

CASE STUDY - 8 Filing/General Administrative

TASK TITLE: Filing

Task Description:	Filing and general administrative may involve the use of a cart, a computer and a stacks of files. Typical jobs in which filing is performed include (not necessarily limited to): <ul style="list-style-type: none">• medical records• customer service• general administrative support
Job Performance Measures Most often impacted by Filing:	Error rates; number of files retrieved and replaced in the shelves.
Typical Employee Comments about Filing:	Employees typically complain about discomfort and/or stiffness in the back/torso, legs/feet, hands/wrists, arms, and shoulders/neck.
Suggested Level II Analysis:	Postural analysis, light level analysis.

Case Study 8 (continued)

Shoulder/Neck

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
1. Arms held away from body	<ul style="list-style-type: none"> Pulling files above shoulder height 	109. Use step stool to access high level shelves.	✓		low	low	med
		29. Lower items below shoulder height: <ul style="list-style-type: none"> minimize handling of heavy or bulky items to and from overhead shelves; for example, avoid placing heavy binders that are used frequently in overhead storage. Place these items on the regular worksurface or on a sturdy table or shelf. 	✓		low	low	med
2. Repeated reaching	<ul style="list-style-type: none"> Pulling/pushing/lifting items that are too low (below knee level) 	87. Raise work surface: <ul style="list-style-type: none"> avoid lifting heavy items (e.g., boxes of copier paper) from floor level; place heavy items on sturdy tables or shelves. 	✓	✓	low to high	med	med to high
		26. Locate heavy items between knuckle and elbow height: <ul style="list-style-type: none"> middle shelves on a storage shelf should be reserved for the heaviest items; provide tables or storage between knuckle and elbow height for heavy items. 	✓		low to med	low	low

Shoulder/Neck

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
		25. Locate frequently retrieved items between knee and shoulder height.	✓		low	med	med
	<ul style="list-style-type: none"> • Pulling/pushing/lifting items that are too high (above shoulder height) (see Figure 8.1)  <p style="text-align: center;">Figure 8.1</p>	<p>29. Lower items below shoulder height:</p> <ul style="list-style-type: none"> • minimize handling of heavy or bulky items to and from overhead shelves; • for example, avoid placing heavy binders that are used frequently in overhead storage. Place these items on the regular worksurface or on a sturdy table or shelf. <p>26. Locate heavy items between knuckle and elbow height:</p> <ul style="list-style-type: none"> • middle shelves on a storage shelf should be reserved for the heaviest items; • provide tables or storage between knuckle and elbow height for heavy items. <p>25. Locate frequently retrieved items between knee and shoulder height.</p> <p>111. Use step stool to access high shelves.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>	<p>low to high</p> <p>low to med</p> <p>low</p> <p>low</p>	<p>med</p> <p>low</p> <p>med</p> <p>low</p>	<p>med to high</p> <p>low</p> <p>med</p> <p>low</p>

Shoulder/Neck

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
	<ul style="list-style-type: none"> Pulling/pushing/lifting items that are too far away from body 	34. Move items closer to body: <ul style="list-style-type: none"> for example, slide items closer to the edge of a table before lifting. 95. Train proper body mechanics/posture: <ul style="list-style-type: none"> encourage person to keep the load as close to the body as possible while lifting/pushing/pulling; move as close to the load as possible before lifting. 	✓		low	med	med to high
			✓		low to med	med	med
3. Shrugging: working with the shoulders shrugged	<ul style="list-style-type: none"> Rarely occurs 	N/A					

Shoulder/Neck

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
4. Repeated arm forces	<ul style="list-style-type: none"> Pulling files requires high forces <p>For example, shelves or files that are overstuffed can cause high forces to place and remove items.</p>  <p>Figure 8.2</p>	104. Use available cart to move boxes, files etc.:	✓		low to high	low	med to high
		<ul style="list-style-type: none"> handle heavy items on carts. 					
		95. Train proper body mechanics:	✓		low	low	low
		<ul style="list-style-type: none"> encourage person to avoid rushing while handling items; allow adequate time to perform the task safely. 					
		70. Provide adequate storage:		✓	low to med	low	med to high
		<ul style="list-style-type: none"> eliminate unnecessary items from storage in order to increase available space. 					
		11. Group frequently used items together for convenient retrieval:					
		<ul style="list-style-type: none"> provide easy access for the most frequently used items by storing infrequently used items elsewhere. 	✓		low	low	med

Shoulder/Neck

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
5. Holding/ carrying materials	<ul style="list-style-type: none"> Carrying and holding stacks of files  <p style="text-align: center;">Figure 8.3</p>	104. Use available cart to move boxes, files etc.: <ul style="list-style-type: none"> handle heavy items on carts; provide appropriate sized carts for handling items in cramped spaces. 	✓	✓	low med	low med	med med
6. Cradling the telephone between the neck and shoulder	<ul style="list-style-type: none"> Rarely occurs 	N/A					
7. Head bent down, up, or neck twisted	<ul style="list-style-type: none"> Rarely occurs 	N/A					

