



Saint Elizabeth

Well beyond health care

**Decreasing Falls in Home Care Clients by
Increasing Falls Prevention Knowledge in
Personal Support Workers**

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Saint Elizabeth
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CATCH THE Wave 1

Local Falls Challenge

North Simcoe Muskoka Team:

- Saint Elizabeth is focused on falls prevention and understanding impact of falls prevention initiatives
- North Simcoe Muskoka highly engaged team, **high number of falls reported in personal support team visiting community patients**

Strategy:

- Detailed understanding of the impact of falls prevention education strategies on patients and the number of patient falls
- Opportunity to spread this strategy in a cost effective manner that has been proven to be effective

<p>Title: Decreasing Falls in Home Care Clients by Increasing Falls Prevention Knowledge in Personal Support Workers</p>	<p>Scope Boundaries: Administrative, management and front line staff in our NSM office. Clients at home on either PSW or Nursing services in the NSM catchment area that are at risk for falls.</p>
<p>Team: Saint Elizabeth Executive Sponsor: Helene Lacroix Team Leads/Process Owner: Kristen Parise Measurement Lead – Robin Hurst Team Members: Colleen Turner Pt/Family Advisor - Marilyn Hollander, Dorothy McDonald</p>	<p>Problem Statement: Falls in the home are too common and our staff need to be able to quickly identify who is at risk and understand preventative strategies to decrease the fall risk for clients. Baseline Quarterly Fall rate (overall clients): Q2= 21 Q3=22</p>
<p>Aim Statement: Reduce incidence of falls by 25% from current baseline by March 2016.</p>	<p>Root Causes of Problem: We have many excellent resources, processes, plans but we need to continue to work on creating cohesive and sustainable plans</p>
<p>Measures: Outcome: Incidence of falls (Goal=17 falls in Q4) Process:</p> <ul style="list-style-type: none"> • Number of staff that complete the module (Goal=100%) • Compliance with preventative strategies (Goal 80%) • Time from fall report to reassessment • Development of a Fall Prevention plan in at risk patients • Compliance with Fall Prevention Plan 	<p>Change Ideas: Falls program needs to be clear, easy and accessible to all staff. Each staff need to understand their role in fall prevention and work as a team. Teaching the preventative strategies to all SE staff – Develop Compliance Checklist for Falls Prevention Plan Patients/Families/Carers – inclusion</p>

Patient and Family Advisor Role

Consultant

Patient's Learning:

- Better understanding of all the training health care workers have with respect to falls
- The number of falls that happen at home and the impact

Contribution

- Sharing my perspective and the sensitivity older people have when it comes to talking about falls.
- Patient are asked multiple times about falls by doctor's, pharmacists and home health workers

