Quality Improvement Project:

Falls example

Reducing patient falls example

Problem:

Ward X has a high number of inpatient falls. This results in an increase in morbidity for patients, along with longer admission times. Staff nurse Judith wants to start a QI project to help reduce the number of falls and improve outcomes for patients on the ward.
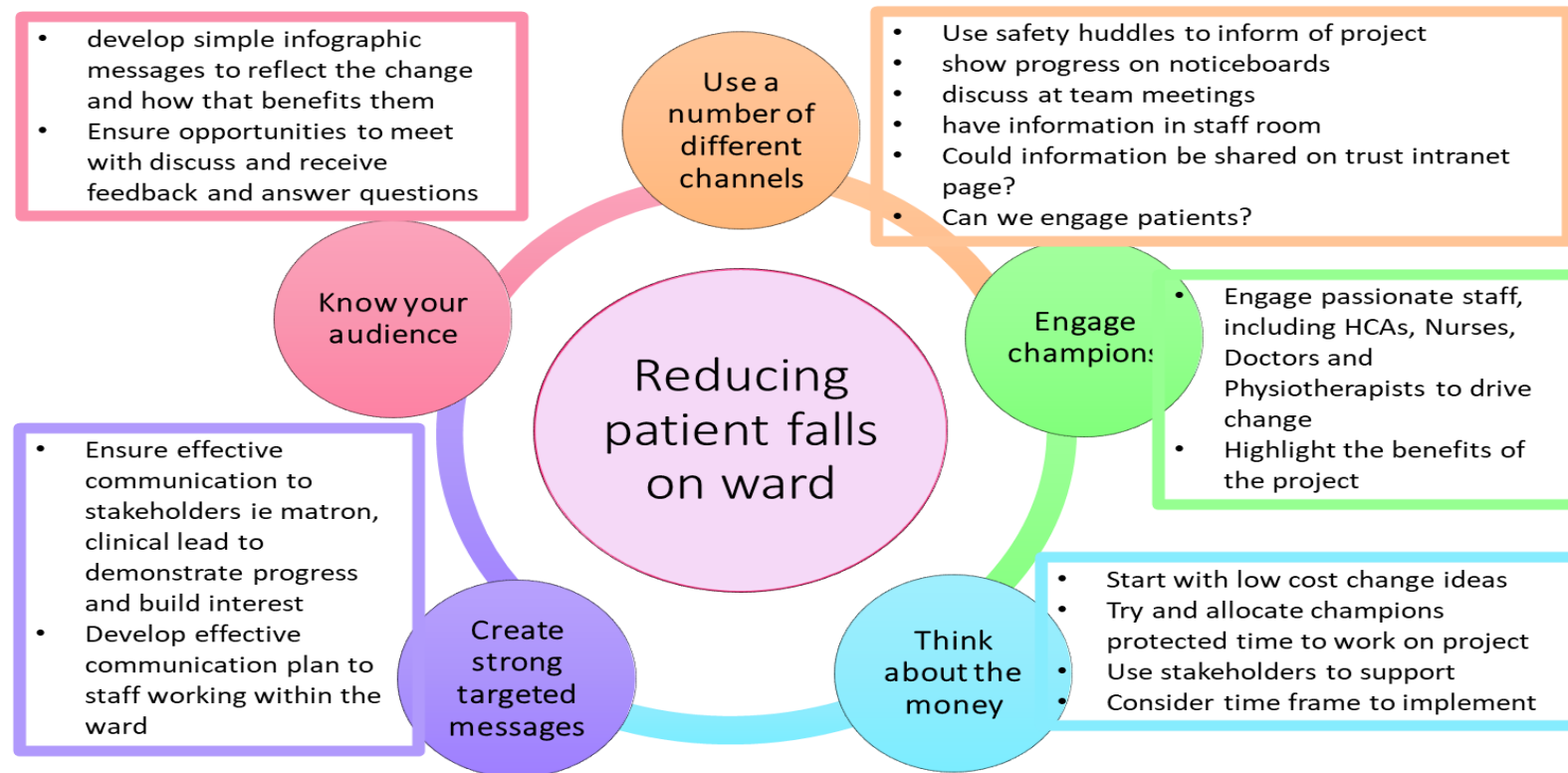
Stakeholder mapping

Before starting the QI project, the staff nurse must complete a stakeholder analysis. Here is an example of a stake holder analysis for Ward X. These staff members need to be informed of the project, as they can provide support and help drive improvements. There are many more stakeholders that could be included, from doctors to admin staff. It is important to consider all stakeholders prior to commencing your QI project.

