

Reducing Serious Harms Related To Falls: Acute Medical Unit 1 QI Project

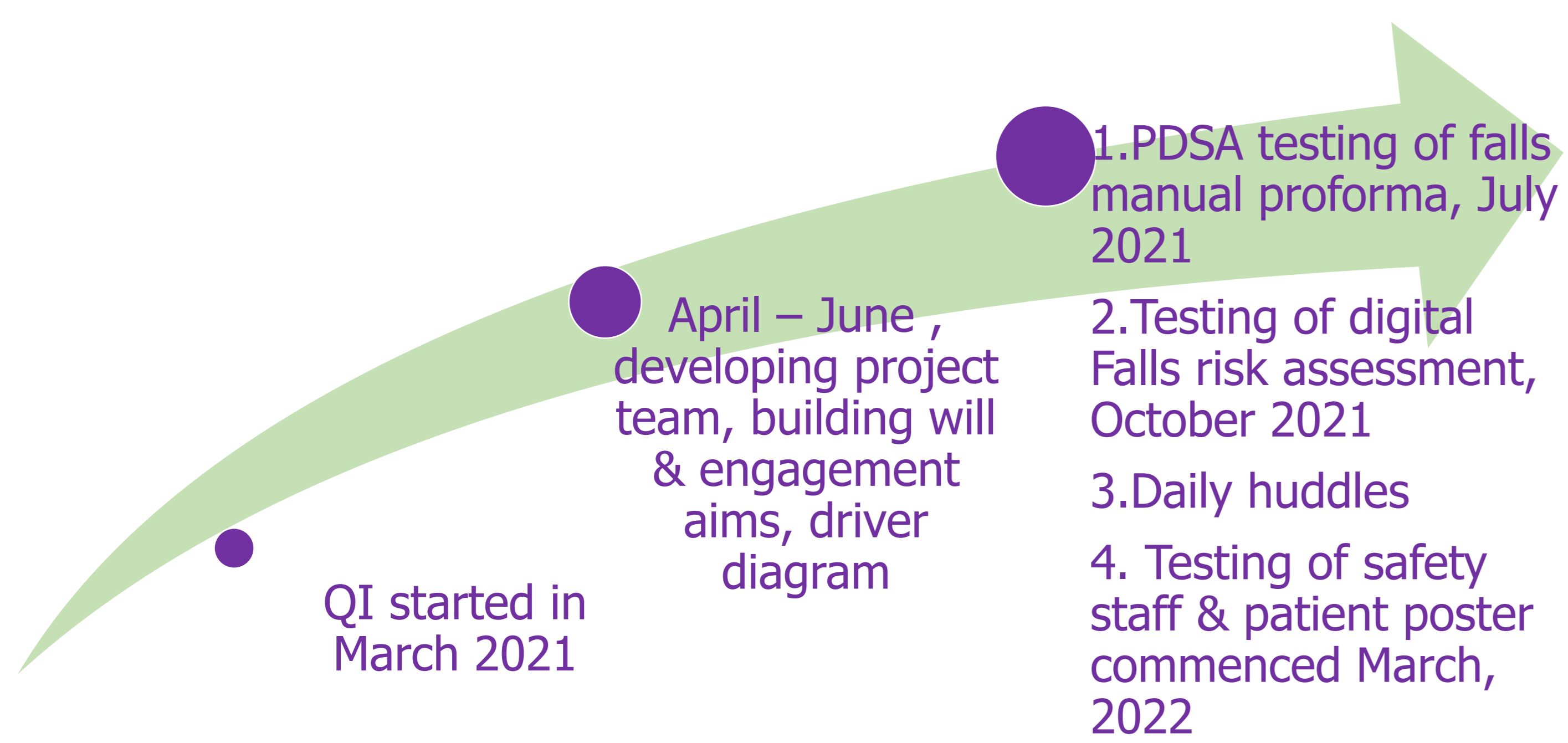
Claudia Lewis, Project Lead
AMU 1 Nurse Team Manager

