Eliza Coffee Memorial Hospital Falls Reduction

Florence, AL

Submitted by the JCR HEN with hospital permission

Eliza Coffee Memorial Hospital is a moderate sized hospital located in Florence, Alabama and is an affiliate of Regional Healthcare Partners. The Environment of Care Committee challenged the Falls team to increase patient safety by decreasing inpatient falls with injury. The goal of the Falls Team is to decrease inpatient falls with injury by 10% during the calendar year of 2012 and to move toward the target set by the Partnership for Patients of 40% reduction by December, 2013.

Challenges and Barriers Faced:

- Allowing frontline staff the time to leave the unit to participate in Falls Team meetings.
- How to provide fall education for a large number of staff who have different levels of clinical knowledge and are in diverse clinical areas.
- Hard wiring a culture of patient safety.

Strategies implemented include:

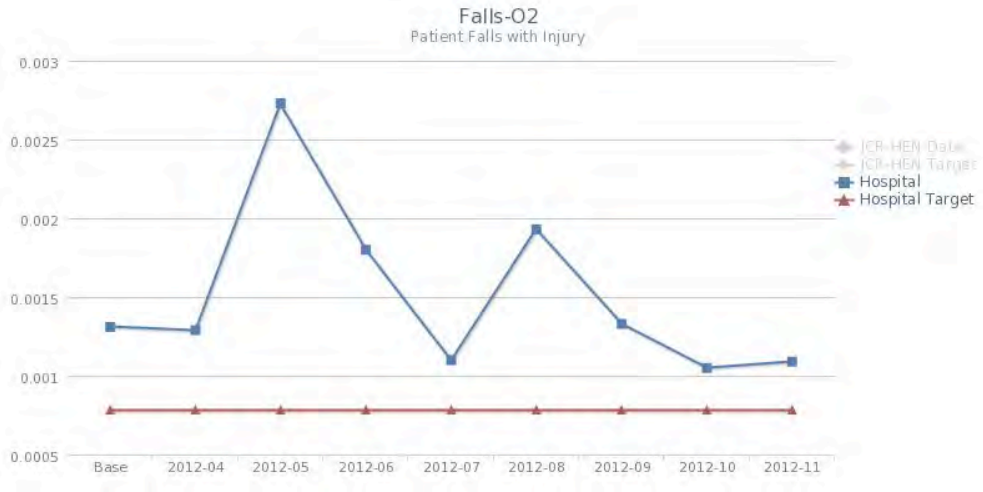
- Creation of fliers to raise awareness of patient fall prevention measures,
- Re-forced the use of the patient safety hotline to report patient falls and other patient related concerns,
- Reinforced the use of the Heinrich II Patient Risk Assessment,
- Annual falls education provided to staff,
- Increased patient rounding to address toileting needs and reduce clutter,
- Staff meetings to introduce the initiative, and
- Nurse Executive meetings to introduce the initiative.

The most significant strategy implemented was immediate “mini-root cause analysis” following patient falls. This occurs immediately after a patient fall and is conducted by the unit manager or house supervisor and includes the patient/family. Questions asked include:

- Why did the fall happen?
- What time was the last patient round?
- Was bathroom assistance offered?
- Was the path to the bathroom clear of IV cords, electrical cords, Sequential Compression Devices, and furniture?
- Was the patient confused or delirious?
- Was the patient post procedure or post surgery within 48 hours?
- When was the last narcotic?
- Is the patient able to follow instructions?
- Was there a family member in the room?

- Was there a history of falling prior to hospitalization?
- Was staffing appropriate?
- What was the falls risk assessment score?
- What interventions had been implemented?

Individualized feedback is provided to nurses in relation to their falls assessment and implementation of preventative measures. This feedback is provided in a supportive, educational manner. When necessary, accountability for meeting patient care standards is reinforced. The results of these mini-root cause analyses are reported to the Falls Committee and trends are addressed.



Respectfully submitted by: Stephanie Smith, Patient Safety Officer Date: January 3, 2013