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Diligent Consulting  
**Zero harm is possible, together.**

**ARJOHUNTLEIGH**  
GETINGE GROUP

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[www.arjohuntleigh.us/diligent](http://www.arjohuntleigh.us/diligent)

# Understanding safe patient healing

Healthcare professionals know the importance of safe patient healing. They understand that proper training and care result in safer, better outcomes for their patients and themselves. This is why it's vitally important that healthcare organizations continuously strive to improve their clinical practices and procedures. The biggest challenge lies in where to begin.

While facilities may understand the importance of safe patient healing, they may not have the resources readily available to ensure its prominence. With the proper support, your organization can confidently address the challenges it faces every day. With Diligent® Consulting, you can cultivate demonstrated care protocols and procedures to help shape an environment that is safe and healthy for your organization, your people, and most importantly, your patients.

**We are the support you want to help you get the result you need: making zero harm possible, together.**

## ArjoHuntleigh + Diligent Consulting

As a leader in safe patient healing, ArjoHuntleigh has always believed in ensuring the well-being, comfort, and dignity of patients and care providers, alike. It's why we continue to create innovative products and clinically based programs that focus on delivering appropriate, dependable care. Utilizing these tools, ArjoHuntleigh now offers *Diligent Consulting*, a three-year solutions partnership program that supports healthcare facilities by promoting safe patient healing through guaranteed improved outcomes.

## The Preventables

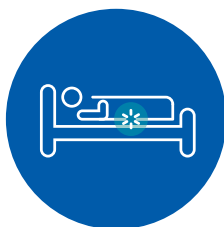
Hospital-acquired conditions (HACs) are some of a facility's greatest challenges. From staff injuries to Venous Thromboembolism (DVT), these conditions often deliver substantial cost to those affected — many times at the operational, clinical, and financial levels. But with the appropriate education and equipment, these conditions can be prevented.

### MOBILITY



ALMOST 70% OF ALL INJURIES SUFFERED IN THE NURSING PROFESSION ARE DUE TO BACK COMPLICATIONS FROM MOBILIZING PATIENTS<sup>1</sup>.

### PRESSURE ULCERS



RESEARCH HAS SHOWN THAT AN OVERWHELMING MAJORITY OF FACILITY-ACQUIRED PRESSURE ULCERS SHOULD BE REASONABLY PREVENTABLE<sup>2-4</sup>.

### VTE



A MAJORITY OF HOSPITALS HAVE AT LEAST ONE RISK FACTOR FOR VTE, AND APPROXIMATELY 40% HAVE THREE OR MORE<sup>5</sup>.

| [Learn more about the Preventables at www.arjohuntleigh.us/prevention](http://www.arjohuntleigh.us/prevention) |

1. Vecchio, N. et al. (2010). Work-Related Injury Among the Nursing Profession: An Investigation of Modifiable Factors, Griffith Business School, Griffith University.

2. Shoker, H. (2010). Taking the Pressure off NHS Resources: Walsall Hospital's NHS Trust Pilots ArjoHuntleigh's Pressure Ulcer Prevention and Outcome Assessment, ArjoHuntleigh Getinge Group.

3. Moore, Z. (2011). A randomized controlled clinical trial of repositioning, using the 30° tilt,- for the prevention of pressure ulcers, *Journal of Clinical Nursing*.

4. Pieper, B. (Ed.) with the National Pressure Ulcer Advisory Panel (NPUAP). (2012). Pressure ulcers: Prevalence, incidence, and implications for the future. Washington, DC: NPUAP.

5. Maynard G, Stein J. Preventing Hospital-Acquired Venous Thromboembolism: A Guide for Effective Quality Improvement. Prepared by the Society of Hospital Medicine. *AHRQ* Publication No. 08-0075. Rockville, MD: *Agency for Healthcare Research and Quality*. August 2008.



# Decrease negative incidents. **Increase positive outcomes. Guaranteed.**

*Diligent Consulting* provides established experience, equipment, and methodologies to assist you in reducing hospital-acquired conditions and challenges, delivering greater financial savings and nurturing an improved culture of care. By becoming a *Diligent* partner, you're equipping your staff with dedicated, tailored solutions that will affect positive change and limit negative incidents throughout your entire facility, guaranteed.



## People. Products. Processes.

A platform is only as strong as its foundation, and the *Diligent* platform is founded on three pillars: people, products, and processes.