Name	How much will the project impact them (Low, Medium, High)	How much influence will they have over the project (Low, Medium, High)	How will they contribute to the project?	How could they block the project?	How will you engage?
Senior Nurse	High	High	Part of the team		Explain the benefits of the project
Ward manager	Medium	High	Medium	Stop others helping with the project	Explain how this will help decrease their workload
Physio-therapist	High	Medium	Give guidance	NA	Show them the value by giving the falls data
HCA	Low	Low	Support the project		Explain the patient benefits

Engagement and communicating

Its important to engage with your staff and communicate your project effectively to help facilitate improvement and to also sustain change. Here is an example of how a QI project maybe implemented on Ward X.
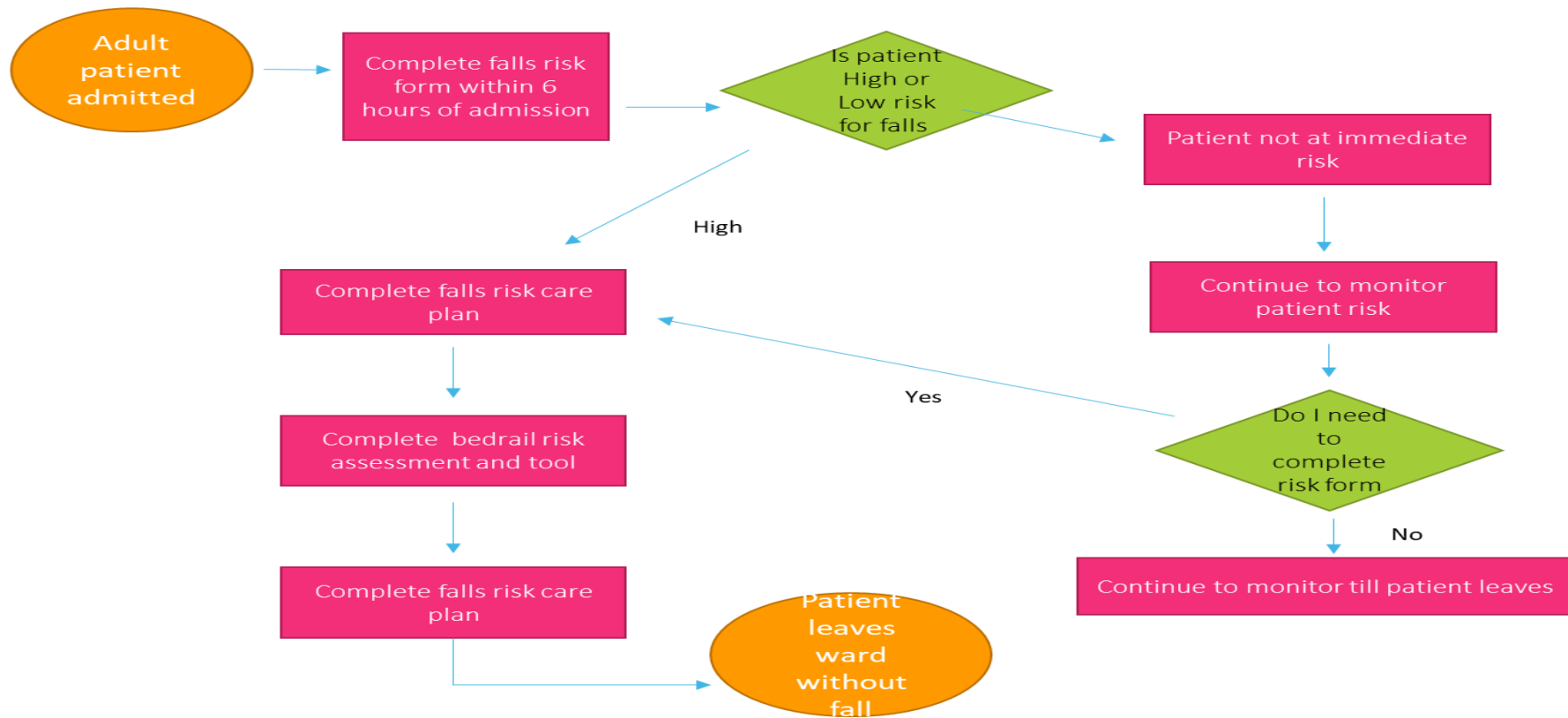
Reducing patient falls example

- develop simple infographic messages to reflect the change and how that benefits them
- Ensure opportunities to meet with discuss and receive feedback and answer questions

Use a number of different channels

- Use safety huddles to inform of project
- show progress on noticeboards
- discuss at team meetings
- have information in staff room
- Could information be shared on trust intranet page?
- Can we engage patients?

