

## Ergonomic (MSI) Risk Factor Identification and Assessment

<b>Department/Work Area:</b> Admitting <b>Specific Location:</b> <b>Assessed By:</b>	<b>Occupation:</b> Switchboard Operator <b>Contact Name:</b> <b>Assessment Date:</b>
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### Task List Worksheet

<b>Job Summary:</b> Coordinates and maintains hospital communications including emergency situations such as Codes (e.g. Code Red). Completes patient registrations for outpatient and emergency treatment.
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*Transfer list of job tasks from job description onto this sheet. Determine whether ergonomics (MSI) risk assessment is required, (i.e. were risk factors noted?) if no, provide rationale.*

Tasks and Description of Activities	Frequency/Duration	Risk Assessment Required?
1. Operates switchboard by connecting incoming call and placing outgoing calls as requested; transfers calls.		
2. Computer work: registers patients, deals with inquiries by providing appropriate information (looking up names).		
3. Handling mailouts: sorting reports, applying labels, putting appropriate reports into envelopes (desk-top paper work).		
4. Handling verbal inquiries by providing appropriate information (e.g. department location, patient room number).		
5.		
6.		
7.		
8.		
9.		
TOTAL		

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<b>Description of workstation:</b> <b>Hours of Work/Shift Schedule:</b> <b>Discomfort noted on surveys:</b>
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Tasks for Ergonomics Risk Assessment:	Frequency of Task:
1. Operating switchboard 2. Computer entry 3. Handling mail-outs (desk top paper work) 4. Handling verbal inquiries	

	Task	Risk Factors	Freq/Dur	Mag/Range		Assessment / Observations / Comments	
IDENTIFICATION	Operating switchboard	• Awkward posture: (shoulder) reach to phone			ASSESSMENT	• Number of calls varies. Phone can be moved closer to reduce reach.	Risk Factors to consider: - Joint posture: wrist, elbow, shoulder, neck, back, knees - Awkward posture: reach, twist, bend, stoop, squat, climb, static - Force: lift, lower, carry, push/pull, pinch or power grip, surface - Repetition, frequency, duration, exposure - Object weight, location, size, shape, handles, stability - Work height, layout, seating, space - Tool/equipment use - Contact Stress - Environment: layout, flooring, temp., noise, light, glare, vibration - Work Organization: recovery, schedule, workload, task variability, pace, PPE use, interruptions - Psychosocial variables - Other
		• Awkward posture (neck)				• Headset available but not used (comments about sound quality and interfering with eyewear).	
	Computer entry	• Awkward posture (shoulder, trunk)				• Reaching to keyboard and mouse. Keyboard angled on desktop, mouse positioned further to right. • Given amount of computer entry, computer placement should be optimized to improve alignment and minimize reaching to keyboard and mouse. • Limited use of mouse reported.	
		• Contact with desk edge				• Forearms resting on sharp desk edge. Rounded desk edge preferred or provide keyboard wrist rest.	
	Handling mail-outs	• Contact with desk edge • Work space				• Rounded desk edge preferred. • Comments about lack of desk space. Many items are stored directly on the work surface.	
Handling verbal inquiries	• Awkward posture (trunk)			• Comments that it is hard to hear person behind the window so often leaning forward.			

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*\*Control Priority Note: 1 = recommended for implementation to reduce risk factors; 2 = optional, for consideration as a means of reducing risk factors; 3 = not for immediate action but for future consideration as appropriate.*

	Risk Factor	Potential Cause	Recommended Controls	Control Priority	Responsible Person	Status
CONTROLS	<ul style="list-style-type: none"> <li>• Awkward posture: (shoulder)</li> </ul>	<ul style="list-style-type: none"> <li>• Reaching to use phone that is pushed back on the work surface.</li> </ul>	<b>Please review with staff as appropriate:</b> 1. Remind staff to keep phone as close to desk edge as possible to minimize reaching. Even moving it in a bit would be an improvement.			
	<ul style="list-style-type: none"> <li>• Awkward posture (neck)</li> </ul>	<ul style="list-style-type: none"> <li>• Supporting handset while typing and headset not used</li> </ul>	2. The handset should never be supported between the shoulder and neck. Options for correct positioning are to use headset, or hold the handset in one hand. If the current headset is not being used, consider another type. There are various styles of headsets; contact Telecommunications for product and pricing information.			
	<ul style="list-style-type: none"> <li>• Awkward posture (shoulder, trunk)</li> <li>• Contact stress</li> </ul>	<ul style="list-style-type: none"> <li>• Position of keyboard and mouse in relation to workspace layout.</li> </ul>	3. Various options for layout were discussed. Recommendation is to install an articulating keyboard platform that will fit the mouse. This will improve arm positioning for keyboard and mouse, allow for adjustability for multi-users and provide room for the phone to be positioned closer. In addition, the platform will have a cushioned wrist rest to eliminate contact stress.			
	<ul style="list-style-type: none"> <li>• Contact stress</li> </ul>	<ul style="list-style-type: none"> <li>• Contact with desk edge for mailouts.</li> </ul>	4. Consider adding stripping along the desk edge to minimize contact stress. With the implementation of the keyboard platform with the wrist rest, this is a lower priority.			
	<ul style="list-style-type: none"> <li>• Work space</li> </ul>	<ul style="list-style-type: none"> <li>• Position of materials on the desk top, lack of space</li> </ul>	5. To gain additional space on the desktop: consider installing additional shelving for storage of reference material (move it off the desk).			

<b>Additional Comments:</b>