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Lean och arbetsmiljö inom sjukvården: Proaktivt förändringsarbete för hållbara arbetsprocesser inom vården

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Published in:

Abstracts. Arbetslivets föränderlighet: Individ-, organisations- och metodperspektiv

Publication date:

2013

Document Version

Publisher's PDF, also known as Version of record

[Link back to DTU Orbit](#)

Citation (APA):

Johansson Hanse, J., Dudas, K., Harlin, U., Jarebrant, C., & Winkel, J. (2013). Lean och arbetsmiljö inom sjukvården: Proaktivt förändringsarbete för hållbara arbetsprocesser inom vården. In Abstracts. Arbetslivets föränderlighet: Individ-, organisations- och metodperspektiv (pp. 15-16)

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ABSTRACTS

ARBETSLIVETS FÖRÄNDERLIGHET:
INDIVID-, ORGANISATIONS- OCH METODPERSPEKTIV

17-19 JUNI 2013, STOCKHOLM

Therefore it has the advantage of connecting structure and agency without merging them together or giving priority to one over the other. It is actors, not structures, that are available, but the interplay of material and normative structures condition the way actors' availability is manifested. Availability is also a relational concept which highlights the distinction between being available to meet the needs of others and claiming others' availability. By using the concept of availability, it is possible to highlight the asymmetry in the social relations of employment and the family. Employment can be conceived as the purchase of a certain share of workers' availability, which is then used in different ways and under different conditions. Within the family, one partner's availability may liberate the other partner from household and care work, thus increasing their availability for employment. Whilst availability refers to human capacity and potential, work life balance can be understood as a preferred outcome where multiple demands from work, family and other spheres of life are met. Work life balance is therefore a normative concept in comparison with the more analytical concept of availability. I will show how an organization still faces gender segregation despite its awareness of equality and how the matter of availability results in a loss of important technological competence among the women, something which in turn leads to a loss of crucial technological competence for the organization. This is a paradox since the ICT branch in Sweden expresses the risk of a skills shortage in the future as a common concern.

~~Unwinding, recovery, and health among social workers and caretakers at psychiatric ward~~

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Modern day working life is generally portrayed by an increasing number of people having occupational tasks, that by their nature, do not permit time scheduling in a mental sense (Aronsson, 1999). Typical occupations of this kind is social workers, teachers, and caretakers at psychiatric wards. The shared factor is social interaction and where high commitment, and job involvement may lead to problems of detach after the work. These elements include various kinds of problems to which energy is drawn and on which attention is fixed even after the working day. The purpose of this study is to investigate unwinding and recuperation among social workers, caretakers at a psychiatric ward, and teachers as well as caretakers at a psychiatric school for children with mental deficit. This data represent first wave of data from an on-going intervention study conducted at two regions in Sweden, Södermanland and Östergötland. Cluster analysis was used to identify groups of individuals with similar activation-recuperation profiles. The study group comprised of 377 employees from three organizations. Six items were used and combined to identify level of activation and recuperation during the 24-hr of each day (Figure 1). Three clusters were identified: "alert", "in-between", and "recuperated". About 28% fell into the non-recuperated group, 44% in-between group, and 29% alert group. In the second analysis we investigated how the activation-recuperation profiles differed on a) symptoms of ill health, b) illness related absence, c) organizational aspects. Preliminary analysis shows that non-recuperated group have more symptoms of ill health, higher degree illness related absence, and poorer attendance of when sick than the others groups. Failure to recuperate was related to aspects of work the environment such as imbalance between demands-control, and work-life imbalance and illegitimate tasks and wrong task. From a preventive perspective, it is important to identify situations and processes that may lead to occupational exclusion. In the case of this group of social workers and caretakers, a pattern emerged were strongly associated with fatigue, anxiety, and failure to recuperate.