Know your audience

Engage champions

- Engage passionate staff, including HCAs, Nurses, Doctors and Physiotherapists to drive change
- Highlight the benefits of the project

Reducing patient falls on ward

- Ensure effective communication to stakeholders ie matron, clinical lead to demonstrate progress and build interest
- Develop effective communication plan to staff working within the ward

Create strong targeted messages

Think about the money

- Start with low cost change ideas
- Try and allocate champions protected time to work on project
- Use stakeholders to support
- Consider time frame to implement

The Health Foundation 2017

Process Mapping

Staff nurse Judith created a QI project team, and together they processed mapped the current pathway, to help identify how they could reduce patient falls on Ward X.

Process map example: Patient falls

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[Adult patient admitted] → [Complete falls risk form within 6 hours of admission] → <Is patient High or Low risk for falls>
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<Is patient High or Low risk for falls> → [Patient not at immediate risk]

<Is patient High or Low risk for falls> --High--> [Complete falls risk care plan]

[Patient not at immediate risk] → [Continue to monitor patient risk]

[Continue to monitor patient risk] → <Do I need to complete risk form>

<Do I need to complete risk form> --Yes--> [Complete falls risk care plan]

[Complete falls risk care plan] → [Complete bedrail risk assessment and tool]

[Complete bedrail risk assessment and tool] → [Complete falls risk care plan]

<Do I need to complete risk form> --No--> [Continue to monitor till patient leaves]

[Complete falls risk care plan] → [Patient leaves ward without fall]
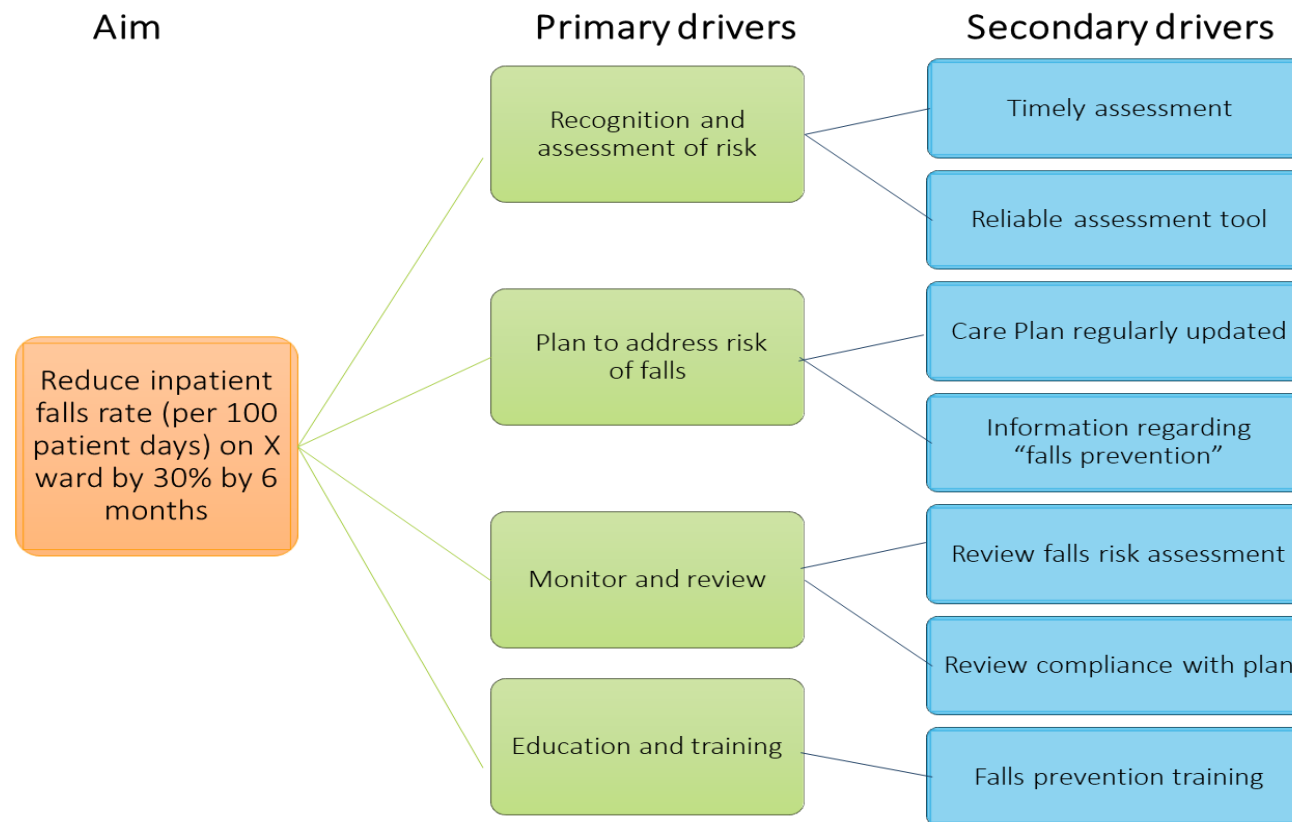
Creating a SMART aim

