

Inherent Requirements

Orderly/CARPS

Summary of Role

Epworth provide a full spectrum of health and rehabilitation services across Melbourne and Victoria. Epworth employs approximately 7500 staff across their facilities.

The role of an Orderly/CARPS (Orderly) within Epworth is to assist clinical departments with patient transportation and care activities, and to ensure the maintenance and provision of equipment and resources. Part of this role entails the movement of other items such as pathology specimens, pharmacy, and luggage; including transport of the deceased to the mortuary, which all involve a significant amount of manual handling. Orderlies also clean surgical theatres, infectious patient cubicles, toilets and floors and are involved in bed making as well as delivery and retrieval of medications, pathology and other miscellaneous items throughout the hospital.

The Orderly role is physically demanding in nature and requires a high degree of adaptability and time management to rotate regularly between tasks and ensure all tasks are completed within scheduled time frames.



Essential Tasks

1. Patient and Equipment Transportation
2. Patient Transfers
3. Cleaning
4. Bed Making
5. Fetch and carry.

Orderly - Essential Tasks

Patient and Equipment Transportation

Description of task:

One of the key functions performed by Orderlies is managing the transportation of all patients between wards, consultations, procedures and surgeries. Similarly, Orderlies also facilitate the transportation of patient luggage, returning items to the Loan Department equipment room, and the general transportation of beds, trolleys and other equipment throughout the hospital. For these functions Orderlies typically receive requests for transportation via Epworth's CARPS (Computer Assisted Radio Personnel System) or may receive requests on an ad-hoc basis.

Before collecting patients for transport, Orderlies are required to retrieve any necessary equipment, such as wheelchairs, bed movers, Patslides, IV poles, cryocuffs or trollies, and then transport it to the patient. Upon collection of the patient, Orderlies must conduct a 3 point identification check, and then transport the patient to their destination.

Wheelchair transport: Orderlies are responsible for transporting patients who require the use of a wheelchair to their required destination. Patients who weight 99 kilograms or less are transported using manual wheelchairs while patients who weigh greater than 99 kilograms are transported using a powered bariatric wheelchair.

Bed transport: Orderlies are required to transport patients on hospital beds. This may involve removing breaks and manually pushing beds or utilising a bed mover to minimise the need for forceful pushing and pulling of the bed.

Trolley transport: At times Orderlies are required to perform patient transport using a trolley. Trolley transport is performed manually without the assistance of a bed mover.

Luggage transport: Orderlies collect patient luggage at admission and transport it to the patient's room. They also transport luggage within the hospital so that it remains with the patient in the event they are transferred to a different ward. Orderlies may move up to 120 items of luggage per day and as part of this task they must ensure that patient luggage is correctly labelled.

Mortuary transport: Orderlies may be required to assist in the transportation of deceased persons from various hospital departments to the mortuary. This task involves collecting covered bodies from medical staff and transferring them to a transportation trolley using a Patslide (transfer board). A vinyl privacy shield is then placed over the bodies and attached to the trolley for transportation.

Key physical demands:

The key physical demands of this task include:

- Constant standing and walking
- Constant and repetitive fine motor coordination and manipulation of the hands and wrist flexion, extension, deviation and rotation
- Constant reaching forward, flexion and abduction of the shoulders and flexion/extension of the elbows
- Constant and repetitive ankle, knee and hip flexion/extension
- Frequent bending forward at the waist
- Constant and repetitive manual handling up to approximately 20 kilograms
- Frequent forceful pushing and pulling.

Key cognitive demands:

The key cognitive demands of this task include:

- High level of attention and concentration
- High level of time management and organisational skills
- High level of interaction with others
- Moderate level of written and verbal communication skills
- Moderate level of problem solving skills.



Patient Transfers

Description of task:

Patient transfers involve providing patients with appropriate physical assistance to move from one position and/or location to another within the immediate environment. This may include assisting to roll and reposition a patient, supporting sit to stand and bed to chair transfers or providing supervision and guidance for mobilisation. Transfers may involve prompting ambulant patients or may require lifting and manual handling equipment. In addition to physical manual handling assistance, this task also involves communicating clearly and respectfully with patients and working in close proximity to them at times in bathrooms and other private environments.

Transfers vary in workload and effort, depending on the type of transfer required, the particulars of the patient and the environment. Orderlies often work with interdisciplinary co-workers to perform transfers and use lifting equipment.

Patient transfers typically performed by Orderlies can be broadly divided into two categories:

Manual transfers: This task involves providing hands-on assistance to patients to support them with safe transfers. These transfers may involve the use of princess chairs, slide sheets, hospital beds and other manual handling aids. Transfers may involve repositioning patients in a bed, assisting patients to stand or transfer between mobility aids and other assistive equipment or furniture.

