



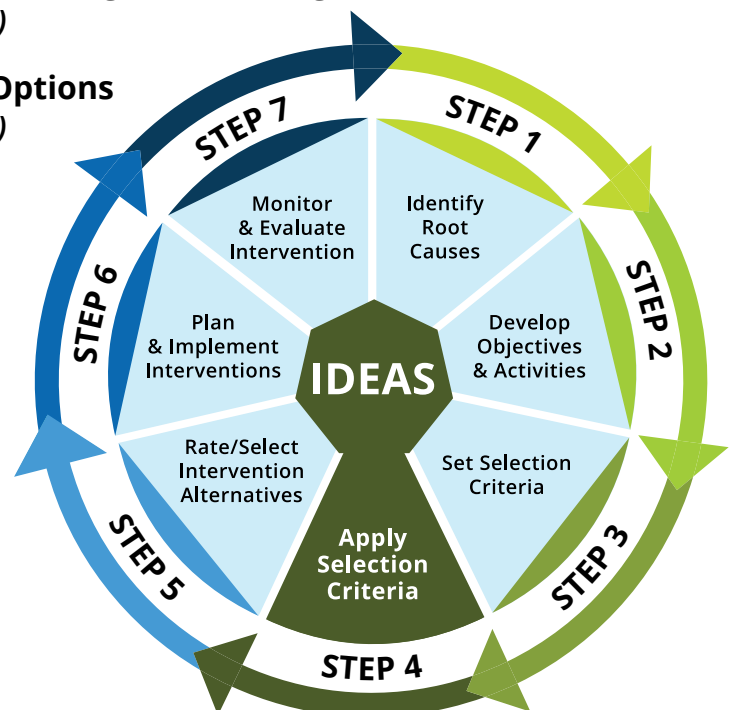
IDEAS STEP 4

Form Interventions and Apply Selection Criteria

DT Design Team Handouts

Handouts:

- Design Team Agenda
- Step 4A: Form Interventions Guide
- Step 4A: Form Interventions Worksheet (*Blank and Completed Sample*)
- Step 4B: Analyze Activities Worksheet Instructions
- Step 4B: Analyze Activities Worksheet (*Blank and Completed Sample*)
- Step 4C: Apply Criteria for Selecting & Evaluating Interventions (*Blank and Completed Sample*)
- Step 4D: Rate Intervention Options (*Blank and Completed Sample*)
- To Do





Design Team Agenda

Meeting Intent:

To form three intervention options and prepare a business case for proposal.

Desired Outcomes:

1. A set of three intervention options, each containing a range of solution activities that address the major safety and health concern.
2. An analysis of each intervention option based on the Selection Criteria set in Step 3.
3. Evaluation ratings for each intervention option.
4. Clarity on next steps

When	What	Discussion Questions
0:00 (2 min)	Check-in	<i>Round-robin</i>
0:02 (1 min)	Approve meeting minutes	
0:03 (2 min)	Review Meeting Plan	<i>How do we think about well-being at work? What is this program all about?</i>
Recommended Meeting #1: Group the solution activities (from Step 2) to form 3 intervention options		
0:05 (10 min)	1. Review activities from Step 2 and simplify if needed (<i>try to limit each "solution" area to fewer than 4 activities</i>)	<i>Are we satisfied with the list of activities from Step 2? Do we want to remove or replace any, based on co-worker suggestions?</i>
0:15 (40 min)	2. Form interventions Each DT member writes his/her ideas, then team discusses: Intervention A (basic essentials) Intervention C (comprehensive) Intervention B (hybrid) <u>Handout:</u> Step 4A: Form Interventions	<i>What are the basic essentials (must-have) activities?</i> <i>If we had the resources, which activities would we include for a comprehensive intervention?</i> <i>If you could only add a couple activities to the "basic essentials" which activities would they be to make a hybrid option?</i>
0:55 (5 min)	Review next steps	