Introduction

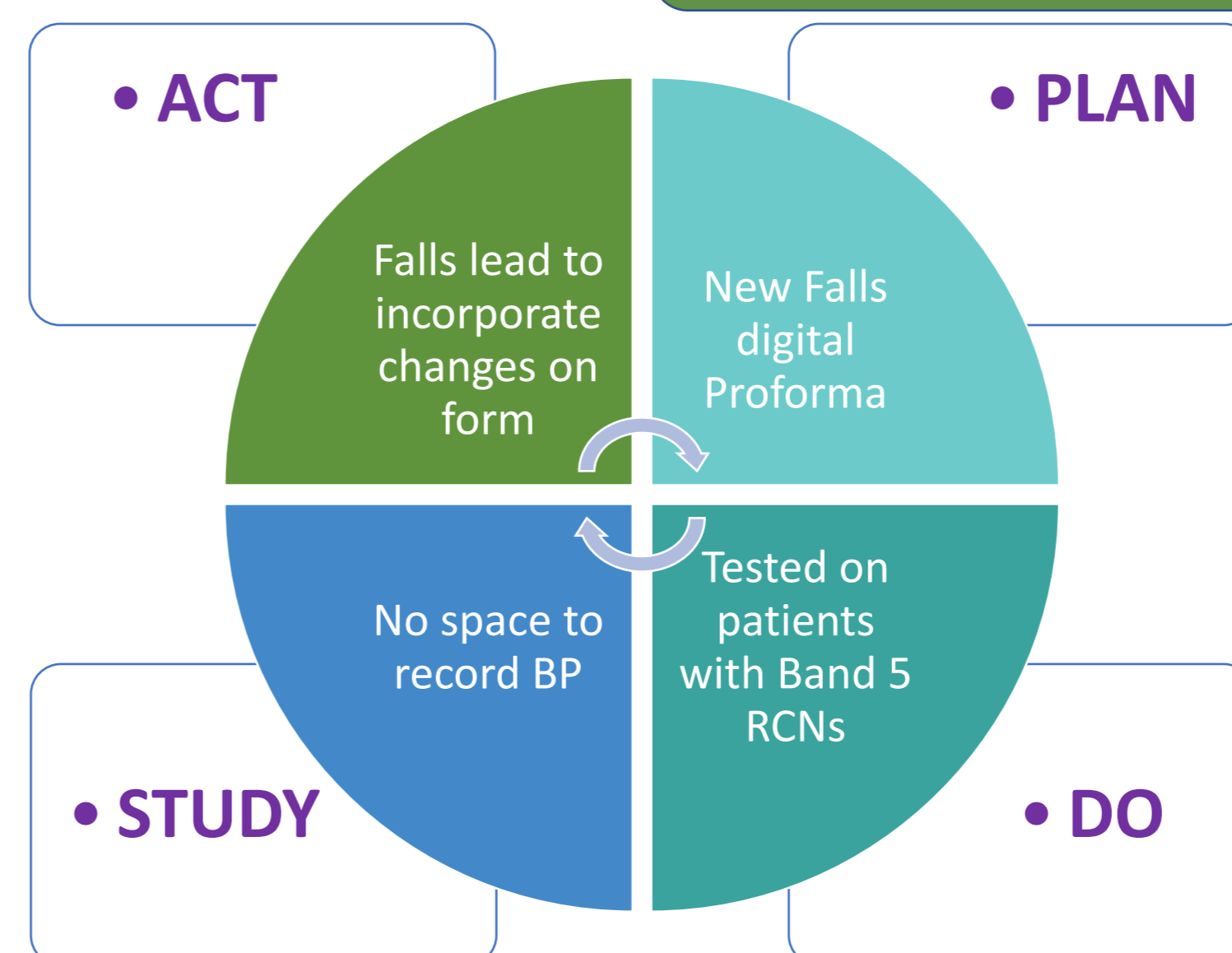
Background

- 4 SIs reported in AMU1 in first quarter of January 2021, with rising number of falls. 2 SIs on SSU all related to falls: key themes highlighted were poor documentation, delays in the timely management of falls and equipment issues, compliance with Baywatch
- Initial Falls audit showing compliance of 40-45% with falls risk assessment and management of care plans paperwork

Our Journey so far...



