**Employee Injury Prevention**  
**A Food Services and Tanger Be Well Center Collaboration**

**The Problem**  
The Food Services Department is high risk for employee injuries due to the physical nature of the work. During the summer months of 2014, there was a significant rise in injuries across both campuses, raising concern for the management team.

**Aim/Goal**  
This year, the Tanger Be Well Center partnered with Food Services with a goal of reducing work related injuries through preventative measures of stretching and teaching proper ergodynamics. The scope of the project is wide-spread with the potential to impact over 150 Food Service Department employees. This initiative links to the IOM Dimension of Quality Care for Safety and the BIDMC Mission of Committed Workforce. Prior to this safety-focused collaboration with Be Well, the number of injuries for 2014 (Q1-Q3) was 2.7 per month on average. The goal for the department is to have no greater than two injuries per month by Q4.

**The Team**  
Nora Blake, Director Food Services  
Roda Connell RD Assistant Director  
Lindsay Johnson RD LDN PFS East Ops Manager  
Mieka Martin, PFS Operations Manager, West  
Marlene DaCosta, Tanger Be Well Center  
Derek Walczak, Tanger Be Well Center  
Brian Leighton, Tanger Be Well Center

**The Interventions**
- Met with Be Well Team of Exercise Physiologists to assess the specific safety needs of the Food Service Department, including a walk-through of kitchen and work areas.
- 4 In-Services were provided for Food Service staff by the team of Be Well Exercise Physiologists  
  1. In August, two “Back Safety and Stretching” training sessions were held for kitchen staff focusing on back safety for lifting and proper ergonomics.  
  2. In September, two “Stretch Break” training sessions were held for Call Center employees focusing on stretches relevant to sitting in a chair and using a computer for extended periods of time.
- Anatomic Stretch Posters were created by Be Well as a visual step-by-step guide for employees to follow while stretching on their own.
- 10 minute Stretch Breaks were continued in the Call Center on a weekly basis guided by the Be Well Stretch Posters.
- The Food Service Management Team continued with monthly town-hall style safety meetings with a committee of front-line employees to identify areas of risk and action plans for improvement.

![Image of team members]

**The Results/Progress to Date**

![Chart showing the number of injuries over time with a notable decrease following Be Well interventions in August and September]

Following the Be Well interventions, the average number of injuries decreased to 1 injury per month for Oct-Dec 2014. Our department goal for FY2015 is to have no greater than two injuries per month, which we have met for Q1 of FY15.

**Lessons Learned**
- This group of FS staff was found to be more engaged when given the opportunity to physically try something themselves versus solely an auditory lesson, which is why the Be Well In-Services were effective.
- In order to sustain the safety initiatives, activities must be planned into the daily schedule. For example, planning a Call Center Stretch Break session for 10 minutes every morning at 10:00am.

**Next Steps/What Should Happen Next**
- Sustain the improvement achieved using the Stretch Posters as well as the new Be Well Stretch Video on the portal
- Continue to focus on meeting the department goal of no more than 2 injuries per month for FY15

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