When	What	Discussion Questions
Recommended meeting #2: Analyze each intervention option for scope, benefit, resources needed, and potential obstacles.		
0:05 (80 min)	3. Practice and do: Analyze Interventions Handout: Step 4B: Analyze Activities for Interventions example and worksheet	<i>For each intervention option, what do we estimate to be the –Scope (reach)</i> <i>Benefits (outcomes)</i> <i>Resources needed (costs, people)</i> <i>Potential obstacles (Consider the activities in each Intervention option in this exercise)</i>
1:25 (5 min)	Review next steps	
Recommended meeting #3: Apply Step 3 selection criteria and rate each intervention option.		
0:05 (50 min)	4. Apply selection criteria to evaluate each intervention option. Place a check for each selection criteria that is met. Handout: Step 4C: Apply Selection Criteria to Intervention Options	<i>Which intervention option(s) meet most criteria?</i> <i>Does any option fail to meet criteria?</i>
0:55 (10 min)	5. Agree on interventions to present to SC	<i>Do we need to modify intervention activities based on how well they met selection criteria?</i>
1:05 (20 min)	6. Team members rate each intervention option (package) Handouts: Step 4D: Rate Intervention Options example and worksheet	<i>What rating did you assign the benefits/ effectiveness for intervention 1?</i> <ul style="list-style-type: none"> • Repeat for remaining domains, and for each intervention option. • Discuss and resolve any differences of opinion <i>Are we comfortable presenting these interventions to the Steering Committee? If not, what would need to be modified?</i>
1:25 (5 min)	Review Next Steps Handouts: Intervention Proposal Presentation Planning Guide for Design Team and Steering Committee	

Design Team Handout

Step 4A, Form Interventions Guide

Proposing three options will increase the likelihood that the at least one option will be approved during IDEAS Step 5 and implemented in IDEAS Step 6. Use this handout as a guide for grouping activities to form three intervention options.

Start with Solutions from Step 2

Solution 1 Activities	Solution 2 Activities	Solution 3 Activities
A	D	G
B	E	H
C	F	I

Form Interventions A, B, C, by grouping activities from different solutions.

There is no one right way to group the activities. The matrix shows an example of how you can organize the activities based on different levels of impact.

Intervention A (Basic Essentials ¹)	Intervention B (Comprehensive ²)	Intervention C (Hybrid ³)
A	A, B, C	A, B
E	D, E, F	E
	G, I	G, H

- 1 Basic essentials means those activities that are **“must haves.”** These are the activities that must be addressed to achieve any improvement in the major safety or health concern.
- 2 Comprehensive means that the intervention contains a collection of activities that, if adopted, **would address most or all of the key sub-issues** and contributing factors in IDEAS Step 1.
- 3 Hybrid option builds on the basic essential activities to also include some selected activities that would **improve impact above the basic essentials**. However, the hybrid may not address the range of sub-issues as completely as the “comprehensive” option.



Step 4A: Form Interventions Worksheet

Major Health, Safety, & Well-Being Objective (from Step 2)		
Reduce the rate of employee injuries as a result of hot coffee spills		
Key sub-issues for intervention (from Step 2 – list only the sub-issues that are addressed in interventions A, B, or C)		
Coffee cup/lid error; Design of coffee machine; Policy changes/education to reduce employee fatigue; Disorganized work space		
Intervention A	Intervention B	Intervention C
Title:	Title:	Title:
Improve functionality of coffee cups and lids	Improve safety features of coffee machine	Reorganize workspace to maximize efficiency
Activities	Activities	Activities
1. Order thicker coffee cups/lids with coffee sleeves that fit easily	1. Purchase coffee machines that prevent splashing, dispense directly to cups	1. Store infrequently used supplies to clear counter space
2. Train employees on conducting lid-checks & safe handling of cups	2. Purchase protective splash guard or better carafes that dribble less	2. Hire an ergonomic consultant to reorganize workspace to maximize workflow and usability
3.	3.	3. Separate coffee prep and food prep areas
4.	4.	4.
5.	5.	5.