Lean och arbetsmiljö inom sjukvården: Proaktivt förändringsarbete för hållbara arbetsprocesser inom vården

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Det övergripande syftet med projektet (som finansieras av AFA Försäkring) är att skapa bättre förutsättningar för att kombinera effektiva patientflöden och en god arbetsmiljö bland anställda inom sjukvården. Ett delsyfte är att utveckla ett ergonomiskt integrerat komplement till LEAN-verktyget värdeflödesanalys (VFA). Ett annat delsyfte är att studera vilka faktorer som har betydelse i selektionsprocessen av lösningsförslag. Inom Lean är VFA ett etablerat verktyg för att effektivisera flöden. När ett flöde kartläggs så är huvudsyf-

tet att reducera icke värdeskapande aktiviteter, dvs. den tid/aktiviteter som inte tillför varan eller tjänsten något värde. Genom visualisering av olika arbetsuppgifter i flödet (med hjälp av post it-lappar) och dialog tar man sig från ett nuläge till ett önskat framtida läge. Vid VFA finns dock en risk för arbetsintensifiering och därmed en risk för försämrade fysisk och/eller psykosocial arbetsmiljö. Därför är verktyget ERGONOVA (ergonomisk värdeflödesanalys) framtaget som ett integrerat komplement till VFA. Med ERGONOVA beaktas arbetsmiljöaspekter i ett flöde. De arbetsmiljöaspekter som beaktas är fysisk belastning (arbetsställningar, lyft av föremål mm) och arbetsinnehåll (krav, kontroll, kommunikation). Här görs bedömningar på arbetsuppgiftsnivå, flödesnivå och jobbnivå. Utifrån en nulägeskarta för flödet identifieras problem/hinder för arbetets utförande och arbetsmiljöbrister. Analysprocessen resulterar i konkreta lösningsförslag och en preliminär handlingsplan vad gäller ett framtida flöde. Förslagen exponeras sedan på avdelningen, där alla medarbetare ges tillfälle att lämna synpunkter. Slutligen fastställs en handlingsplan med de aktiviteter och åtgärder som krävs för att förändringarna ska kunna genomföras och implementeringen påbörjas. Resultat från tre vårdenheter inom Västra Götalandsregionen visar att de anställda blir delaktiga i förändringsarbetet, där analys av arbetssätt blir i centrum. Fördelen med att använda post it-lappar (olika färger för olika yrkeskategorier) är att de anställda får arbetsuppgifter och flödet "framför ögonen". Därmed förskjuts fokus från person till arbetssätt och flöde. De preliminära resultaten visar att den anställde ofta får en bättre förståelse för vad de gör i ett flöde och vad andra yrkeskategorier gör. Ergonomisk värdeflödesanalys genererar en betydande idérikedom vad gäller förslag till förändringar. Resultaten indikerar att de anställda får en tvärfunktionell dialog där man diskuterar och föreslår förändringar som ofta leder till både ökad effektivitet och bättre arbetsmiljö.

~~Heart rate variability of white collar workers during sleep as predictor for recovery~~

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~~This study aimed to identify changes in HRV during the night time sleep reflecting recovery of ANS and on two repeated measurements at a one-year interval, and to detect the effects of individual characteristics on these changes.~~

~~Overtime working and time pressure of work have increased in many developed countries leading to a reduction in the time available for rest and recovery. Long term insufficient rest and inadequate recovery can induce stress and reduce wellbeing, work ability and health, and they can predict sickness absences. The sample of this study consisted 29 females and 33 males in white collar occupations with a mean age of 48 years. The 24-hour beat to beat heart rate (HR) was measured from each subject with the HR monitor. The analyses evaluated six parameters and their respective changes during the night time sleep these being based on 15-min phases of heart rate variability (HRV) data. Data of daily activities, individual characteristics and perceived work related stress and work ability were gathered from a diary and questionnaire. The comparison of the beginning of sleep to the end of sleep revealed significant increases in mean RR and RMSSD at the both measurements. Further, significant increase in SDNN and decrease in LF was found at the baseline. The significant difference between baseline and follow up was detected in SDNN. Age was associated with the decrease in mean RR, SDNN and RMSSD. An increase in BMI was associated with the increase in mean RR and an increase in the duration of sleep was associated with the increase in LF/HF. During the night time sleep, the time domain HRV parameters and HF power increased and LF power decreased indicating increase in sympathetic and parasympathetic activation. Increase in age, BMI and sleep length seem to play some role in the associations with HRV parameters, whereas perceived stress, mental resources or work ability had no predictive role in night time sleep and hence recovery. The indicators of recovery from work would be useful to the occupational health services in the early prevention of stress and further detrimental health effects.~~