The UCSF Ergonomics Program uses the Tiered Ergonomics Engagement Model (TEEM), a user-centered, proactive approach to ergonomics that addresses a hierarchy of situations and needs using the most effective and efficient level of intervention.

Tiers build upon a foundation of recognized design and equipment specifications with a focus on education, training, and user engagement. Whenever possible, issues are targeted at this foundational level in order to effect the most change. Virtual Assistance reaches users quickly and engages employees and supervisors to effectively make necessary changes, while allowing UCSF to reach a larger population. In-person assistance targets high-risk groups and complex issues in need of expert advice not addressed in previous tiers. Information learned during this process is used to improve resources available to all UCSF employees.