

AHA/HRET HEN 2.0 STORYBOARDS



ORGANIZATION AND TEAM

RANSOM MEMORIAL HOSPITAL: OTTAWA, KANSAS



Small PPS hospital
+ 44 licensed beds
+ 7-bed emergency room

13,000 emergency department visits per year

Services include:

- + Surgical—general, orthopedics, ENT, urology, gynecology and podiatry
- + Medical—neurology, pulmonology, internal medicine, cardiology and nephrology

FALLS PREVENTION TEAM (L-R):

- Tammy Newberry
- David Bowers
- Kelli Boetel
- Angie Welch
- Dorothy Rice
- Stacy Steiner
- Cindy Tiblow
- Rita Demeter

PROJECT GOALS

AIM:

- >> By implementing a revised fall program, we hope to further decrease falls by 40% by the end of September 2016.

FACTORS:

- >> Patient safety is a top priority for our hospital as we strive to achieve zero harm across the board.
- >> Fall prevention is a targeted area of opportunity to improve patient safety.
 - + Fall prevention efforts have spread to the emergency department and outpatient setting.
- >> Other priorities within the HEN project include:
 - + Reducing SSI by 40% and readmissions by 20%.
 - + Continuing to maintain zero CAUTIs and CLABSIs.

IMPROVEMENT STRATEGIES

FALL PREVENTION STRATEGIES:

- >> Revised fall prevention policy and fall bundle to make it a house-wide approach.
- >> Implemented a more robust post-fall huddle and bedside shift reporting.
- >> Utilized proactive hourly rounding with a focus on the 3 Ps: pain, potty and positioning.
- >> Educated patients and families about how to prevent falls using the “Tips to Reduce Falls.”

DATA FOR IMPROVEMENT:

- >> Monitored HEN outcome and process measures.
- >> Used falls with and without injury fall risk assessment.
- >> Reviewed findings from each post-fall huddle to identify opportunities.

MORE IMPROVEMENT STRATEGIES

LEADERSHIP ENGAGEMENT:

- >> CNO serves as a senior leader quality champion for falls and other HEN topics.
 - + She has been actively involved with the policy revision, education and resources (including time to devote to patient safety).
- >> CEO is engaged and speaks about fall prevention program in employee meetings and when rounding.

OTHER STAFF, DEPARTMENT AND TEAMS:

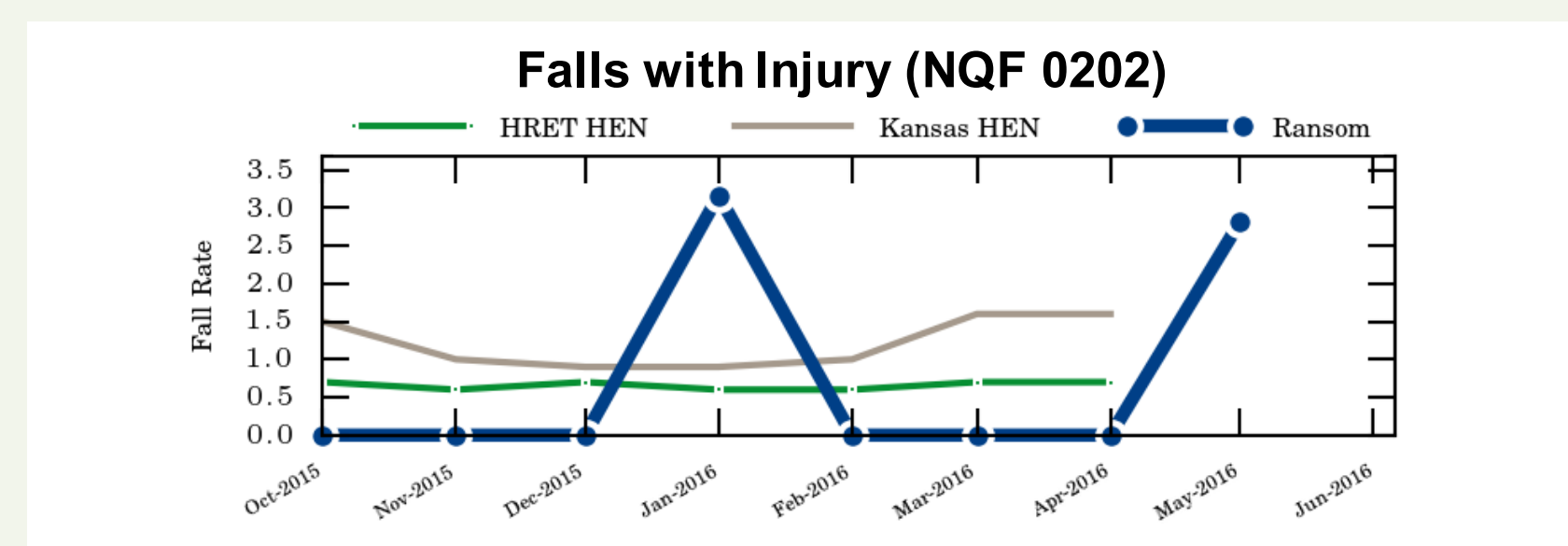
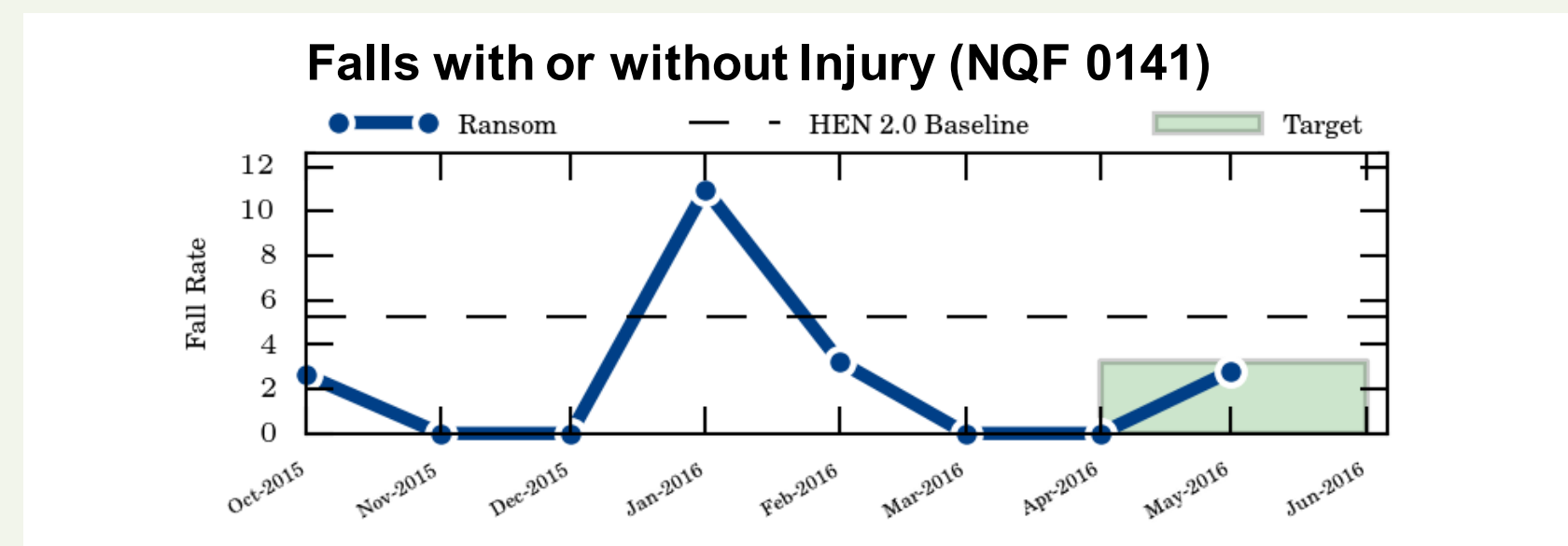
- >> Nursing, imaging, lab and outpatient staff have all been involved in the new policy and plans.
- >> Implemented a “ticket to ride” concept in which imaging and nursing hand off the patient coming and going for imaging studies.