Step 4A: Form Interventions Worksheet

Major Health, Safety, & Well-Being Objective (from Step 2)			
Key sub-issues for intervention (from Step 2 – list only the sub-issues that are addressed in interventions A, B, or C)			
Intervention A	Intervention B	Intervention C	
Title:	Title:	Title:	
Activities	Activities	Activities	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	

Design Team Activity

Step 4B: Analyze Activities Worksheet Instructions

Purpose: To understand each solution activity as thoroughly as possible so that you can make informed decisions about which activities will best address the Major Health, Safety, and Well-being Objective.

Task: To the best of your ability, try to estimate the qualities for each intervention based on the dimension below. You will compare these qualities against the intervention selection criteria later.

Intervention Qualities

- **Scope:** Who and how many people will be affected by, participate in, or benefit from the intervention. Try to be specific.
- **Benefits/Effectiveness:** What positive outcomes will be achieved through this intervention in the short term and long term.
 - There may be positive outcomes for an activity above and beyond what you have listed as your selection criteria for Step 3.
- **Resources Needed:** What are the costs and/or resources needed to accomplish this intervention? You can estimate these by gathering information from vendors or from knowledgeable personnel (e.g. Steering Committee members) in your organization. Consider the following:
 - Costs for equipment, installation, software, services?
 - Can you project the costs of new equipment over time? For example, there may be an upfront cost of new equipment in the short term, but cost savings in the long term due to lower energy needs, less frequent maintenance, etc.
 - Personnel time, training time and fees, to implement and maintain the intervention.
 - Vendor or consultant services to provide specialized skills or knowledge.
- **Obstacles:** What factors could interfere with the success of this intervention? Note: Costs should not be considered an obstacle in this category.

Record the information that you find in the Design Team Analyze Activities Worksheet (or an electronic equivalent).

SAMPLE COMPLETED WORKSHEET

Step 4B: Analyze Activities Worksheet

Solution: Reorganize workspace to maximize efficiency				
Solution Activities	Scope	Benefits/ Effectiveness	Resources Needed	Obstacles
List the activities that you want to include in this intervention	Who will this activity reach? How many people will be affected?	What positive outcomes will be achieved through this activity? (short and long term)	What are the resources needs/costs of this activity? (time, money, personnel)	What obstacles or potential barriers could interfere with the success of this activity?
Store infrequently used supplies to clear counterspace	All employees	- More counter space decreases clutter and spilling	-~2-4 hrs employee planning time -\$100 for storage shelves	-May disadvantage shorter employees
Hire an ergonomic consultant to reorganize workspace and workflow	All employees	-Fewer collisions between workers -Fewer spills -Faster, easier order filling	-\$250/ 1.5 hour consulting fee -Potential cost (?) of new equipment based on assessment	-Managers may worry that consultant will recommend expensive changes
Separate food prep from coffee prep area	All employees	-Fewer claims for burns	-~ \$3,000 for remodeling new food prep area	-Time and hassle of hiring and supervising a contractor -Impact to orders during construction

Developed by the Center for the Promotion of Health in the New England Workplace with support from NIOSH grant #U19-OH008857

Step 4B: Analyze Activities Worksheet

Solution:		Obstacles
Solution Activities	Scope	
List the activities that you want to include in this intervention	Who will this activity reach? How many people will be affected?	What obstacles or potential barriers could interfere with the success of this activity?