PEOPLE	PRODUCTS	PROCESS
<p><b>600 years of healthcare experience</b></p> <p>Our team of <i>Diligent</i> consultants is comprised of nearly 30 talented individuals, each with an average of 20 years of experience, at minimum, in 2–3 specialty areas of practice.</p>	<p><b>100+ services and solutions</b></p> <p><i>Diligent Consulting</i> draws from ArjoHuntleigh's extensive catalog of therapeutic support surfaces, garments, lifts, and other targeted solutions to deliver precisely what your facility needs when it needs it.</p>	<p><b>800+ implementations across the country</b></p> <p><i>Diligent Consulting</i> has its name for a reason. Since its inception, countless hospitals and healthcare organizations have employed the <i>Diligent</i> platform to great success.</p>



...with people in mind

## Safety and Success in Four Steps

A *Diligent* partnership is built on an in-depth understanding of your healthcare organization. From start to finish, it's just four steps towards guaranteed positive outcomes.



1

### CUSTOM ANALYSIS

The *Diligent* program is tailored to your facility. Your *Diligent* consultant will meet your team to review and analyze your current practices to optimize your facility's success.

- Introductory meeting
- Process mapping
- Process resolution



2

### EDUCATION

In addition to general staff training on policies, equipment, and goals, internal program champions will be specifically trained as internal coaches and champions for the program.

- General staff training
- Super user training
- Management presentations



3

### GO LIVE

As your *Diligent* program officially launches, your consultant will be there to help with equipment rollout and nurturing program protocols to instill staff pride and ownership.

- Program launch
- Unit-based work sessions



4

### ONGOING CLINICAL SUPPORT

Monthly on-site visits with your *Diligent* consultant include written reports, in-field analysis, and patient quality outcome reviews to monitor and promote your program's continued success.

- In-field analysis and reporting
- Patient quality outcome reviews

## The Diligent Guarantee

*Diligent* Consulting doesn't just claim to help minimize challenges to your organization, it guarantees it.

Contact a *Diligent* representative at [www.arjohuntleigh.us/diligent](http://www.arjohuntleigh.us/diligent) to learn more about our promise of reducing challenges and costs in your facility.



## Reducing Every Cost

The challenges associated with hospital-acquired conditions are vast. Traditionally, these challenges have been considered by many healthcare organizations to be part of the realities of working in this industry — the costs of care. But these costs are often more complex than they seem. An HAC affects more than just the patient. It affects the patient and the provider, not only on a clinical and financial level, but also on a humanitarian level. Our goal is to help you understand these costs so that, together, we can mitigate them.

*“ArjoHuntleigh came in, learned about who we were, what we were all about. [They] then became part of our team and our guide in the process of facilitating change and ensuring this program was successful.”*

**Mary Bliss, RN, COHN**, Employee Health Coordinator,  
Human Resource Services, UnityPoint Health Methodist



## Diligent: **Mobility**

Safe and early mobilization is a key pillar in safe patient healing — not just for the patient, but for the care provider as well.



### Guarantee

*Diligent Consulting* has shown to produce an **average annual savings of \$1.1 million** for its partners<sup>1</sup>, and we can produce similar results for you. We will reduce your facility's mobility-related challenges. Guaranteed.

#### A FOCUS ON YOU

**70%** OF ALL NURSING INJURIES ARE ACCOUNTED TO BACK COMPLICATIONS FROM PATIENT LIFTING

**62%** OF NURSES ARE CONCERNED BY THE LIKELIHOOD OF DISABLING INJURIES

**12%** OF NURSES CONSIDER A CAREER CHANGE WITHIN A YEAR OF INJURY

*Diligent's* Mobility platform is an evidence-based program that focuses on properly utilizing task-specific equipment and procedures to minimize injuries. By implementing the right equipment and education, your facility can positively affect instances of preventable harm, meaning less challenges and more opportunities for successfully maintaining your quality of care.

*"We knew we had found a partner that is as committed and focused on our outcomes as we are!"*

**Leanna Bonczkowski, RN-BC, MS,**  
Cadence Health Central DuPage Hospital

1. Per 163-bed facility. Additional data on file.





# Diligent: **Pressure Ulcer Prevention**



Though awareness and preventative measures have improved in recent years, pressure ulcers still present serious challenges to the modern healthcare organization.



## Guarantee

*Diligent* Consulting can help facilities **save up to \$1,970,000 in annual pressure ulcer-related costs<sup>1</sup>**. We can help you save too, by reducing your Hospital-acquired Pressure Ulcer (HAPU) rate. Guaranteed.

### BY THE NUMBERS

**2.5 MILLION:** NUMBER OF PRESSURE ULCER OCCURRENCES IN THE U.S. EACH YEAR

**228:** AVERAGE NUMBER OF PRESSURE ULCER-CASES EACH YEAR, PER HOSPITAL

**\$43,000:** AVERAGE COST, PER INCIDENT, FOR STAGE III/IV PRESSURE ULCERS

Nearly a quarter of all patients in acute-care environments are affected by pressure ulcers<sup>2</sup>, which is why *Diligent's* Pressure Ulcer Prevention program can prove itself valuable to your organization. *Diligent's* pressure ulcer consultants promote frequent pressure ulcer, skin, and general risk assessments, as well as supplemental protocols that include managing and optimizing nutrition and hydration. It's all in an effort to mitigate pressure ulcer occurrences and related costs while improving the overall quality of care for your patient.

