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