It is important the aim for the QI project is SMART. The aim for ward x is to 'Reduce inpatient falls rate (per 100patient days) on X ward by 30% by 6 months '.

Aim	Specific	Measurable	Attainable	Relevant	Time based
Reduce inpatient falls rate (per 100patient days) on X ward by 30% by 6 months	Reduce patient falls	By 30%	Yes	Yes (higher number of falls on the ward)	6 months

Driver Diagram

The team on Ward X have created the below driver diagram to help reduce the number of patient falls. A driver diagram can be considered a plan on a page of your QI project.

Driver diagram example

Aim	Primary drivers	Secondary drivers

Reduce inpatient falls rate (per 100 patient days) on X ward by 30% by 6 months

Recognition and assessment of risk
- Timely assessment
- Reliable assessment tool

Plan to address risk of falls
- Care Plan regularly updated
- Information regarding "falls prevention"

Monitor and review
- Review falls risk assessment
- Review compliance with plan

Education and training
- Falls prevention training

Falls example of measures

Aim:

Reduce patient falls by 50% in six months

Outcome:
- Percentage of fall be 100 bed days
- Number of falls per week

Process:
- Number of falls risk assessment forms
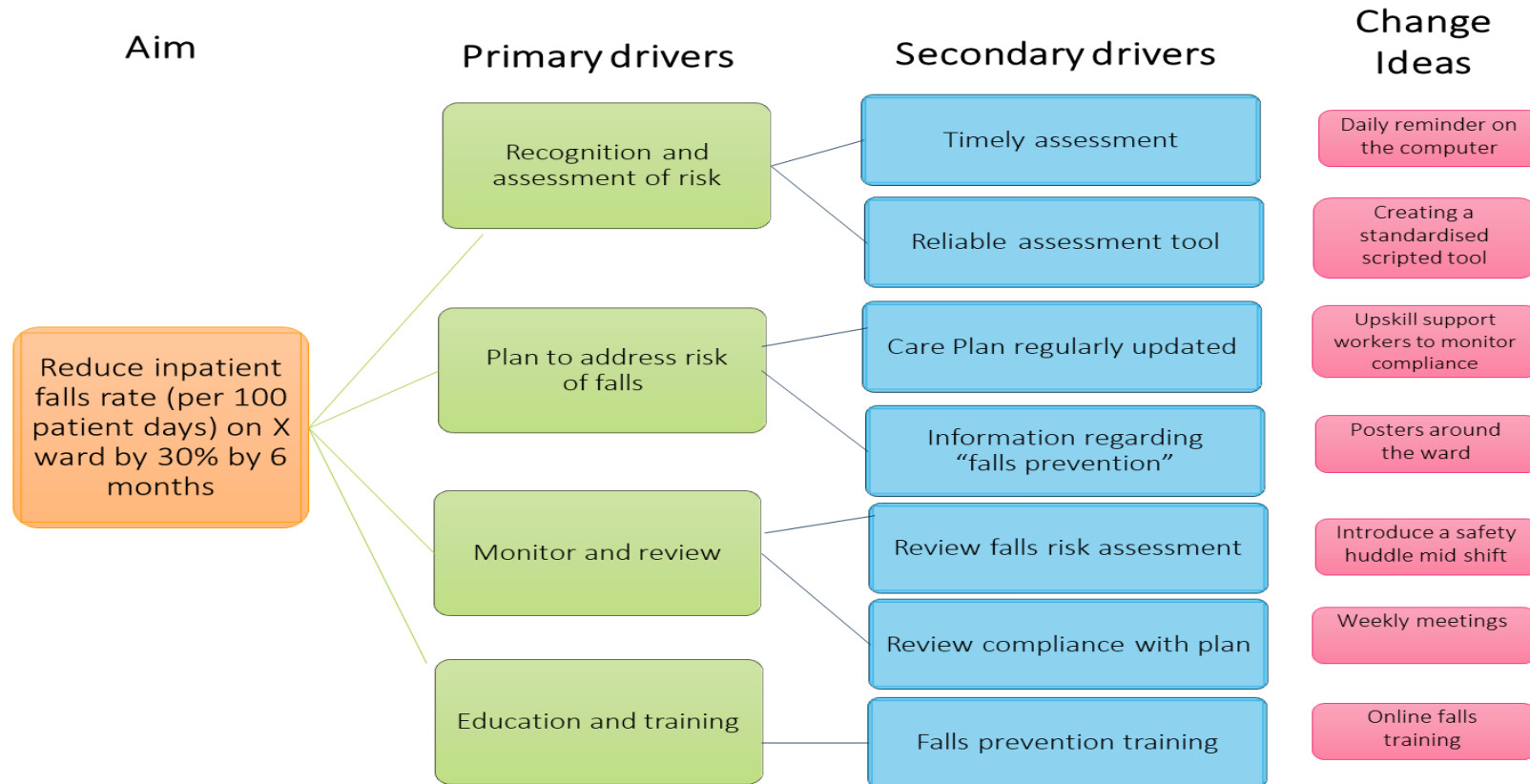- Number of patients identified as severely frail