Hands/Wrists/Arms

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
8. Bent wrists	<ul style="list-style-type: none"> Rarely occurs 	N/A					
9. Repeated wrist movements	<ul style="list-style-type: none"> Placing files onto shelves and carts 	95. Train proper body mechanics: <ul style="list-style-type: none"> encourage person to maintain a straight wrist while handling items; position body or item to improve wrist position while handling. 	✓		low	low	low
10. Repeated finger movements	<ul style="list-style-type: none"> Rarely occurs 	N/A					
11. Hyper-extension of finger/thumb	<ul style="list-style-type: none"> Rarely occurs 	N/A					
12. Hand forces	<ul style="list-style-type: none"> Pulling files requires high hand forces For example, shelves or files that are overstuffed can cause high forces to place and remove items Item is difficult to grasp and hold 	95. Train proper body mechanics: <ul style="list-style-type: none"> encourage person to avoid rushing while handling items; allow adequate time to perform the task safely; encourage person to use two hands to handle items whenever possible. 70. Provide adequate storage: <ul style="list-style-type: none"> eliminate unnecessary items from storage in order to increase available space; provide easy access for the most 	✓		low to high	low	med to high
				✓	low to med	med	med to high

Hands/Wrists/Arms

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
		frequently used items by storing infrequently used items elsewhere.					
		113. Use well fitting gripper gloves to pull files.	✓		low to med	low	med
13. Hard edges	<ul style="list-style-type: none"> Hard edges on boxes or files 	113. Use well fitting gripper gloves to pull files.	✓		low to med	low	med
14. Repeated forearm motion	<ul style="list-style-type: none"> Rarely occurs 	N/A					

Back/Torso

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
15. Leaning forward/no back support	<ul style="list-style-type: none"> Items positioned too low on shelves (below knuckle height)  <p>Figure 8.4</p>	24. Kneel to access low level shelves.	✓		low to high	med	med
		87. Raise work surface: <ul style="list-style-type: none"> avoid lifting heavy items (e.g., boxes of copier paper) from floor level; place heavy items on sturdy tables or shelves. 	✓		low to med	low	med
		26. Locate heavy items between knuckle and elbow height: <ul style="list-style-type: none"> middle shelves on a storage shelf should be reserved for the heaviest items; provide tables or storage between knuckle and elbow height for heavy items. 	✓		low to med	low	low
		25. Locate frequently retrieved items between knee and shoulder height.	✓		low	low	med

Back/Torso

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
		95. Train proper body mechanics: <ul style="list-style-type: none"> • encourage person to use the legs rather than the back to bend; 	✓		low	low	low
16. Repeated bending	<ul style="list-style-type: none"> • Reaching for items too far from body 	34. Move items closer to body: <ul style="list-style-type: none"> • for example, reduce or eliminate obstructions that prevent person from being closer to work. 	✓		low to high	med	med
		95. Train proper body mechanics/posture: <ul style="list-style-type: none"> • encourage person to keep the load as close to the body as possible while lifting/pushing/pulling; • move as close to the load as possible before lifting. 	✓		low	med	med

Case Study 8 (continued)

Back/Torso

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
17. Lifting forces	<ul style="list-style-type: none"> Handling heavy items while bent and/or reaching for boxes, stacks or paper or files 	26. Locate heavy items between knuckle and elbow height: <ul style="list-style-type: none"> middle shelves on a storage shelf should be reserved for the heaviest items; provide tables or storage between knuckle and elbow height for heavy items. 	✓		low to med	low to med	med to high
		34. Move items closer to body: <ul style="list-style-type: none"> for example, slide items closer to the edge of a table before lifting. 	✓	✓	low to med	low to med	med to high
		104. Use available cart to move boxes, files etc.: <ul style="list-style-type: none"> handle heavy items on carts; provide appropriate sized carts for handling items in confined spaces. 	✓		low	low	low
		95. Train proper body mechanics: <ul style="list-style-type: none"> encourage person to avoid rushing while handling items; allow adequate time to perform the task safely. 	✓		low	low	low
18. No foot support	<ul style="list-style-type: none"> Rarely occurs 	N/A					

Case Study 8 (continued)

Legs/Feet

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
19. Edge of seat or worksurface presses into legs	<ul style="list-style-type: none"> Rarely occurs 	N/A					
20. Hard floor surfaces	<ul style="list-style-type: none"> Standing and walking on hard surfaces 	110. Use proper footwear: <ul style="list-style-type: none"> use shoes with comfortable, compressible soles. 72. Provide anti-fatigue mats: <ul style="list-style-type: none"> provide an anti-fatigue mat for areas where persons stand for long periods of time. 	✓		med to high	low	med
21. Kneeling/squatting	<ul style="list-style-type: none"> Shelves positioned too low 	78. Provide proper chair: <ul style="list-style-type: none"> provide a low rolling stool to allow person to sit while accessing low shelves. 		✓	med to high	low	med

Case Study 8 (continued)

Head/Eyes

Job Factor	Potential Causes	Corrective Action	Level of Changes		Cost	Impact On	
			✓ Minor Modification	✓ Major Change		Quality	Productivity
22. Staring at screen or document	<ul style="list-style-type: none"> Rarely occurs 	N/A					
23. Glare	<ul style="list-style-type: none"> Rarely occurs 	N/A					
24. Light levels	<ul style="list-style-type: none"> Rarely occurs 	N/A					
25. Screen Distance	<ul style="list-style-type: none"> Rarely occurs 	N/A					
26. Difficult to Read	<ul style="list-style-type: none"> Rarely occurs 	N/A					