



Eastern  
Health

***Falls Collaborative  
Eastern Health's Experience***



CATCH THE *Wave* 1

# Falls Challenge

- Falls Prevention is an area of focus of acute, long term care and community services within Eastern Health.
- Regional ROP Committee for Falls.
- Well established data and initiatives in Acute Care/Long Term Care.
- Falls in community/home not well understood or documented.
- Data from Community Rapid Response Team at Eastern Health showed high percentage of visits to Emergency due to falls.

# Project Aim:

By March 31, 2016, 100% of clients in receipt of Home Support services from the Bay Roberts Office, who meet the criteria for falls risk assessment have been screened, and if they scored 3 or higher, have a falls prevention plan.

# Falls Collaborative Approach

- The Falls Collaborative focused on clients within two community based programs: **Home and Community Care (HCC)** and **Community and Supportive Services (CSS)**.
- Phase I: Identified Areas for Improvement
- Phase II: Conducted small scale QI project: Audit

# Phase 1: Identified Areas for Improvement

- Policy
- Screening Tool
- Data
- Audits
- Interventions
- Staff Education and Training

# QI Project: Findings

- HCC
  - 10 clients files audited
  - 1 out of 10 clients scored > 3 for 'at risk' for fall
    - Had fall risk assessment performed
    - RAI-HC completed
    - Falls Prevention Plan documented
  - 7 out of 10 clients had RAI-HC completed
  - 6 out of 10 clients had been re-assessed for falls

100% of clients in receipt of Home Support services from the Bay Roberts Office, who meet the criteria for falls risk assessment have been screened, and if they scored 3 or higher, have a falls prevention plan.
- CSS
  - 10 clients files audited
  - 3 out of 10 clients scored > 3 for 'at risk' for fall
    - Had fall risk assessment performed
    - RAI-HC completed
    - Falls Prevention Plan documented
  - 6 out of 10 clients had RAI-HC completed
  - 6 out of 10 clients had been re-assessed for falls

100% of clients in receipt of Home Support services from the Bay Roberts Office, who meet the criteria for falls risk assessment have been screened, and if they scored 3 or higher, have a falls prevention plan.

# Patient/Family Engagement

- Initial challenges in engaging patients and families in this initiative.
- A family advisor had been identified to participate in the Collaborative however due to scheduling conflicts and work commitments she was unable to assist.
- We have identified a possible role in the future; in particular in the review of education/ information for patients/families related to falls.



# Overall Recommendations

## Falls Prevention

- Increase profile of importance of falls prevention in the home/community.
- Designate leader(s)/resources for falls prevention.
- Re-establish a Community Falls prevention Committee.
- Develop a comprehensive community falls prevention plan based on identified areas for improvement e.g. recommendations from Audit QI project.
- Implement and evaluate plan.
- Deliver ongoing training on quality improvement and falls prevention.
- Gather data to assess performance and impact.
- Work with key stakeholders e.g. health care agencies, to prevent falls.

# Current Status

- Community Falls Prevention Committee re-established.
- Gaps noted in the screening tools changed.
- Policy related to falls for Home & Community Care and Community Supports have been standardized.
- Finding Balance material adopted.
- Staff education sessions planned.
- Exploring stakeholder engagement – Home Care Agencies.
- Engaged data analyst to use electronic documentation to flag client at risk of falls.