

**HELP!**

I've fallen ~~and can't get up~~

**BUT I GET UP AGAIN!**




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**Cypress Health Region and Falls**

- During this presentation I am going to take you through the Falls Prevention journey of the Cypress Health Region
  - Community Falls Prevention
  - Mental Health
  - Long Term Care
  - Acute Care
  - Community/Home Care/EMS Collaborative

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**Cypress Health Region**

- Southwest Corner of Saskatchewan
- Population 43 000 people
- Area of 44 000 km<sup>2</sup>
- 1 Regional hospital (80 beds)
- 4 Rural hospitals
- 484 beds in 12 Long Term Care Facilities



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# Cypress Health Region

- The largest urban center in the Cypress Health Region is Swift Current with a population of 16,322
- Over 60% of the population in the Cypress Health Region lives in communities with populations under 3,000
- Main industries are agriculture and oil
- Hutterite population - 6.3 % of the population in Cypress Health Region live on a Hutterite Colony. The Provincial average is 0.6% (CHS Pop Health Status Report 2011)
- 17.2 % of the total population in the Cypress Health Region is 65+. Higher rate than SK. average of 13.1% (Statistics Canada 2011)



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**Vision:**  
Leaders in Rural Health Excellence

**Mission:**  
Within Saskatchewan's health care system, Cypress Health delivers safe, quality services to each person.

**Values:**  
Safety  
Compassion  
Respect  
Accountability  
Excellence

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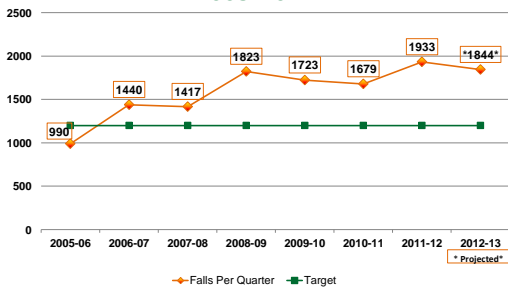
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## Cypress Health Region Total Fall Occurrences 2005-2012



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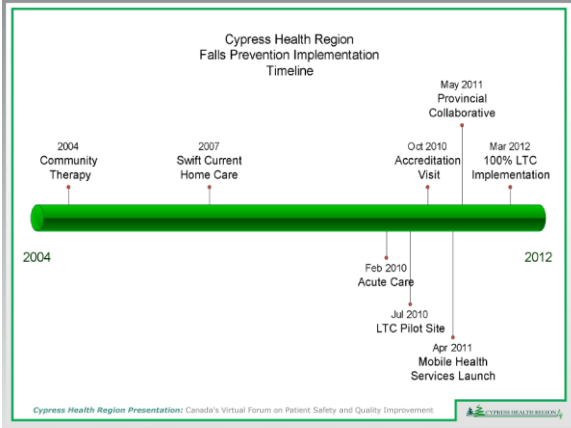
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**Community Health**

- **Community Therapy Team identified an increase in treating Seniors that had fallen**
- **Partnered with Home Care to assess Clients for risk using TUG™ (timed up and go) screening**
- **Developed Falls Risk Assessment and Home Safety Check List**
- **Began Community Education Sessions**
- **Spread through the Rural areas of the Cypress Health Region**

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## From There...

- Involved Swift Current Home Care
- *“Put Your Best Foot Forward”*
- Very positive response from clients and families with the service provided
- Seniors Safety Expos
- No significant change in incident reporting data



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## Mental Health




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## Staff Education Developed

### Falls Prevention for Mental Health and Addictions Community Workers

March 2010  
Self Learning Tool  
Provided by Continuous Quality Improvement

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## Mental Health & Addictions Falls Prevention

- Focus on high risk clients/patients
- Isolated clients
- Overview of identifying falls risk
- How to proceed – referrals, med reviews etc.
- Expectation of all staff to review package
- Orientation with new staff
- Has been shared provincially with other regions

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## Long Term Care




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## Long Term Care

- Active multidisciplinary Long Term Care Quality Team
- Identified need to address falls prevention in LTC facilities
- Accreditation became a driving force – New Required Organizational Practice
- Waited anxiously for the Safer Healthcare Now Falls Prevention Bundle

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## Swift Current Care Centre



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## The Results

The table below indicates the specific criteria that require attention, based on the accreditation review.