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Step 4C: Apply Criteria for Selecting & Evaluating Interventions

Instructions to complete this form: 1) List the selection criteria from Step 3 in the corresponding column. 2) List the intervention activities in the appropriate row. 3) If an activity meets the selection criteria, place a check-mark in the appropriate cell. If not, leave the cell blank. 4) By looking across rows, you can see how well an activity meets all selection criteria. 5) By looking down columns, you can assess which activities meet a specific criterion.	Scope		Benefits / Effectiveness		Resource Considerations				Obstacles				Summary	
			Short Term	Long Term									Number of positive selection criteria (scope, benefits/effectiveness, and resource considerations)	Number of negative selection criteria (obstacles)
Intervention A Activities														
Intervention B Activities														
Intervention C Activities														

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Step 4C: Apply Criteria for Selecting & Evaluating Interventions

Instructions to complete this form: 1) List the selection criteria from Step 3 in the corresponding column. 2) List the intervention activities in the appropriate row. 3) If an activity meets the selection criteria, place a check-mark in the appropriate cell. If not, leave the cell blank. 4) By looking across rows, you can see how well an activity meets all selection criteria. 5) By looking down columns, you can assess which activities meet a specific criterion.	Scope		Benefits / Effectiveness				Resource Considerations				Obstacles				Summary																
	All coffee servers at this franchise location should benefit from changes being made.		It's desirable to make changes that could be adopted by other franchise locations too.		Increased employee satisfaction and less stress		Better employee comfort		Fewer burn injury reports		Fewer reports of employee fatigue on annual employee survey		Employees semi-annual training can be used to educate on spills		Costs for supplies not to exceed 1% over existing budget for sustainability		Any remodeling or new equipment installation should not stop service		Require a one-time change		Eco-conscious customers want recyclable cups/lids		Employees may be resistant to changes in workspace design		Implementing scheduling procedure changes may be difficult		Fear of more workers compensation claims (due to increased awareness)		Number of positive selection criteria (scope, benefits/effectiveness, and resource considerations)		Number of negative selection criteria (obstacles)
Intervention A Activities																															
-Order thicker coffee cups/lids with coffee sleeves that fit easily -Train employees on conducting lid-checks & safe handling of cups																															
Intervention B Activities																															
-Purchase a coffee machines that prevent splashing, dispense directly to cups -Alternative: Purchase protective splash guard or better carafes that dribble less																															
Intervention C Activities																															
-Store infrequently used supplies to clear counter space -Hire an ergonomic consultant to reorganize workspace to maximize workflow and usability -Separate coffee prep and food prep areas																															

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Step 4D: Rate Intervention Options -- Design Team

	Intervention A Title:	Intervention B Title:	Intervention C Title:
Rate the three intervention alternatives as High (H), Medium (M), or Low (L) (or a combination) relative to the selection criteria from Step 3.			
Anticipated Scope (L/M/H)			
Anticipated Benefits (L/M/H)			
Anticipated Resources Needed (L/M/H)			
Anticipated Obstacles (L/M/H)			
Priority ranking of interventions (optional):			
Additional notes (optional):			

Step 4D: Rate Intervention Options -- Design Team

	Intervention A Title:	Intervention B Title:	Intervention C Title:
Rate the three intervention alternatives as High (H), Medium (M), or Low (L) (or a combination) relative to the selection criteria from Step 3.	Improve functionality of coffee cups and lids	Improve safety features of coffee machine	Reorganize workspace to maximize efficiency
Anticipated Scope (L/M/H)	M/H	H	M
Anticipated Benefits (L/M/H)	L/M	H	M
Anticipated Resources Needed (L/M/H)	L	M/H	M
Anticipated Obstacles (L/M/H)	L	M	L
Priority ranking of interventions (optional):			
<p>1. Best option: Intervention B addresses main source of burns -- at the point of the coffee machine. This will have greatest chance of reduction in employee burn injuries</p> <p>2. Intervention C: Could help, but addresses a secondary problem of people bumping into each other</p> <p>3. Intervention A: Least expensive, but may not show results</p>			
Additional notes (optional):			
Consider checking if corporate office resources are available to offset costs.			



I will...



- 1.
- 2.
- 3.
- 4.

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[illegible]