toilet, Chair to Chair, Car to Chair**
- **Lateral Transfer to & From: Bed to Stretcher/Trolley**
- **Transfer To & From: Chair to Stretcher or Chair to Exam Table**
- **Reposition up in Bed: Side to Side, Up in Bed**
- **Reposition in Chair: Wheelchair & Dependency Chair**
- **Transfer a Patient up from floor**

An assessment will appear in the right pane of your screen based on the task you have chosen > Answer the questions by tapping the circles next to the appropriate answers for your patient. **NOTE:** The assessment for each of the tasks is the same, so when you answer an assessment for one task and calculate the score, and then tap on a different task, the same answers will appear for the other task's assessment > Tap **Calculate Score** > You will go to a Task Chosen & Recommendations screen, where you will see the patient's score and the recommendations for how to approach a task based upon your patient's score > Tap the heading of the task, and most topics will have some or all of the following:

- Recommendations – An overview of patient handling options based upon your patient's health and the circumstances.
- Equipment – Tap on the heading to expand or hide the information on equipment options applicable to the task > Tap on the hyperlinks to learn more about specific equipment.
- Notes/Hints – Tap on the heading to expand or hide recommendations for specific tasks and general patient handling.
- Diagram Scoring and Description - Tap on the heading to expand > Tap **Diagram Description**, and a flowchart scoring guide for that task will appear.

To clear the assessment, tap **Clear Assessment** in the upper right of your screen > A pop-up Confirm clear data box will appear > Tap **OK** to close (or **Cancel** to stay on the screen).

National Association of Orthopedic Nurses' (NAON) Algorithms/Clinical Tools

Get more information about the National Association of Orthopedic Nurses, and see a list of orthopedic clinical tools and orthopedic impairments assessments that are available upon purchase. **NOTE:** If you are using the app on the VA network, these orthopedic algorithms can be accessed without cost at http://go.va.gov/p2bu.
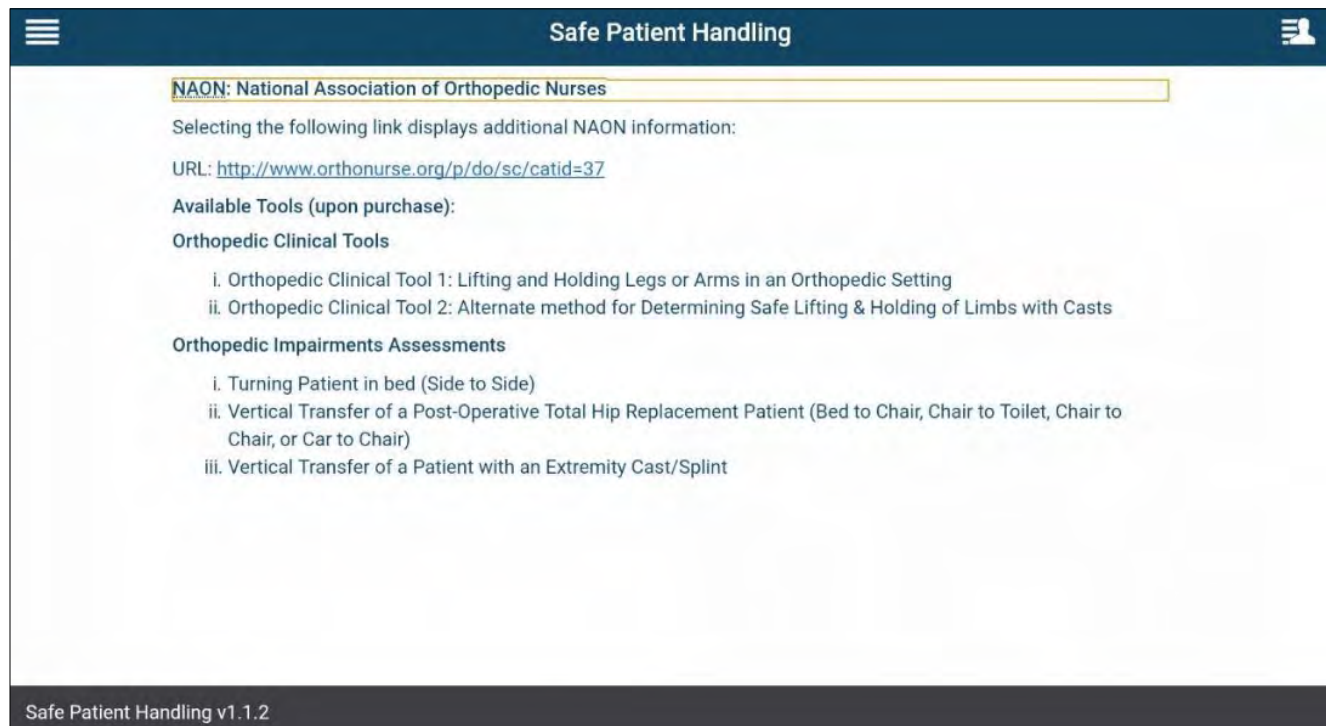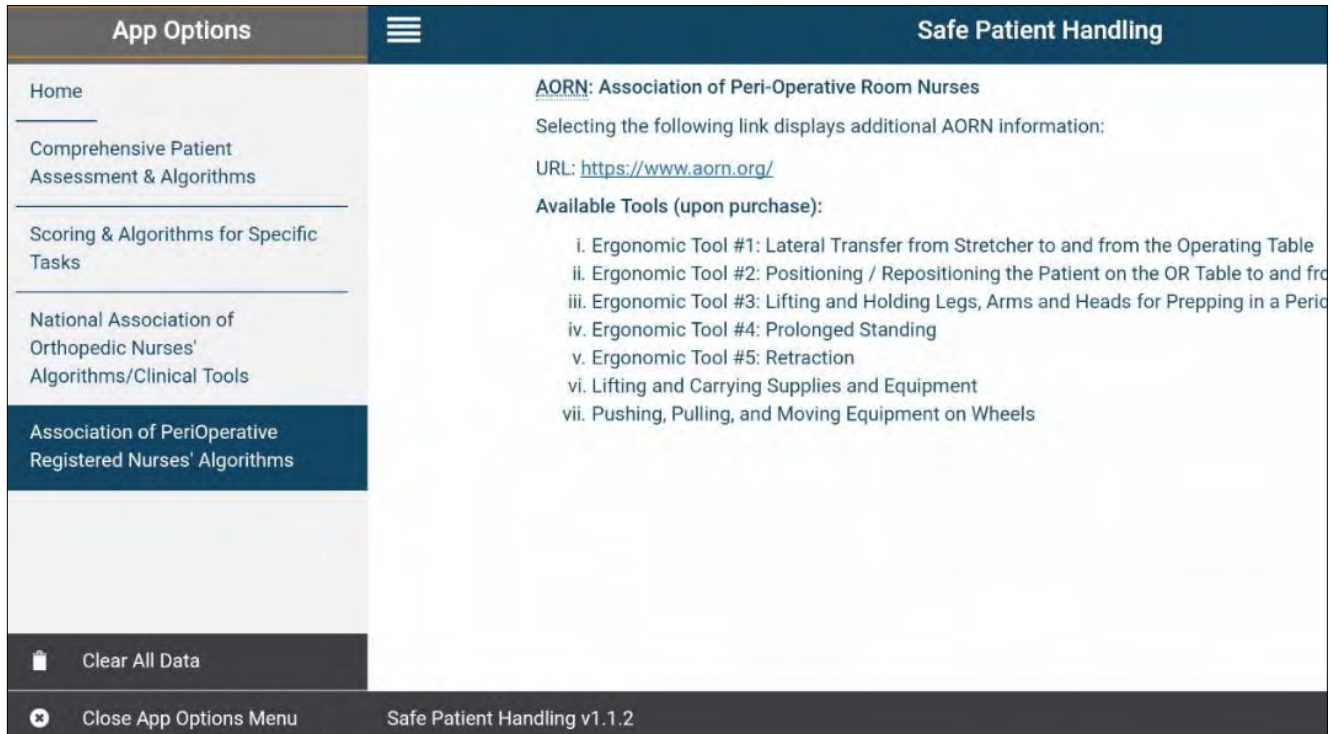