Criteria	Location	Priority for Action
The team implements and evaluates a fall prevention strategy to minimize the impact of client falls.	16.2	↑
The team has implemented a falls prevention strategy.	16.2.1	
The team evaluates the falls prevention strategy on an ongoing basis to identify trends, causes and degree of injury.	16.2.4	
The team uses the evaluation information to make improvements to its falls prevention strategy.	16.2.5	

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## Next Steps in LTC

- Needed to spread the initiative to 11 other facilities - Ministry of Health directive
- Safer Healthcare Now Bundle was now available for use
- Gathered a team of Champions for a train the trainer approach – multidisciplinary
- March 2011 began collecting data from 6 facilities - # of falls



LONG TERM CARE

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safer healthcare  
**now!**

**REDUCING FALLS  
AND INJURIES FROM FALLS**



*Getting Started Kit*

- Risk assessment
- Communication and education about falls risk
- Implementation of interventions for those at risk of falling
- Customization of interventions for those at highest risk of falls related injury

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**May 2011**

**SASKATCHEWAN  
FALLS COLLABORATIVE**

*Reducing Falls, Reducing Harm in Long-Term Care and Home Care*



Saskatchewan Ministry of Health SASKATCHEWAN HEALTH QUALITY COUNCIL cpsi\*icsp safer patient safety institute safer patients pour la sécurité des patients safer healthcare now!

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## Long Term Care Successes

- 0% falls injury rate for 11 months at the Western Senior Citizens Home in Leader, SK
- Gull Lake, SK - # of falls ↑ but injury rate is ↓
- Transparency
- Staff acknowledging the importance of data
- Staff awareness of falls prevention

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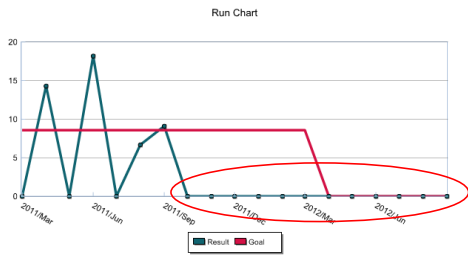
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## WSCC Leader Injury Rate



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# Daily Visual Management



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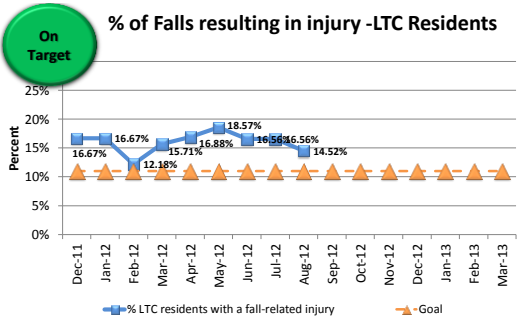
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## % of Falls resulting in injury -LTC Residents



Date Prepared: 31/08/2012  
 Report Contact: Kari Reich, PQM  
 Source: RHIA's  
 Refresh Cycle: Monthly

CYPRESS HEALTH REGION logo  
 Putting Patients First  
 Improving Health Care Through Innovation

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# Acute Care



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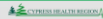
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## Falls in Acute care

- There are 5 Acute Care facilities in the Cypress Health Region:
  - Cypress Regional Hospital – 80 beds
  - Herbert Integrated Facility - 6 beds
  - Shaunavon Hospital – 10 beds
  - Leader Hospital - 10 beds
  - Maple Creek Hospital - 10 beds
- Cypress Regional Hospital Medical Surgical Unit initiated falls prevention in Acute Care

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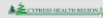
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- Med/Surg is a 48 bed unit, located at the Cypress Regional Hospital – Swift Current, SK
- Selected as a Releasing Time to Care™ test site in June 2009

The Releasing Time to Care "House"



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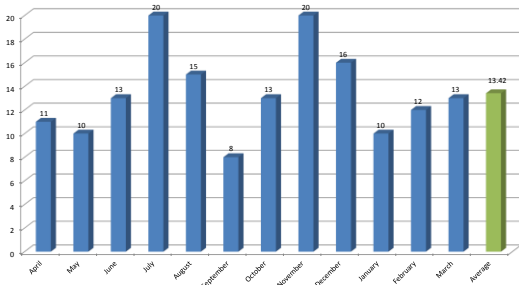
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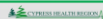
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## Data Review

