



Home Care Safety
Virtual Improvement Collaborative



Why Focus on Falls...

Falls are the most frequently reported client safety event affiliated with our Ontario Community Health & Wellness programs

**36% of our Ontario Home Support clients experienced a fall in 2015*



AIM Statement

- By March 1, 2016 we will reduce the incidence of falls to zero (0) and reduce the number of interRAI fall-related triggered CAPs by 10% for a target population of five (5) high risk fallers

Secondary Objective

- Exploration of client/caregiver engagement associated with the broader client population



Change Ideas Tested

- interRAI Assessor **education** and **training** refresh
- Service planning tool** to help frontline staff, clients and families collaboratively address modifiable fall risk factors (interRAI *triggered CAPs*)
- ***Analysis** of the interRAI assessment process
- Engagement** exploration via survey (in-person)
- Client involvement** in care process design and delivery



AIM Outcome: *Targeted 5 high risk clients*

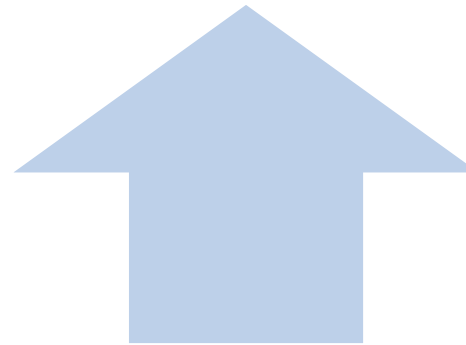


Reduction in falls

Reduced number of interRAI triggered CAPs (fall risks) by more than 10%



***Point of care empowerment:**
PSW, Client, Caregiver through
the use of the Service Planning
Tool



Engagement

Client Advisor

*Meetings

interRAI
education

Review of fall
prevention
processes

Five high risk fallers

interRAI
Assessments

Service
planning tool

Teach back
method

Engagement
survey

Broader Client Population

Engagement
Survey

*Service
planning tool*



Other Findings

① Relationship/trust is vital to process

- Client fear/reluctance to discuss needs or reveal/acknowledge falls

② It is not just what you do, it is how you do it

- Small changes can have a BIG impact

③ Engagement (in-person)

- 92% of clients engaged in change processes, however limitations in cognition/ability to recall is a reality
- 37% caregiver/family engaged (work schedule or geographical distance from client location were recurrent factors)

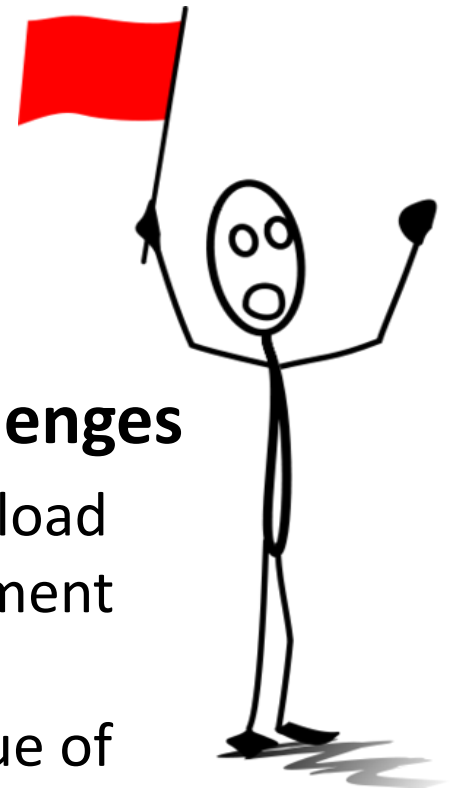


4 Staff Education & Training Needs

- Strategies that influence client/caregiver conversation and behavior change

5 Point of Care Wi-Fi Connectivity Challenges

- *Significant Assessor administrative workload
- Ineffective completion of interRAI assessment
- Complicates the care planning process
- Substantial impact on the quality and value of interRAI data
- Perceived use and value of assessment process is diminished



What's next...

Address Technological Challenges

- ✓ Provincial connectivity survey
- ✓ National IS team analysis of survey results

Service planning tool SPREAD

- ✓ Atlantic Quality rep
- ✓ Home Support CQI Team
- National Standardization team

Engagement training for frontline workforce

Revision to client-focused safety materials