PATIENT AND FAMILY ADVISORS:

- >> We have a newly formed patient and family advisor committee.
- >> We anticipate asking our patient and family advisors to evaluate the data with us and help us come up with further solutions in the future.

RANSOM MEMORIAL HOSPITAL

FALLS	Falls With Injury	No reduction
	Falls With or Without Injury	83.20% rdx.



LESSONS LEARNED

- >> Use the PDSA model for improvement and research best practices.
- >> Use HRET-HEN tools and other tools available.
 - + You don't have to recreate your own, the tool kits available and excellent!
- >> It takes a consistent focus and a renewal of energy.
- >> Helping the staff understand the “why” are very important.
- >> Apply success to next challenge: Achieve zero harm across the board.
 - + Other challenges for our hospital is surgical site infections and readmissions.

SUSTAINABILITY AND SPREAD

- >> Feedback to staff has helped keep a focus on reduction of falls.
 - + Staff are engaged in the post-fall huddles and are very disappointed when a fall occurs.
 - + Daily huddles were used to remind staff of new practices and the “why.”
- >> Newly adopted processes for fall prevention and fall events are designed and monitored for consistency and sustainability
 - + We observe and measure on an ongoing and we don't assume changes are adopted because staff has been educated.
 - + Daily huddles reminded staff of new practices and the “why.”
 - + Fall bundle implemented:
 - Yellow tag on ID bracelet
 - Fall magnet on doorframe
 - “Tips for Fall Reduction” discussed with patients and family.