Med/Surg Falls 2008/2009



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### Team Vision/Goal

- To decrease the incidence of total patient falls to less than 10 cases per month by July 31, 2010
- To increase awareness of falls and falls prevention activities on the Med/Surg Unit

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### Quality Improvement- Round 1

- Post data for staff awareness
- TLR Audit - logo in room to match care plan
- Staff education – bed rails and call lights
- Protocol for *High Risk Falls Patients*
- Use of a safety cross to plot falls

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### Falls Incidents Calendar

Month: October 2010

		1	2		
		3	4		
		5	6		
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
		25	26		
		27	28		
		29	30	31	

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Medical/Surgical Unit Standard Operating Procedure

Defining who is a "high falls risk" patient.

**"High Falls Risk"** is now noted in red in the Nursing Care Plan



Inability to Follow Instructions (confusion) + Limited Mobility = Alarm Bed

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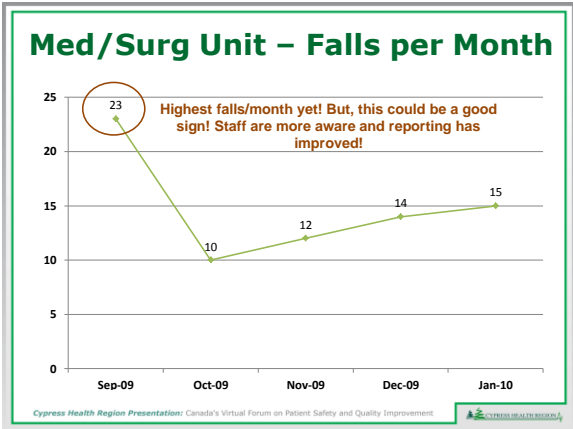
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### Round 2 – Back to the Data

- Team reviewed falls incidents and broke them down by:
  - Time of day
  - Footwear
  - Ambulation/mobility
- Team was surprised to learn that over 70% of falls occurred at night with peaks at 24:00, 04:00 and 08:00

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**Standard Operating Procedure: Nighttime Assistance Program**

In reviewing our falls, we have identified that 70% of Med/Surg falls happen at night. Please ensure that the following measures are in place to help prevent falls and keep high risk patients safe during the night:

Patient Room		+		+	
	Walking Aides Placed Within Pt. Reach		Clear the pathway to the Washroom		Leave the Washroom Light On
Bathroom Assistance		+		+	
	Hourly Rounding to check pt. needs.		Staff assist pt. to washroom at 2200, 0200 and 0600.		Commode by Bedside

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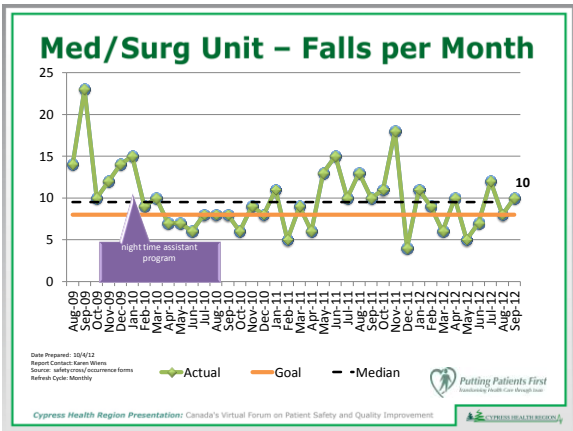
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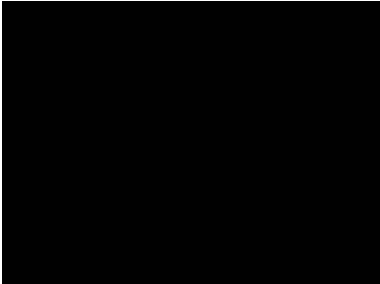
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## Falls Prevention Education Acute Care



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### Green Ribbon Award Success

Cypress Health Region for Patient Falls Initiative in the Medical/Surgical Unit – Submitted in the Leading for Quality category, the goal of the initiative included reducing the incidence of falls among patients, and to increase awareness of fall prevention activities in the Medical/Surgical Unit. A number of Lean point improvements were instituted to assist in educating staff and reducing the number of falls. The most significant change came with the introduction of the Nighttime Assistance Program.