*"We as healthcare professionals have fallen into the trap that accepts the inevitability of pressure ulcers. Until we change our thinking and begin to approach pressure ulcers as a quality issue, nothing will change<sup>3</sup>."*

**Kenneth Olshansky, MD**

1. Per 163-bed facility. Additional data on file.

2. National Pressure Ulcer Advisory Panel, European Pressure Ulcer Advisory Panel and Pan Pacific Pressure Injury Alliance. Prevention and Treatment of Pressure Ulcers: Quick Reference Guide. Emily Haesler (Ed.). Cambridge Media: Osborne Park, Western Australia; 2014.

3. K Olshansky. The 10 Most Important Questions Concerning Pressure Ulcers and Quality of care. *Adv Skin & Wound Care*. 2008 21(11):505-56.





## Diligent: VTE Prevention

Every year, nearly 2 million individuals are affected by VTE-related conditions. Up to half are hospital-acquired conditions. Of all VTE-related HACs, nearly 75% are preventable.



### Guarantee

*Diligent* Consulting can deliver average annual VTE-related **savings of up to \$110,000<sup>1</sup>**. We can help you reduce your facility's baseline VTE rate. Guaranteed.

#### BY THE NUMBERS

**300,000–600,000:**

NUMBER OF VTE-RELATED OCCURRENCES  
IN THE U.S., EACH YEAR

**60,000–100,000:**

NUMBER OF VTE-RELATED DEATHS  
IN THE U.S., EACH YEAR

**\$13,000:** AVERAGE COST TO TREAT  
A SINGLE CASE OF DVT

**\$2.5–19.5 BILLION:**

APPROXIMATE SPEND OF U.S. HOSPITALS  
TREATING PREVENTABLE VTE CONDITIONS

*Diligent's* VTE platform strives to eliminate preventable VTE conditions, like deep vein thrombosis (DVT) and pulmonary embolism (PE). In concert with VTE-targeted products, systems, and solutions, your *Diligent* consultant employs a multitude of risk-assessment and compliance tools to monitor and address challenges at their root.

*"[The] disconnect between evidence and execution as it relates to DVT prevention amounts to a public health crisis."*

American Public Health Association<sup>2</sup>

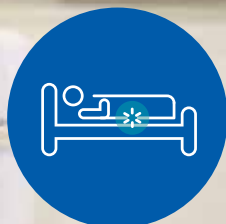
1. Per 163-bed facility. Additional data on file.

2. American Public Health Association. Preventing Hospital-acquired venous thromboembolism: A Guide for Effective Quality Improvement. *AHRQ*. Publication No. 08-0075. August 2008.



## Diligent Consulting

The *Diligent* platform has been built to help your organization improve its outcomes through a focus on safe patient healing. Each program addresses specific HAC challenges and optimizes facility performance by cultivating and fortifying your clinical challenges and strengths. It's all in an effort to deliver a higher quality of care for your patients and care providers, and it's all guaranteed for you.



MOBILITY	PRESSURE ULCER PREVENTION	VTE PREVENTION
We guarantee a reduction in mobility-related injuries	We guarantee a reduction in HAPU rate	We guarantee a reduction in baseline VTE rate
ArjoHuntleigh mobility-focused solutions	ArjoHuntleigh pressure ulcer-focused solutions	ArjoHuntleigh VTE-focused solutions
Comprehensive facility assessment	Comprehensive facility assessment	Comprehensive facility assessment
Proven best practices	Proven best practices	Proven best practices
Continual performance tracking and outcomes analysis	Continual performance tracking and outcomes analysis	Continual performance tracking and outcomes analysis
Ongoing clinical support and guidance	Ongoing clinical support and guidance	Ongoing clinical support and guidance
Supplemental educational materials	Documentation system for recording regular patient repositioning	Supplemental educational materials for patients and staff
Patient risk assessment tools	PU risk assessment tools	DVT risk assessment tools

Utilizing the right tools, data, services, and people,  
we help you build a culture that focuses on safe  
patient healing. Why? Because we believe that a  
better level of care is out there, and that a place of  
zero harm is possible. Together.

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## ARJOHUNTLEIGH

GETINGE GROUP

At ArjoHuntleigh, we are dedicated to the well being of patients and caregivers, alike. Serving acute and long-term care facilities across more than 100 countries, we deliver a wide range of products and services that bring both quality and efficiency to the care of those with reduced mobility.

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## GETINGE GROUP

GETINGE GROUP is a leading global medical technology company with operations in the area of surgery, intensive care, infection control, care ergonomics and wound care.