

First, Do No Harm

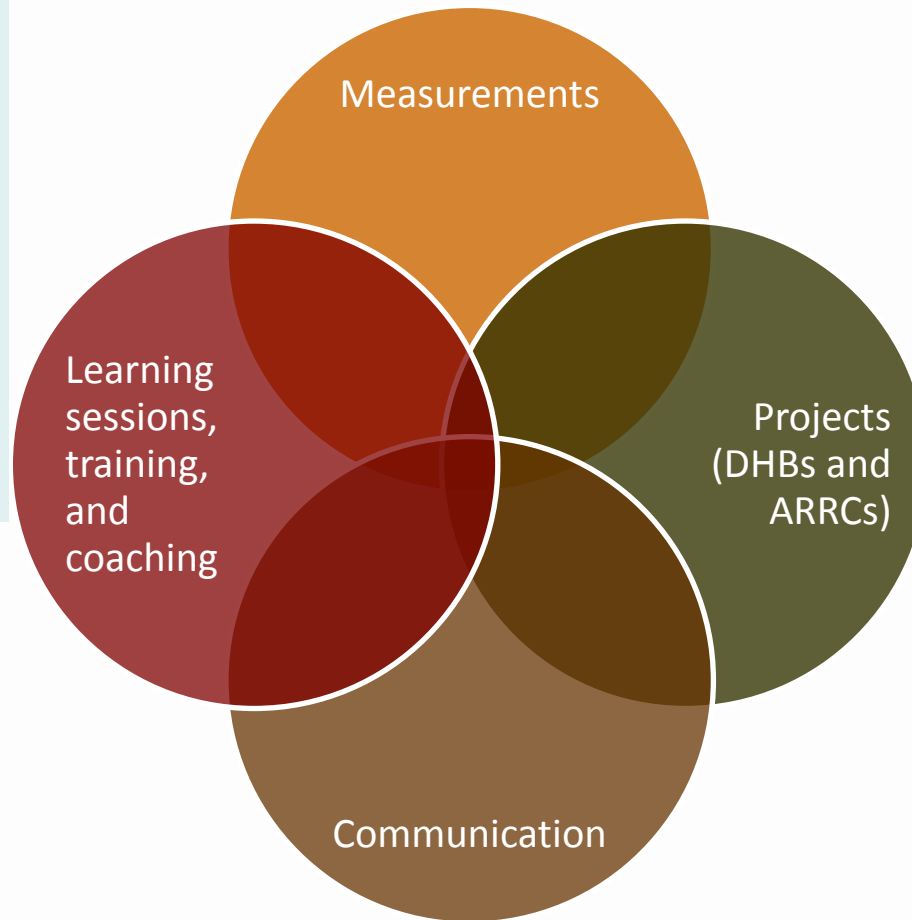
Spreading improvement among ARRC facilities V 1.3

Karen O' Keeffe, Jacqueline Ryan, Gael
Panama, Kelly Fraher, Peter Leong

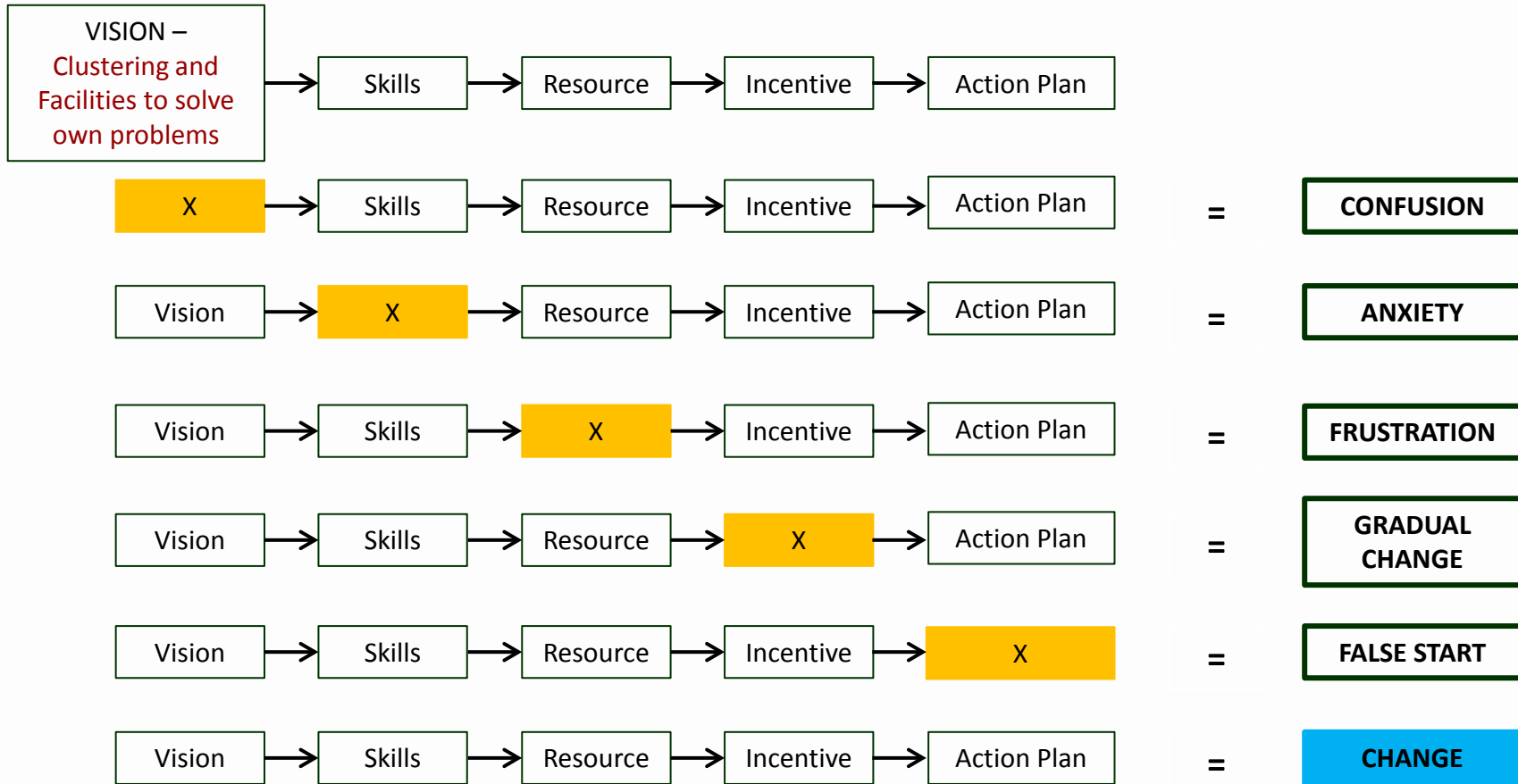
Our journey ...