Hoist Transfers: This task requires the operation of electronic transfer equipment including mobile hoists, ceiling hoists and standing machines. This task will vary in workload and effort required, dependant on the individual patient's level of mobility and capacity, but is always completed with a minimum of two staff members. During hoist transfers, Orderlies are required to ensure the correct application and use of slings and the safe use of equipment for all involved. When utilising ceiling hoists, they may also use a hook and pole to attach the hoist to overhead tracks.

Key physical demands:

The key physical demands required for this task include:

- Constant standing and walking short distances
- High level of hand-eye co-ordination, gripping, finger manipulation and wrist flexion / extension / deviation / rotation to secure slings and utilise equipment
- Repetitive reaching forward and overhead
- Repetitive bending and twisting at the waist under load
- Occasional squatting or lunging
- Providing manual handling support of human 'loads'
- Frequent forceful pushing, pulling and manoeuvring of equipment and patients with the upper and lower limbs.

Key cognitive demands:

The essential cognitive demands of this task include:

- Sustained attention and concentration
- A high level of memory to ensure individualised care needs are addressed
- Effective and professional communication skills to interact with patients and ensure their understanding of and compliance with transfers
- A high level of planning and sequencing to assist with time management and ensure that tasks are undertaken as per procedure
- A high level of reasoning and judgement to ensure the environment and patient are safe to perform transfers.



Fetch and Carry

Description of task:

Orderlies are required to collect, carry and deliver (also known as fetch and carry) a range of medical and non-medical items and equipment throughout the hospital environment. Items may include transfusion fluids, oxygen, IV equipment, medications, pathology samples and as well continual passive motion machines (CPMs) and other various items.

Orderlies may perform this task under the guidance of the medical team who provide an understanding of the requirements and timeframes for medical deliveries.

When undertaking medical deliveries, Orderlies must follow all hospital policies and procedures exactly, complete any relevant documentation and liaise regularly with hospital departments and the multi-disciplinary team. Dependant upon the nature of the medical items being delivered, Orderlies may be required to use equipment, such as a trolley to transport the items (see Patient and Equipment Transportation).

Key physical demands:

The key physical demands required for this task include:

- Periods of constant standing and walking
- Frequent looking up and down
- Frequent hand-eye co-ordination
- Occasional forceful gripping, finger manipulation and wrist flexion / extension / deviation / rotation
- Periods of constant and repetitive reaching forward
- Frequent bending and twisting at the waist
- Frequent pushing, pulling and manoeuvring of trolley
- Occasional lifting, carrying, pushing and pulling of loads of up to 10kg.

Key cognitive demands:

The essential cognitive demands of this task include:

- Moderate level of attention and concentration
- Moderate level of memory
- Moderate level of interaction with others
- Moderate level of planning and sequencing to prioritise and complete tasks in a timely manner.



Cleaning

Description of task:

Orderlies perform various cleaning duties throughout the hospital. Most importantly, they are responsible for maintaining all operating theatre cleans as well as infectious and cytotoxic cubicle cleans. Orderlies may be required to dispose of waste (including infectious waste, sharps and cytotoxic waste) clean toilets, steam clean floors and change bed curtains as needed.

This task requires strict adherence to workplace safety and infectious control protocols especially in relation to handling sharps and performing cytotoxic and infectious cleaning. Orderlies are required to attend to the area wearing appropriate personal protection equipment (such as protective glasses, masks, gloves and gowns).

Orderlies are required to be respectful and careful with patients' personal belongings; they may also be required to interact with patients in their personal space in a professional and dignified manner.

Key physical demands:

The key physical demands for this task include:

- Periods of constant standing and walking
- Frequent and repetitive looking up and down
- Frequent hand-eye coordination
- Occasional forceful gripping, finger manipulation and wrist flexion / extension / deviation / rotation for tasks such as scrubbing, using taps and squeezing spray bottles
- Frequent and repetitive reaching forward and over shoulder height
- Frequent and repetitive bending and twisting at the waist
- Occasional squatting, kneeling and lunging
- Occasional pushing, pulling and manoeuvring
- Frequent lifting and carrying up to 10kg.

Key cognitive demands:

The key cognitive demands for this task include:

- Moderate level of sustained attention and concentration
- Moderate level of memory, planning and sequencing to prioritise tasks and complete tasks in a timely manner
- Moderate level of verbal and written communication skills and interaction with others.



Bed Making

Description of task:

Orderlies are required to make patient beds and transport trolleys throughout the Epworth facility. Orderlies need to gather required linen and bedding including bed sheets, pillows and blankets as well as the physical beds and transport these with trolleys as required from other locations with the Epworth (see Patient and Equipment Transportation). This task may also include handling and turning mattresses, location and retrieval of missing bed pieces and identification of faulty/broken beds which must then be transported to the Engineering Department for maintenance and repair. Occasionally Orderlies may also be required to collect linen trolleys delivered by external services and then distribute fresh linen as required to various locations throughout the facility.



