

Defining the Skills of a Successful SPHM Manager

What makes a successful SPHM Manager? What makes a successful and sustainable SPHM Program?

SPHM Managers who succeed often rely on the highly effective teams they have assembled—teams comprised of individuals with skills and expertise in various areas of a SPHM Program. A cohesive team that works together, as the SPHM Manager provides leadership, oversight, and direction through the various stages of an SPHM Program, will ultimately make a successful program. While no SPHM Manager is expected to be proficient in every area, several skill sets are required for success.

During the inception or planning phase, three of the most vital skills sets a SPHM Manager can possess are policy and procedure deployment, financial acumen, and team leadership. The development and implementation of SPHM policies and procedures are just one element of planning a program; thus, a successful SPHM Manager must possess the skills necessary to execute these protocols. Financial acumen will allow budgets for SPHM equipment and slings to be easily established, smooth negotiations with various equipment vendors, and cost justification development for Senior Leadership. Most importantly, the ability to lead will allow them to establish relationships, develop a broad multi-disciplinary team, and collaborate with multiple individuals and departments within their organization.

Different skills sets are considered as the SPHM Program progresses into the implementation phase. Clinical knowledge and expertise, risk analysis and control, and training deployment are particularly important. Possessing a working knowledge of the interaction between patient condition, treatment, and patient handling requirements and limitations can be crucial to achieving staff buy-in to the program. The SPHM Manager must be able to effectively communicate the benefits of SPHM and the positive outcomes that will be achieved by both patients and staff. This will help the staff with the question, “what’s in it for me?” A program can never become successful without staff buy-in. Training and education are also a key piece. This requires an effective delivery system for information regarding SPHM equipment and policy.

Lastly, the goal of a fully implemented program is achieving sustainability. To maintain the success of an established SPHM Program, the SPHM Manager must be able to promote the program to various audiences both internally and externally. Additionally, continual audits of the program’s effectiveness must occur; this includes tracking performance metrics. Auditing will allow the SPHM Program Manager to adjust the course of the Program to achieve greater levels of success and provide the opportunity to transition into more unit-specific approaches.