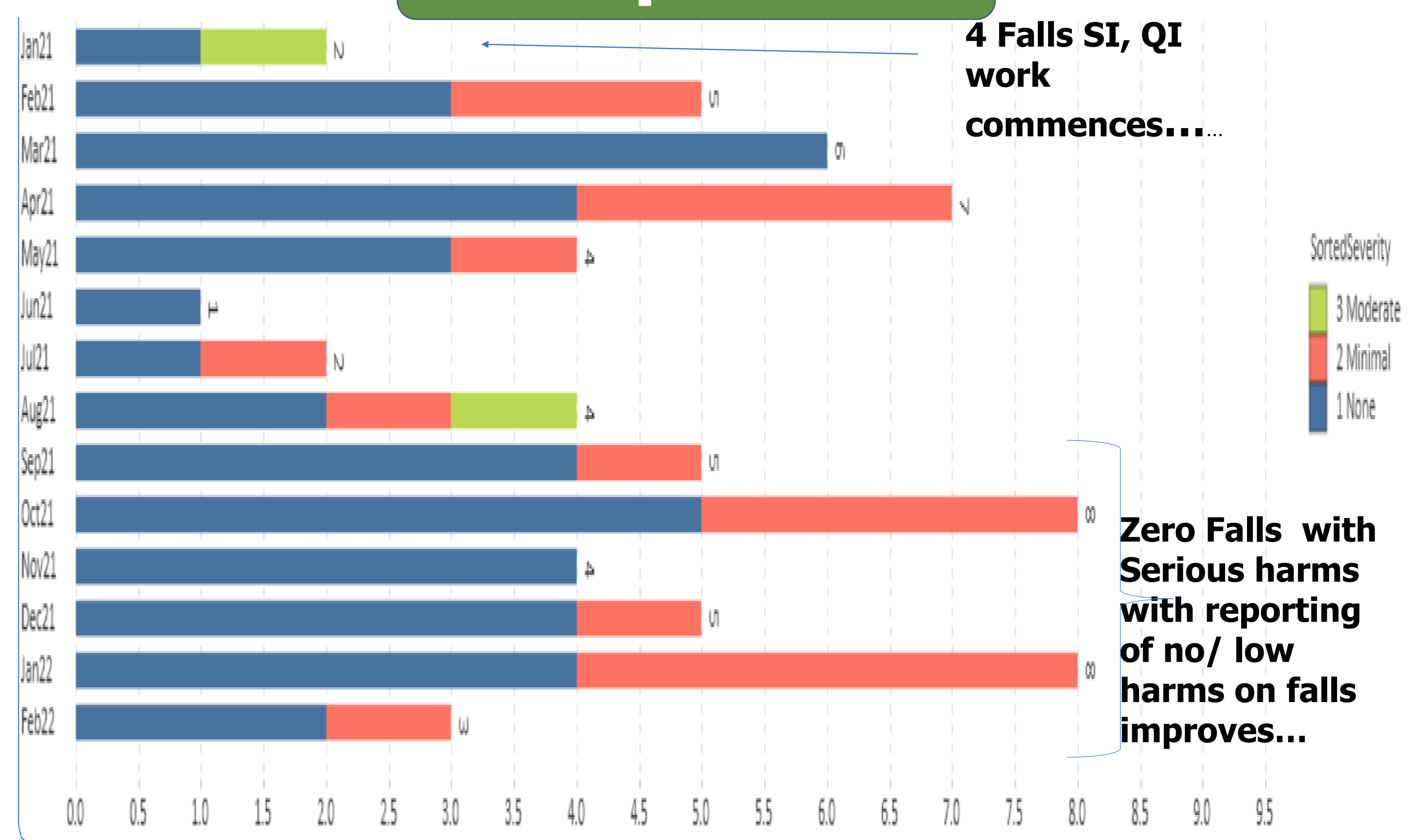
Change ideas...



