

## Plan for Sustainability

# Falls/Incidents/Accidents

It is important that hard-won quality improvements are not lost as attention shifts to other priorities and team/staff revert to the “old ways’ of doing things.

**Sustainability** is locking in the progress that has been made already and continually building upon it. <sup>i</sup>

Recommendations
<ul style="list-style-type: none"><li>• Ensure that all staff are well educated on the Fall Prevention and Incident/Accident policy and procedure. Be sure to include this training with the new employee/ Agency orientation. Provide additional training on the Investigation process to all nurses and department supervisors. Make sure that they know how to complete a thorough investigation and complete the incident report.</li></ul>
<ul style="list-style-type: none"><li>• Provide person contact information to all staff so that they will know who to contact when there is an incident. This is very important especially when an incident occurs, and it is time sensitive.</li></ul>
<ul style="list-style-type: none"><li>• Provide education to all staff on falls/incidents/accidents related to Dementia.</li></ul>
<ul style="list-style-type: none"><li>• Review all incidents within 24 hours with the Interdisciplinary team. Determine root cause of the incident and brainstorm as a team to initiate the appropriate intervention. Be sure to review the information about the environment. Go to the room and physically look at the environment. This is especially important when an injury occurs.</li></ul>
<ul style="list-style-type: none"><li>• Communicate this new intervention to all staff</li></ul>
<ul style="list-style-type: none"><li>• Update care plan/Kardex, etc to ensure that written instructions are available to the staff.</li></ul>
<ul style="list-style-type: none"><li>• Provide notification to the resident/responsible party on the new interventions. Good communication with the family and resident builds trust and improves relationships.</li></ul>
<ul style="list-style-type: none"><li>• Ensure medication and the diagnosis for the medication is coded on the MDS.</li></ul>
<ul style="list-style-type: none"><li>• Provide notification to the resident/responsible party of all medication changes. Good communication with the family and resident builds trust and improves relationships.</li></ul>
<ul style="list-style-type: none"><li>• Document a thorough IDT note of your meeting including root cause, new intervention, MD/family notification and what you will do to monitor this resident.</li></ul>
<ul style="list-style-type: none"><li>• Complete safety rounds daily to ensure that all new fall interventions are in place. Use this time to inspect resident room to make sure that there are no sharp edges on wheelchairs, bed rails, bedside tables, etc.</li></ul>
<ul style="list-style-type: none"><li>• The use of audit tools is encouraged to ensure documentation is timely and thorough. These audit tools can be used for the QAPI meeting.</li></ul>
<ul style="list-style-type: none"><li>• Remember to discuss incidents at your QAPI meeting. Be sure to include any trends that were identified and action plans that were taken. If there was a deficiency noted, make sure that you have a PIP in place to address what actions the facility took and how you will monitor this system.</li></ul>
<ul style="list-style-type: none"><li>• Maintaining sustainability is not easy and it takes the whole facility to complete this. Be sure to include all staff with this process and keep them well informed of any changes.</li></ul>

<sup>1</sup>Scoville R, Little K, Rakover J, Luther K, Mate K. *Sustaining Improvement*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2016