Balancing:
- Percentage of staff who are happy with the changes on a scale of 1 to 5

Measures

Measures are important to ensure we can assess if we are making an improvement or not. It is important to not have too many measures (no more than 6.) Here are Ward X's measures.

Change ideas Staff nurse Judith and her team have created the following change ideas to test on Ward X, after mind mapping and creative thinking as a team

Link change ideas to your driver diagram: Falls

Aim	Primary drivers	Secondary drivers	Change Ideas
Reduce inpatient falls rate (per 100 patient days) on X ward by 30% by 6 months	Recognition and assessment of risk	Timely assessment	Daily reminder on the computer
		Reliable assessment tool	Creating a standardised scripted tool
	Plan to address risk of falls	Care Plan regularly updated	Upskill support workers to monitor compliance
		Information regarding "falls prevention"	Posters around the ward
	Monitor and review	Review falls risk assessment	Introduce a safety huddle mid shift
		Review compliance with plan	Weekly meetings
	Education and training	Falls prevention training	Online falls training

Edward De Bonos six thinking hats

For the key change ideas Ward X would like to test, the QI team completed the six thinking hats. Here is an example of how they considered poster implementation.

Red Hat: Feelings

My instinct is that a poster will remind clinical staff about how to prevent patients from falling

Green Hat: Creativity

A poster to remind clinical staff regarding falls prevention.
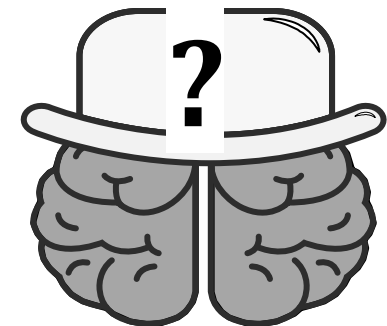
Blue Hat: Process

We will have to ensure that this follows hospital procedures. Consider, who will be in charge of managing the information on the poster? What information should be included?

White Hat: Facts

Where will the clinical staff be able to view the poster.

How many posters will need to be printed?

Yellow Hat: Benefits

Creating a poster for falls prevention is a more cost effective way to spread the message across a wider

Black Hat: Cautions

Too many posters already, this might get missed.

9o99

This run chart demonstrates the improvement on Ward X. The run chart is annotated to outline when change ideas were tested and implemented on Ward X. It is important to test one change idea first, so that you can identify what change idea resulted in an improvement. You can see that the number if falls decreased following the introduction of the assessment tool and online falls prevention. In November, the number of falls increased, and therefore a new change idea was introduced. The final change idea tested was the introduction of a safety huddle which helped to sustain the improvement.

Reducing the number of inpatient falls