Staff Falls Poster



Impact...

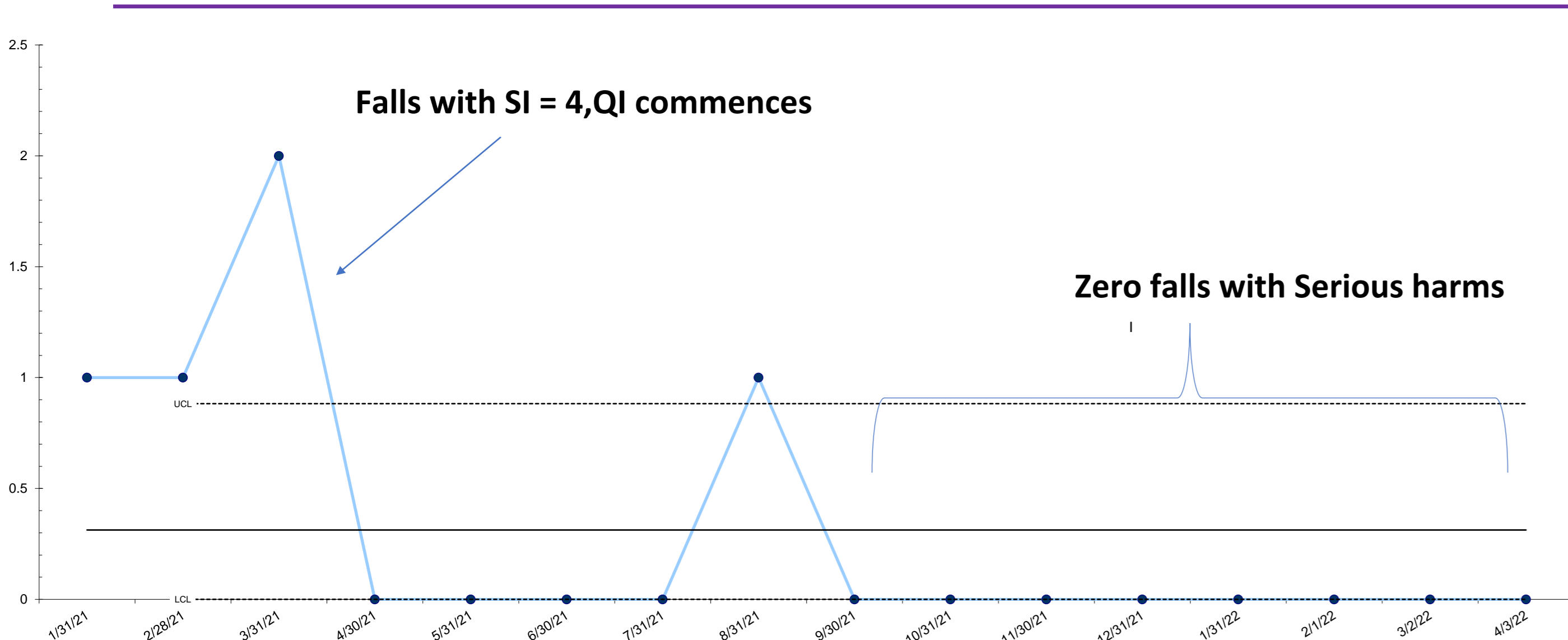


Project aim

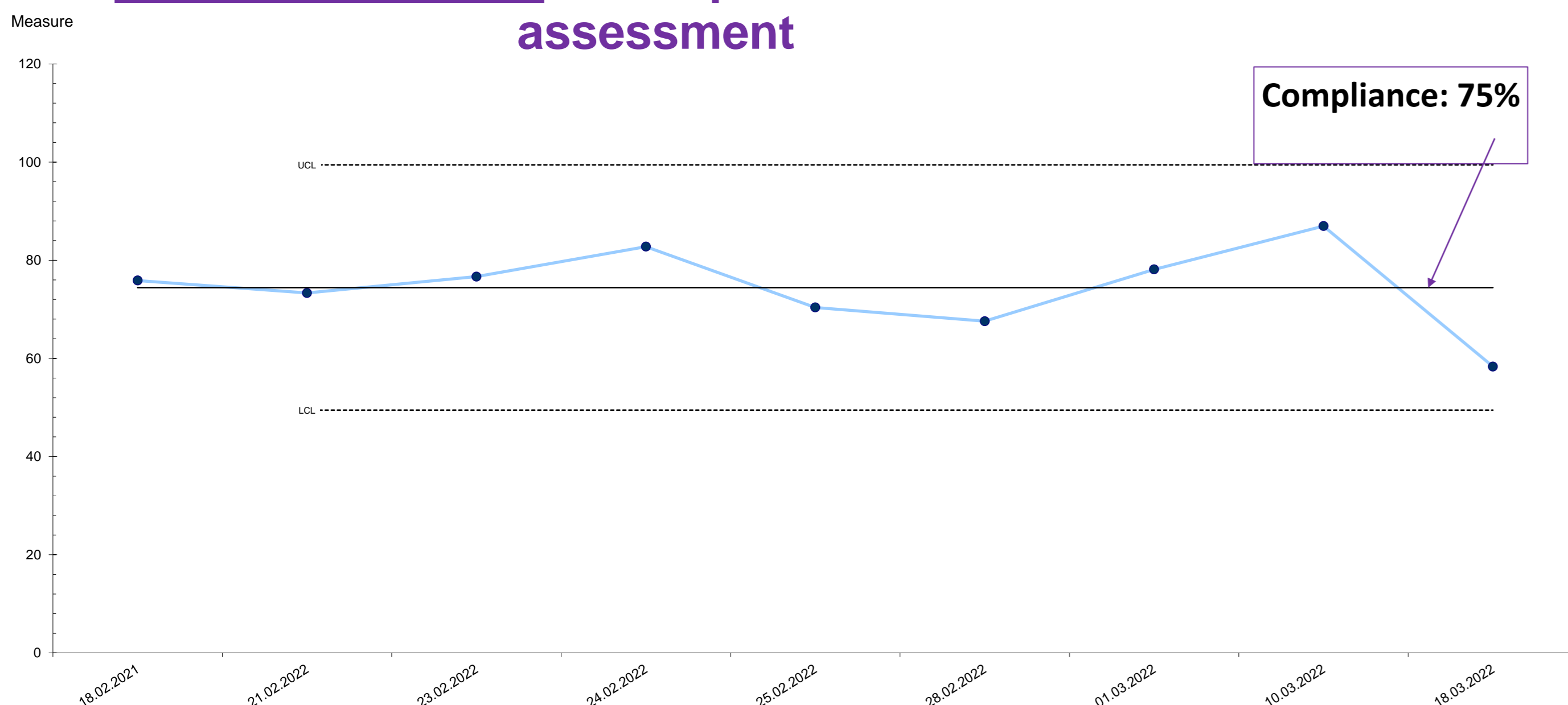
Reduce number of falls with serious harm by 50% by April 2022 i.e. (Reduce no of harms above moderate harm from 4 to 2, by December 2021 and 2 to 0, by March 2022)