TOOLS, RESOURCES, POLICIES, TIPS

TIPS TO PREVENT FALLS

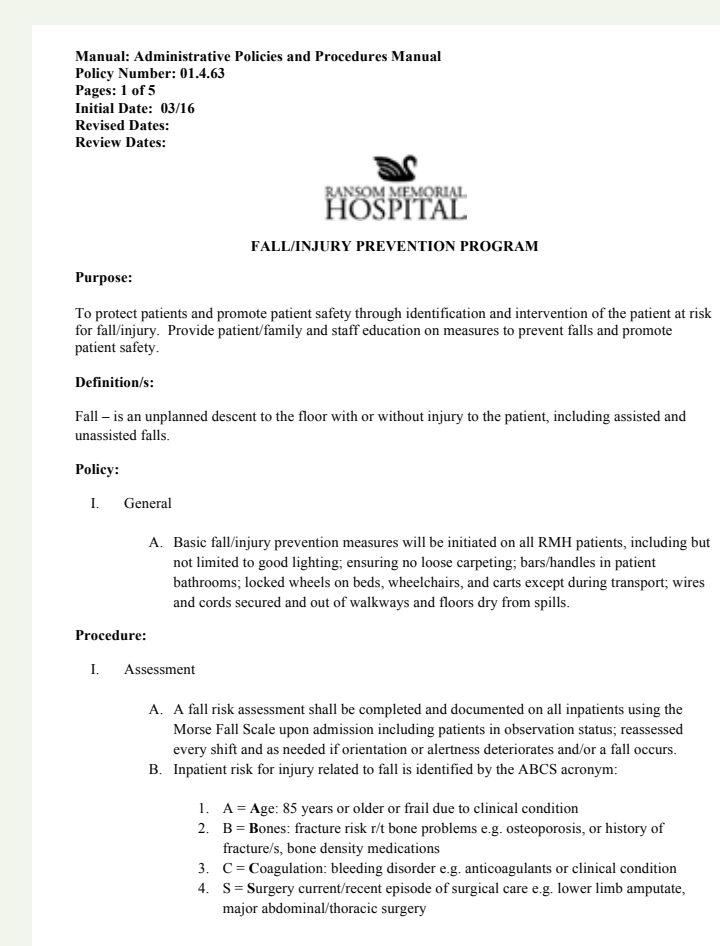
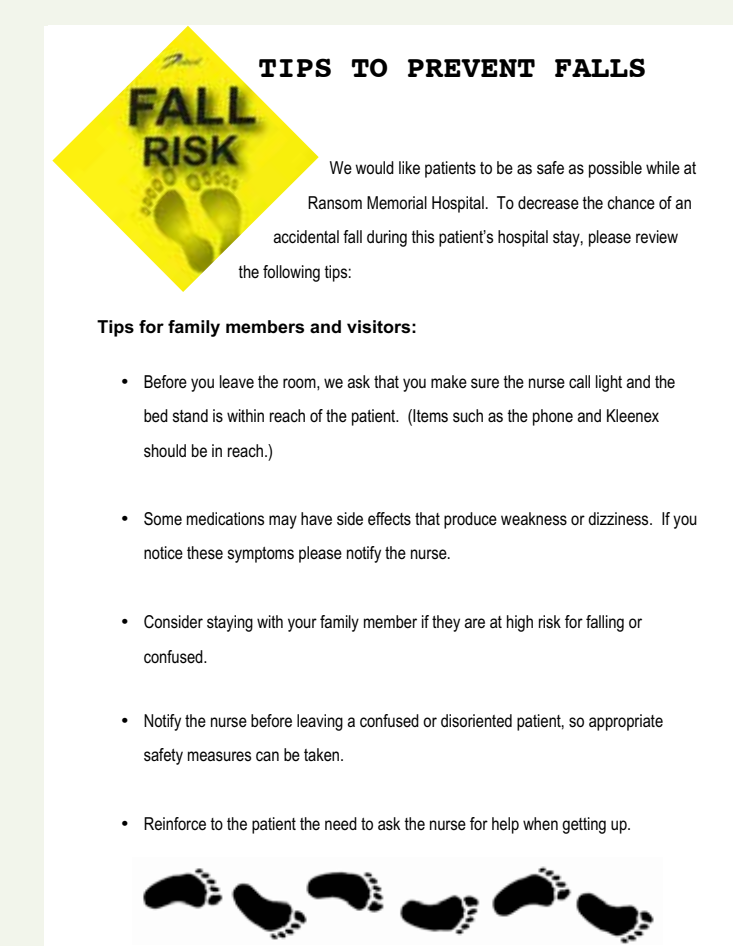
We would like your stay at Ransom Memorial Hospital to be as safe as possible. To decrease your chance of experiencing an accidental fall during this hospitalization, please review the following tips:

Tips for patients:

- + Do not hesitate to call a nurse for assistance when you need to get out of bed if you have been instructed to or if you are feeling weak or dizzy. (Some medications may have side effects that make you feel weak or dizzy.)
- + Sit at the side of the bed for a few minutes before you get up.

- + If you use a walker, cane, or wheelchair at home, let the nurse know or bring in yours to use while hospitalized. Keep these devices within reach and remember to use them.
- + Wear properly fitting shoes or slippers when up.
- + Pay close attention to any tubing, such as oxygen, catheters, etc. that may interfere with walking.
- + The side rail at the bottom of the bed towards the door will be kept down unless you request that it be kept up. Please do not attempt to climb over or through the rails. Call the nurse for assistance.
- + Do not use bedside tables for support as they have wheels and could roll away from you.
- + Notify the nurse of any spills or wet areas on the floor so they may be cleaned up quickly.
- + A bed alarm may be used to remind you to call for help when getting out of bed.

TOOLS, RESOURCES, POLICIES, TIPS



FALL RISK	INTERVENTIONS
LOW FALL RISK (0-1 FALLS)	<ul style="list-style-type: none"> Obtain a complete fall history Obtain a complete medication history Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls
MEDIUM FALL RISK (2-3 FALLS)	<ul style="list-style-type: none"> Obtain a complete fall history Obtain a complete medication history Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls
HIGH FALL RISK (4-5 FALLS)	<ul style="list-style-type: none"> Obtain a complete fall history Obtain a complete medication history Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls Obtain a complete history of falls