Key physical demands:

The key physical demands of this task include:

- Periods of constant standing and walking
- Frequent hand-eye co-ordination, gripping, finger manipulation and wrist flexion / extension / deviation / rotation
- Periods of constant reaching forward
- Frequent bending forward at the hips and lunging movements
- Frequent pushing, pulling and manoeuvring of beds, trolleys and mattresses
- Occasional lifting and carrying up to 10kg.

Key cognitive demands:

The essential cognitive demands of this task include:

- Moderate level of attention and concentration
- Moderate level of planning and sequencing
- Moderate level of interaction and verbal communication with others
- Moderate level of reasoning/judgement and decision making.



Orderly – Frequency and Duration of Essential Tasks

Essential Tasks	Frequency	Duration
1. Patient and Equipment Transportation	Orderlies are required to complete patient and equipment transportation on a daily basis and typically perform this task constantly throughout a shift. Orderlies may transport up to 23 patients, 120 pieces of luggage and 15 trolleys per day.	The duration of this task is dependent upon the allocated tasks on a given day. Orderlies may be required to perform patient and equipment transportation for up to 9.5 hours a day.
2. Patient Transfers	Orderlies complete patient transfers as required throughout a shift. Orderlies may be required to complete patient transfers for all instances of patient transportation, which may result in up to 50 patient transfers per day.	The duration of this task is dependent upon the allocated tasks on a given day. Individual patient transfers typically take between 5 and 20 minutes.
3. Cleaning	Orderlies are required to complete cleaning duties on a needs basis throughout a shift.	The duration of this task is dependant on the nature and complexity of the clean required, with cytotoxic and biohazardous cleans potentially taking up to an hour to complete.
4. Bed Making	Orderlies are required to complete bed making duties on a needs basis throughout a shift.	Bed making typically takes 5 minutes to complete per bed.
5. Fetch and Carry	Orderlies make medical and other deliveries on a needs basis, and retrieve various items from within the Epworth as required; frequency is variable however the task is generally completed on a daily basis.	The duration of task is dependant on the nature of the delivery or retrieval and may take up to 20 minutes each time.

Orderlies are required to regularly rotate between all outlined tasks throughout a shift. As such, a high degree of task rotation and adaptability is associated with this role.

Orderly – Physical Demands

Physical Demands	Rare	Occasional	Frequent	Constant
Sitting	✓			
Standing				✓
Walking				✓
Step up / step down			✓	
Looking up and down			✓	
Forward bending			✓	
Turning and twisting			✓	
Crouching and squatting		✓		
Kneeling and crawling	✓			
Reaching above shoulder		✓		
Reaching forward			✓	
Gripping (Hand)				✓
Fine motor movements (Hand)				✓
Lifting floor-waist		✓		
Lifting overhead		✓		
Carrying			✓	
Pushing and pulling upper limb				✓
Pushing lower limb				✓

Frequency	Coding	Definition	Activity Level
Rare	R	0-5% of total work time	A total of 3 minutes of activity in an hour or one lift every hour
Occasional	O	6-33% of total work time	A total of 4-20 minutes of activity in an hour or one lift every 30 minutes
Frequent	F	34-66% of total work time	A total of 21-40 minutes of activity in an hour or one lift every 15 minutes
Constant	C	67-100% of total work time	A total of 41-60 minutes of activity in an hour or one lift every 2-5 minutes

Orderly – Cognitive and Psychosocial Demands

Cognitive and Psychosocial Demands	Rare	Low	Moderate	High	Maximal
Attention				✓	
Concentration			✓		
Memory			✓		
Interaction with others				✓	
Communication – written			✓		
Communication - verbal				✓	
Problem solving			✓		
Decision making			✓		
Planning/sequencing			✓		
Reasoning/judgement			✓		

Frequency	Coding	Definition
Rare	R	<p>Three key components are taken into consideration when analysing the cognitive and psychosocial demands associated with a role:</p> <ol style="list-style-type: none"> 1. The requirement for demands to be sustained for extended periods of time or repetitively undertaken 2. Whether work tasks are undertaken autonomously or as part of a team 3. The escalation hierarchy which exists to support a worker undertaking a role and the level of responsibility that role carries within the hierarchy.
Low	L	
Moderate	M	
High	H	
Maximal/Constant	C	

Orderly – Environmental and Organisational Factors

Condition	Description
Heat and Cold	Orderlies generally complete their duties in a climate controlled indoor environment which is not significantly effected by heat.
Noise	Orderlies may be exposed to low level noise from their working environment including equipment and at times may be involved in interactions with patients of a heightened and loud nature.
PPE	Orderlies are required to wear a uniform including non-slip, closed toe shoes and as required gloves, face mask, apron, goggles and shoe protectors.
Shift Cycle	Orderlies typically work between 7.6 and 9.5 hour shifts over a rotating 7 day, 24 hour roster. Some orderlies work 7.6 hours per day, 5 days per week while others work 9.5 hours per day on a 4 days on 3 days off roster.
Breaks	Orderlies are entitled to a 30 minute meal break and two 10 minutes tea breaks for a 7.6+ hour shift.