(L to R) Beth Adashynski, Stephanie Ebner, Elaine Fehr, Michelle Calow, Gloria Illerbrun, Tyler Kannenberg

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### Mobile Health Services



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### Mobile Health Services

- March 2011 - Pilot project in Eastend, SK
- Emergency Medical Services began to assist with essential visits for Home Care when home care staff were unavailable due to weather, illness or position vacancies
- Provincial Falls Collaborative - Team formed between Home Care, Therapy and EMS



HOME HEALTH CARE

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## Falls Collaboration

- Previously relied heavily on Home Care and Therapy
- In the majority of rural areas, EMS is now able to complete the Falls risk assessment and home safety checklists
- EMS fills out a falls referral form when they respond to a call that involves a fall. This form is sent to the client navigator. The referral form is forwarded to those identified by EMS
- All referrals for home safety checklists, and falls risk assessments are accepted, clients do not need to have a history of falling to be accepted

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**INFORMATION SHEET IN CASE OF EMERGENCY CALL 9-1-1**

**CONTACT INFORMATION**

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_ APT # \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_  
 HOME PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 HEALTH CARE # \_\_\_\_\_ BIRTH DATE (MM/DD/YY): \_\_\_\_\_  
 PRIMARY CARE PHYSICIAN: \_\_\_\_\_ CLINIC NAME: \_\_\_\_\_  
 ADVANCED CARE DIRECTOR (EMR) (M/F) \_\_\_\_\_ ON FILE WITH \_\_\_\_\_

**EMERGENCY CONTACT (S)** RELATIONSHIP (S) (M/F)  
 HOME PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 OVERSEAS CONTACT (S) RELATIONSHIP (S) (M/F)  
 HOME PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 PHYSICIAN: \_\_\_\_\_ PHONE # \_\_\_\_\_

**MEDICAL HISTORY**

CHRONIC MEDICATIONS  ALLERGIES  CANCER  STROKE  DEPRESSION  
 COPD/CHRONIC BRONCHITIS  ADHERENCE  CONFUSION/DELIRIUM  SEIZURE  
 CONGESTIVE HEART FAILURE  DIABETES  DEMENTIA  PSYCHIATRIC  
 AIDS  OTHER \_\_\_\_\_  
 COMMUNICABLE DISEASES/CONTACT \_\_\_\_\_

**ALLERGIES**

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16

**MOBILITY / SENSORY**

DEVICES  VISUAL  HEARING  MOBILITY DEVICES  
Dependent on stairs Dependent on stairs Dependent on stairs Dependent on stairs

COMPLETED BY: \_\_\_\_\_ DATE (MM/DD/YY): \_\_\_\_\_  
 HEALTH SERVICES ID: \_\_\_\_\_

**IN CASE OF EMERGENCY**

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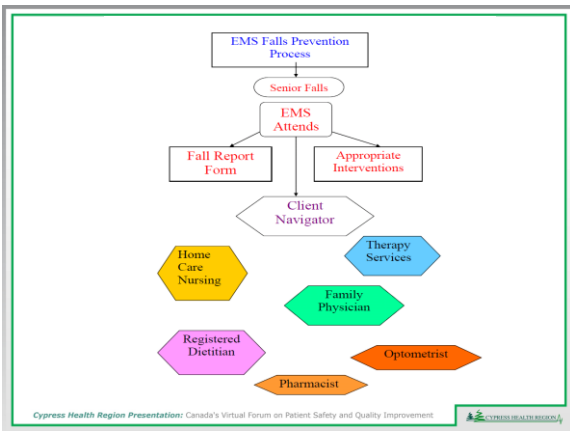
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**MOBILE  
HEALTH  
SERVICES**

**HOME SAFETY ASSESSMENT**

ITEM	SAFE	UNSAFE	Corrective Action
HYDRATION of HOME			
Leather Rug, Basement/Check Down			
Steps to avoid tripping			
Traffic Area Clear of Obstructions			
Clay and Cemented and Hot Concrete			
<b>LIFTING</b>			
Can Reach Right/Left Knee/Head			
Math, Stairs, Traffic Areas/Well Lit			
Right Arms to Use			
Handlight Available			
<b>PHONE</b>			
Phone Near Bedside			