Learning about orthopedic tools

Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **National Association of Orthopedic Nurses' Algorithms/Clinical Tools** > You will see information about orthopedic clinical tools and assessments. To visit the NAON website, tap the hyperlink, which will open in a new window.

Association of PeriOperative Registered Nurses (AORN)

Access links to algorithms and ergonomic tools that generate recommendations for use of safe patient handling techniques in the perioperative environment. **NOTE:** If you are using the app on the VA network, these perioperative algorithms can be accessed without cost at http://go.va.gov/avk6.

Learning about perioperative tools

Tap the app options menu (four-line icon in the upper left corner) > A slide-out menu will appear > Tap **Association of PeriOperative Registered Nurses' Algorithms** > You will see information about perioperative clinical tools. To visit the AORN website, tap the hyperlink, which will open in a new window.

Help and Additional Information

Additional training materials for the Safe Patient Handling App

You can access these materials directly by tapping the user menu (four-line icon with a silhouette in the upper right corner) > A slide-out menu will appear > Tap **About** > Tap the VA App Store hyperlink. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on **mobile. va.gov/appstore**, and search for the app to access the resources.

Help Desk information

If you need assistance with the Safe Patient Handling App, dial **(877) 470-5947** to speak with a VA representative. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: **http://www.va.gov/directory/ guide/home.asp?isflash=1**. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts who served in the Safe Patient Handling App's creation are: Kurk Rogers, Dr. Kimberly Falco, Randy Hardy, Dr. Tony Hilton, Dr. Marie Martin and Mary Matz.

Appendix #2: Glossary

AORN – Association of PeriOperative Room Nurses

App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

BMAT – Bedside Mobility Assessment Tool

EULA – End User License Agreement

NAON – National Association of Orthopedic Nurses

PM&R – Physical Medicine and Rehabilitation

SPHM – Safe Patient Handling and Mobility

VA – Department of Veterans Affairs

VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams. [More at: mobile.va.gov]