

Case study

The case is a worker female.

Worker attributes:

Age: 41 years

Gender: female

Job title: occupational health nurse

Height: 5 feet, 3 inches (160 cm)

Weight: 200 pounds (91 kg)

Hand dominance: Right

Job description:

- She is employed 40 hours per week.
- She works Monday through Friday from 7 am to 3:30 pm
- She is able to take a 30 to 60 minutes daily lunch break.
- She is able to take intermittent breaks throughout the day
- She spends an average of 5 -8 hours a day involved in computer related work
- She reported blinding headaches at the end of the day
- She reported pain across the shoulder, neck, and wrists on days when she is involved with intensive computer work

After analyzing the workplace, recommendations or modifications will be done.

In this section, **the stressors** she is facing will be discussed with suitable **recommendations:**

- **Stressor:** screen glare:
 - Reflected glare maybe attributed to the location of the computer monitor on the desk top.
 - The location of the screen produces glare from the overhead fluorescent light as well as from the window to the right of the workstation.
- **Recommendations:**
 - Turn off some of the overhead light and adjusts the window blinds
 - Equip the screen with adjustable stands, this enables the screen to be manually adjusted at angles that eliminate reflected glare.
 - Equip the screen with filters to minimize reflected glare

Case study

- **Stressor:** Headaches and irritated vision
 - Headaches and irritated vision may be partially attributed to the reflected glare. Another cause may be her proximity to the monitor.
- **Recommendations:**
 - Move the desk 6 to 12 inches (15 to 30 cm) away from the wall to provide enough space to move the monitors farther back on the corners of the desk.

- **Stressor:** distance from keyboard and angle of body to desk
 - She is unable to get close to her work and position her feet and legs beneath the workstation because this area is used as a storage for printer, computer drive and waste basket
- **Recommendations:**
 - Clear the area beneath the desk. Place the printer on the top of the drive.
 - Attend an education session on the importance of workstation posture to promote proper body alignment and minimize fatigue.
 - Adjust the height of the chair to allow a comfortable reach to the keyboard. Use a footrest if adjusting the height of the chair does not allow comfortable foot position on the floor

- **Stressor:** repetitive reaching and twisting for the telephone:
 - The telephone located to the right on the second desk, is beyond her comfortable reach. She is forced to bend, reach, and twist to pick up the telephone.
- **Recommendations:**
 - Position the telephone on the second desk within reach
 - Position the telephone on the first desk within reach
 - Equip the workstation with a portable headset to eliminate manual telephone use.

- **Stressor:** chair doesn't easily move on carpeted surface because of the friction
- **Recommendations:**
 - Install a plastic mat on floor under the chair to facilitate movement over the carpeted surface

Case study

- **Stressor:** workload and psychosocial issues:
 - She reported an increased workload since the nursing staff has been decreased from two to one. She is also concerned that her position will be eliminated
- **Recommendations:**
 - Attend a seminar on stress management techniques to address and manage concerns
 - Take additional rest periods throughout the work day to compensate for increased work demands.

Reference: Faota, J. K. E. O. C. F. O. C. (2007). *Ergonomics for Therapists* (3rd ed.). Mosby.

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