**FALL RISK ASSESSMENT PROFILE**

**This Fall Risk Assessment Profile includes factors that are known to contribute to a risk of falls. The tool should be administered by a health care professional in consultation with the client. The tool is divided into 14 categories with indicators listed for each category. To administer the tool, simply check any category with a positive response. Add the number of positive categories to determine the total score out of 14.**

Name \_\_\_\_\_  
 Date of Birth \_\_\_\_\_  
 PHN \_\_\_\_\_

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## Guided Exercise Programs

- Guided exercise programs are another aspect of our collaboration that has been born from the Eastend Pilot site
- The client is assessed by therapy, the client and the EMS staff member are shown how to do the exercises. Clients are assisted with exercises 2-3 times a week for 6 to 8 weeks. Once the initial cycle is over the clients are reassessed by a physical therapist
- There are individual and group options for exercise being trialed right now in Eastend, SK. Leader, SK is excited about the exercise component as well

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## Guided Exercise Participant Comments

"The exercise session has opened doors for other needs that needed to be addressed. Also the social aspect has been good."

"The girls are very helpful and I enjoy the social part, gives you a lift and I feel a lot better"

"At our age I think it is very worthwhile doing what exercises we can"

"Nice to see the smiling faces"

" We now know how to exercise, but without someone here encouraging us we just wouldn't"

"Feel happier and healthier than I have in a long while"

"When the weather gets nasty and we are unable to get out regularly ... that's when we'll really need this program to help us stay active"

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# Community Seniors Stay Safe

**A Partnership Project** with Eastend Seniors, Mobile Health Services, Therapies and Home Care  
**Seniors Stay in Their Own Homes...**  
**Safer and Longer**

**EMTs, Therapists and Home Care Staff assist seniors to:**

- 1. Identify factors that increases their risk for falling**
- 2. Set goals to reduce their risk**
- 3. Access appropriate community services and professionals**
- 4. Participate in activities to improve balance & functional mobility.**



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## Swift Current

PRAIRIE POST - Friday, April 20, 2012 - A5

### Cypress Health partnering with ambulance service on falls prevention

By **MATTHEW LEBENBERG** — mllebenberg@prairiepost.com

The implementation of the Cypress Health Region's falls prevention program will be extended through a partnership with private ambulance services in southwest Saskatchewan.

CEO Beth Vachon provided details about this initiative at the April 11 meeting of the Cypress Regional Health Authority.

The ambulance service in Gull Lake is the first private service in the region to partner with Cypress Health to receive training on the falls prevention program.

As a result, the health region is going to start rolling out that program in the community of Gull Lake and the area served by that ambulance service.

"Once we've worked with that ambulance service then we'll be looking at how we can also do that with our other private operators within the region," she said.

According to Vachon, the private ambulance operators

are solid partners and they see the value of working with Cypress Health Region.

"Often times we hear that EMS staff are called out to assist people who have fallen," she said. "So, if there are things they can be doing from a prevention perspective, they're interested in helping us with that because they know it's in the best interest of the people that we serve."

**Community consultation in Cabri**

The Cypress Health Region held two days of community consultations in Cabri March 28 and 29.

"It's an opportunity to bring community members together and discuss the future of health services," Vachon said.

This consultation process is similar to one already undertaken in Poretic to involve the community in discussions and planning about future health needs.

"That really starts to engage people in a different way," she said. "They become responsible for some of the work that needs to happen and to encourage other community members to participate as well."

The consultative process in Cabri has linked up with the work already done by a committee that was established last year to discuss the future of health care services at the Prairie Health Care Centre with Cypress Health.

Vachon said previous discussions have become part of the work that is happening now.

"If other things arise that group is still available for us to be in contact and to have discussions with, but this is definitely the focus now," she said. "The work that they want to undertake is sustainable health services for Cabri and that's our desire as well."

The next step is to compile all the information from the two-day consultation process into a report.

This information will go back to the committee that worked with their staff to decide on who would participate and it will also go to the town councils and RMs. All participants at both evenings will receive a copy as well and the health region will continue to work with the committee members from the community to help them move forward with the work and planning.

