A CULTURE OF SAFETY: OVERCOMING FALL IN ESCC UNIT M1

Institute for Healthcare Improvement

مستشفى الرميلة Rumailah Hospital

عضو في مؤسسة حمد الطبية A Member of Hamad Medical Corporation

Background

Enaya Specialized Care Center (ESCC), a 156 bed capacity long term care facility under Rumailah Hospital, is a facility that promotes holistic, rehabilitative and supportive care for residents that are in need of special assistance with their activities of daily living. Since most residents of Enaya are dependent on their ADL, fall related injuries could happen if safe patient handling is not properly adhered. Thus, an effective Safe Patient Handling practice is important for it has a positive impact on the continuity of care delivered to our resident.

In ESCC Unit-M1, of its current census of 17 residents, 70% are those who are dependent and are in need of assistance. The unit's practice of safe-patient handling has been standard thus far. On July 2016, the unit had established a safe-patient handling program that aims to develop a methodology that ensures patient safety and reduce, if not, eradicate the possibility of fall in ESCC.

Aim

By end of December 2017, ESCC-M1 will be free from fall-related injuries.

Challenges

- Effective communication
- Staff involvement in the Safe patient-handling program
- Staff resistance to adapt to the new way of thinking
- Item storage and equipment issues

Outcome

العناية المثلى دائماً Best Care Always — مبادرة من مؤسسة حمد الطبية An initiative by HMC — حمد Hamad

BEST CARE ALWAYS-RUMAILAH HOSPITAL
ESCC-M1 FALL INCIDENT RATE

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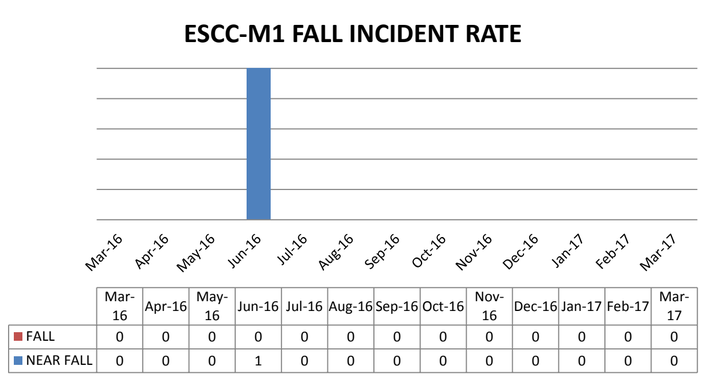
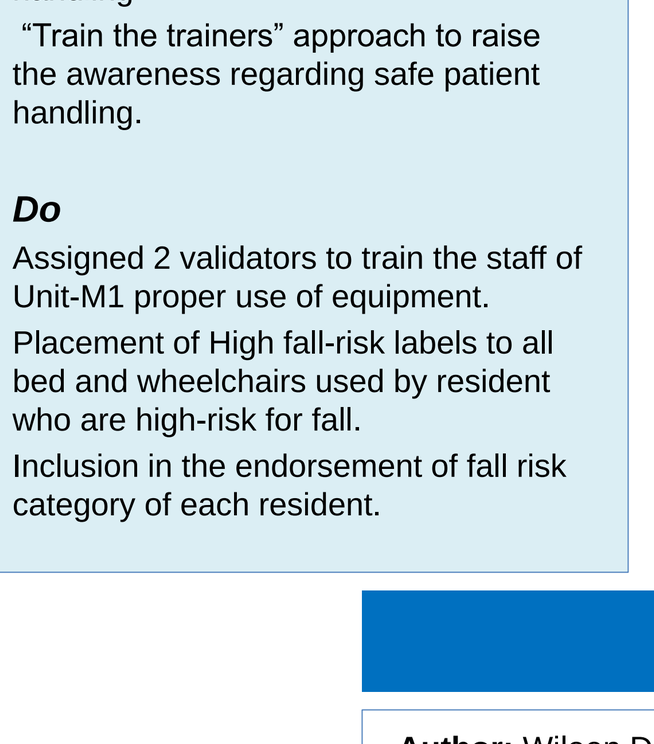
MONTH	NEAR FALL	FALL
Mar-16	0	0
Apr-16	0	0
May-16	0	0
Jun-16	1	0
Jul-16	0	0
Aug-16	0	0
Sep-16	0	0
Oct-16	0	0
Nov-16	0	0
Dec-16	0	0
Jan-17	0	0
Feb-17	0	0
Mar-17	0	0



	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
FALL	0	0	0	0	0	0	0	0	0	0	0	0	0
NEAR FALL	0	0	0	1	0	0	0	0	0	0	0	0	0

- ✓ Improved with bedside care and time utilization
- ✓ Staff becomes knowledgeable in handling of equipment and items used for Safe-Patient Handling
- ✓ Improved overall communication and trust between staff and resident
- ✓ Improved staff and resident safety, satisfaction and comfort

Method



Plan

Determine staff knowledge about safe patient handling practice

Create a culture of safety through education and proper equipment handling

"Train the trainers" approach to raise the awareness regarding safe patient handling.

Do

Assigned 2 validators to train the staff of Unit-M1 proper use of equipment.

Placement of High fall-risk labels to all bed and wheelchairs used by resident who are high-risk for fall.

Inclusion in the endorsement of fall risk category of each resident.

Inclusion of high-fall risk resident in the safety briefing.

Re-evaluation of staff knowledge and skills regarding safe patient handling.

Study

Monthly review of equipment and storage.

Proper evaluation of fall risk score and category of residents.

Collect and review fall risk data monthly and compare results

Act

Provide adequate lifting devices

Attend lectures and seminars for safe-patient handling.

Administrative rounds to maintain the standard of care.

Revalidating competencies for fall and other related topic every 2 years.

General Interventions

- ❖ Increase staff awareness about safe patient handling according to policy
- ❖ Monitors and evaluate health condition daily
- ❖ Teach and involve the family relatives about the care of resident
- ❖ Maintain a culture of safety
- ❖ Appropriate use and maintenance of equipment used by patient
- ❖ Commitment from management at all aspect
- ❖ Provide appropriate resources for maintaining and sustaining safe patient handling
- ❖ Assigned and trained leaders regarding safe-patient handling to validate competency of staff

Therapeutic Interventions

- ❖ Promote reassurance of safety by educating the safe patient handling practices to resident and family members
- ❖ Application proper body mechanics to facilitate comfort for the staff and resident
- ❖ Proactively assess the residents condition during the transfer
- ❖ Administer pain medication if prescribed by a doctor accordingly

Team

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