Measures

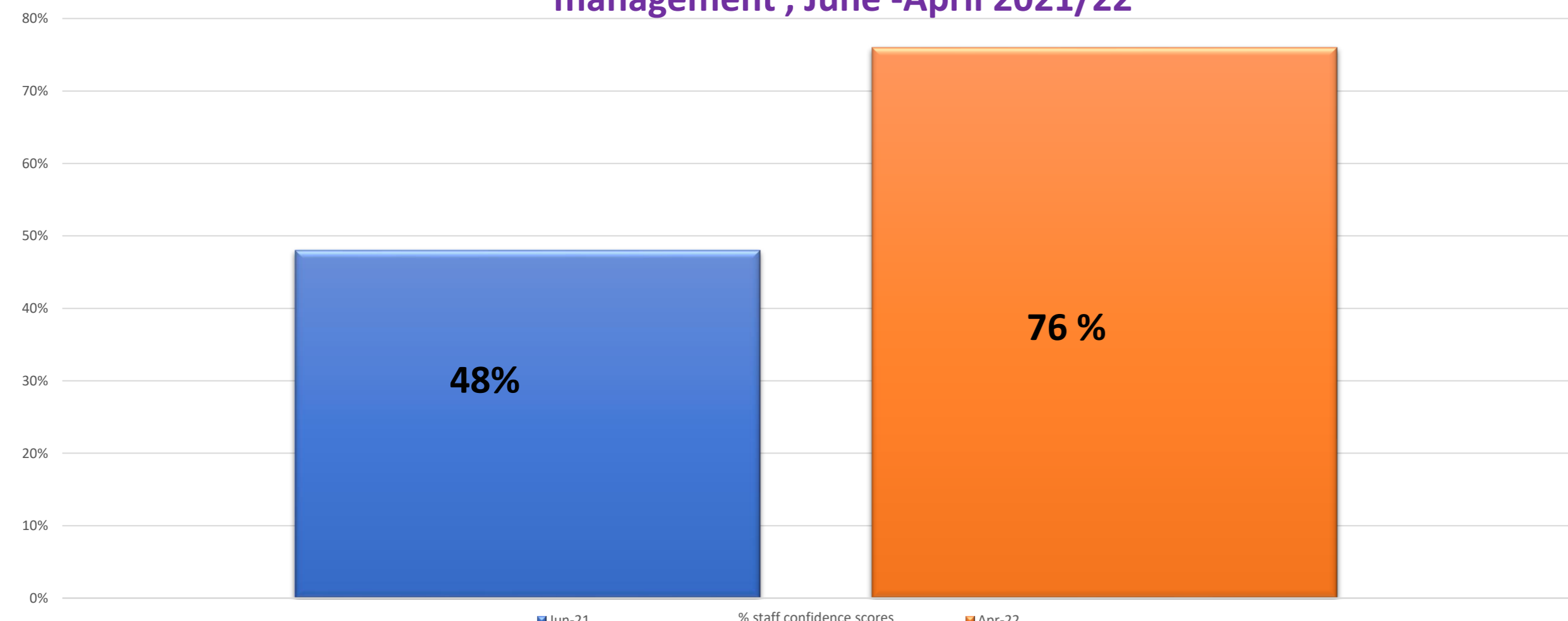
Outcome measure: Trustwide number of falls above moderate harm



Process Measure: % Compliance with falls risk assessment



Process Measure: AMU-1 staff confidence scores with Falls prevention & management, June -April 2021/22



Our wins and key learnings

- IHI QI project score: 3.5/5, achieved our aim !
- Patient involved in designing falls safety poster- Thanks to Ricah, RN !
- Everyone on team was on board – consistency at huddles where we discuss risks of falls and give staff reminders daily

Key learning

- Constantly on OPEL 4, busy unit with high turnover of 800 -1000 patients still managed to keep harms low - Learnt that it is important to accommodate the big picture and we applied a **Safety II approach..**
- Felt really disappointed and despondent that we didn't hit our Aim in August but then learnt to look at the big picture (1 SI vs 800- 1000 patients turnover)
- Learnt it's ok to fail and start again - the nature of QI is dynamic

My leadership learning...

- Shared responsibility
- Confident to prioritise and say 'No' in a kind way
- Biggest challenge is to get the day-to-day non urgent tasks done...

Next steps...

- Use Data to drive better clinical decisions
- Start another QI project ☺

Acknowledgement/s: QI project team: Claudia L; Ricah C; Clare W; Mel P; Kayleigh, S & AMU 1 team, Falls Lead: Riz T, Clinical Photography: Onan, S.HFC lead: Bianca, V & QI team