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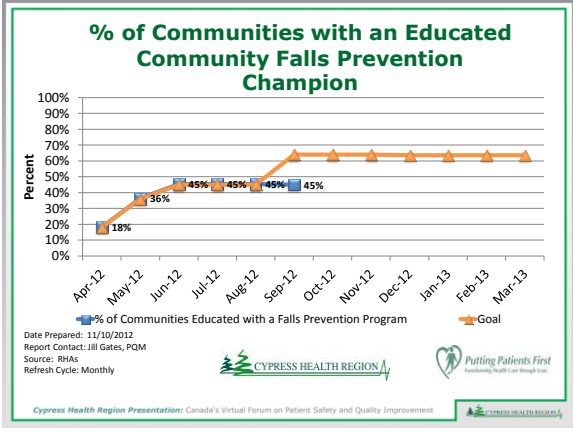
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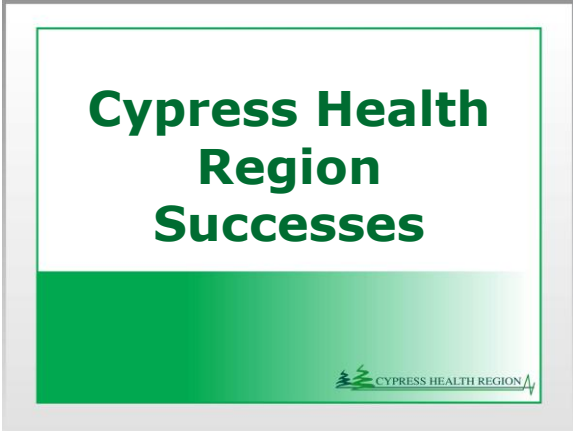
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- ## Overall Successes
- All 12 LTC facilities have implemented Safer Healthcare Now Falls Prevention Bundle
  - LTC falls champions meet quarterly face to face – now addressing restraints
  - Mental Health education
  - Med/Surg Unit continuing to monitor falls monthly
  - Collaboration amongst departments (EMS/HC/Therapy)
  - Shift in awareness with front line staff - Safety is the # 1 value of the Cypress Health Region
  - Community engagement
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- CYPRESS HEALTH REGION

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## Overall Successes

- Provincial awareness – tidal wave
- Hoshin Kanri/Strategy Deployment – Leaders of the organization have identified falls prevention as a priority
- Participating in Saskatchewan Falls Collaborative
- Opportunity to spread our successes and challenges nationally
- Working relationships with other agencies such as the Canadian Patient Safety Institute and Safer Healthcare Now

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## Cypress Health Region Challenges




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## Challenges

- Sustainability and spread
- Ministry timeline
- Staffing - Champions and Managers in LTC
- Competing priorities - building new facilities, Eden Philosophy. Staff feeling overwhelmed with improvement projects
- Communication between service areas providing falls prevention programming
- Staff Engagement
  - "Another piece of paper on admission"
  - "People are going to fall anyway"

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## Challenges

- Resources – staff and money
- Additional costs to our residents - hip protectors/vitamin D
- Determining an acceptable falls rate in LTC, Home Care, Acute Care
- Measure variability across Saskatchewan
- Measures not reflective of the work being done in LTC

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## Next Steps




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## What are the Region's next steps?

- LTC - standardized work to put in place - hip protectors, review of Scott fall risk tool, vitamin D, environmental checks
- Rural Acute Care sites - spread the improvement ideas from Med/Surg to rural acute sites
- Spread of Mobile Health Services
- Med/Surg Unit at Cypress Regional Hospital (CRH) – work with Pharmacy to address the impact of medications and falls
- Women's and Children's Unit at CRH – falls prevention with walking epidurals (IHI)
- Daily Visual Management

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## Our Goal

**The goal of our organization is 0 defects - is it possible to have NO FALLS?**

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## Thank you

- ❖ Cypress Health Region Staff & Management
- ❖ Members of the Cypress Health Region Falls Prevention Teams
- ❖ Canadian Patient Safety Institute
- ❖ Safer Healthcare Now
- ❖ Saskatchewan Health Quality Council
- ❖ Saskatchewan Ministry of Health

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**For more information on the Falls Prevention programs of the Cypress Health Region please contact:**

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