Changes Tested

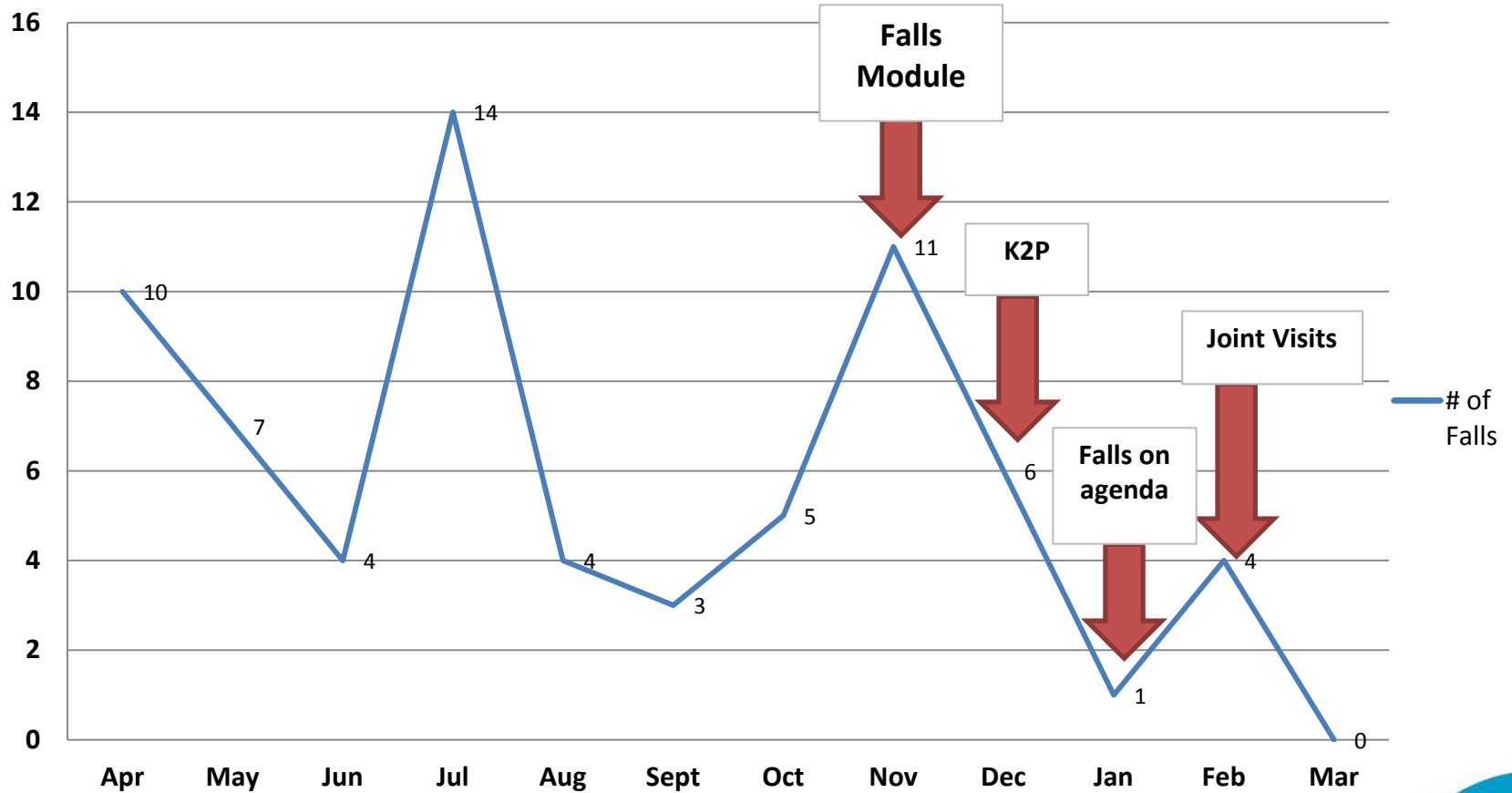
- Use of Knowledge to Practice (K2P) lead in Personal Support Worker (PSW) team with a focus on Seniors and falls
- Focus on falls prevention education:
 - Online falls prevention module
 - Falls education in meetings
 - Ongoing Falls focus on every agenda

Staff feedback:

- Focus group to understand falls reporting, processes, level of knowledge
- Joint Visits, see falls prevention education in action

Outcomes

of Falls



Key Learning

1. Major keys to success

- Multiple approaches to falls prevention
- Structural supports, supporting staff, data collection, learning

2. Barriers

- Competing priorities
- Multiple sources of information
- Patient advisors discomfort with technology

3. Aha moments

- Team focus on falls achieved desired impact

Lessons Learned

1. Key indicators need to be monitored frequently
2. We have more opportunities to integrate the care we provide within the patient centred care framework
3. Lost key champion part way through this project, still able to sustain, current model is effective, important for spread and sustainability
4. Focus on falls resulted in desired effect
5. RAI data and early identification of fallers and integration of data into plan

What's Next

What are the organization's plans for sustaining and spreading this initiative?

- Working to understand the most critical elements of our interventions
- Understanding time and effort required to help plan for resources needed
- Continue with our existing falls reporting and data
- Look to how we can better use interRAI data at the time of admission
- Falls and Incontinence consensus