Our guiding principles:

- Improving safety
- Reducing harm
- Learning our way into improvement
- Alignment
- Collaboration
- Facility-led



Transforming the way we solve problems: the equation of change

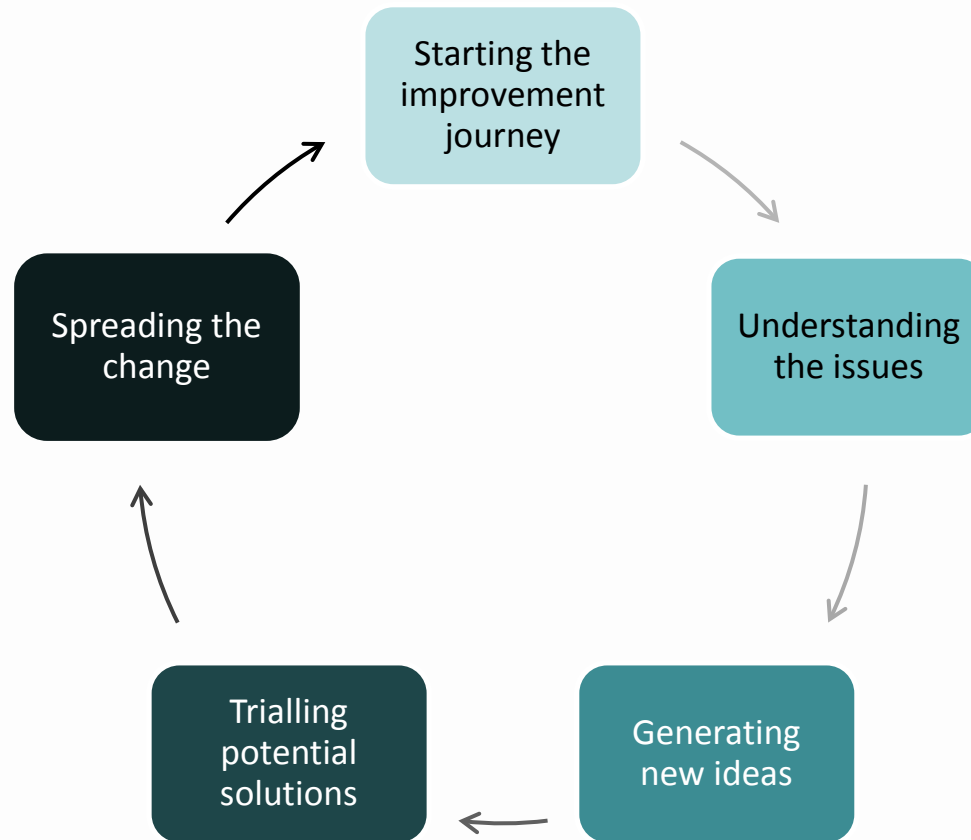


Knoster, T. P., Villa, R. A., & Thousand, J. S. (1999). A Framework for Thinking About Systems Change. In T. P. **Noster**, R. A. Villa & J. S. Thousand (Eds.), Restructuring for caring and effective education: Piecing the puzzle together (pp. 93-128). Baltimore, MD: Paul H Brookes Publishing Co.

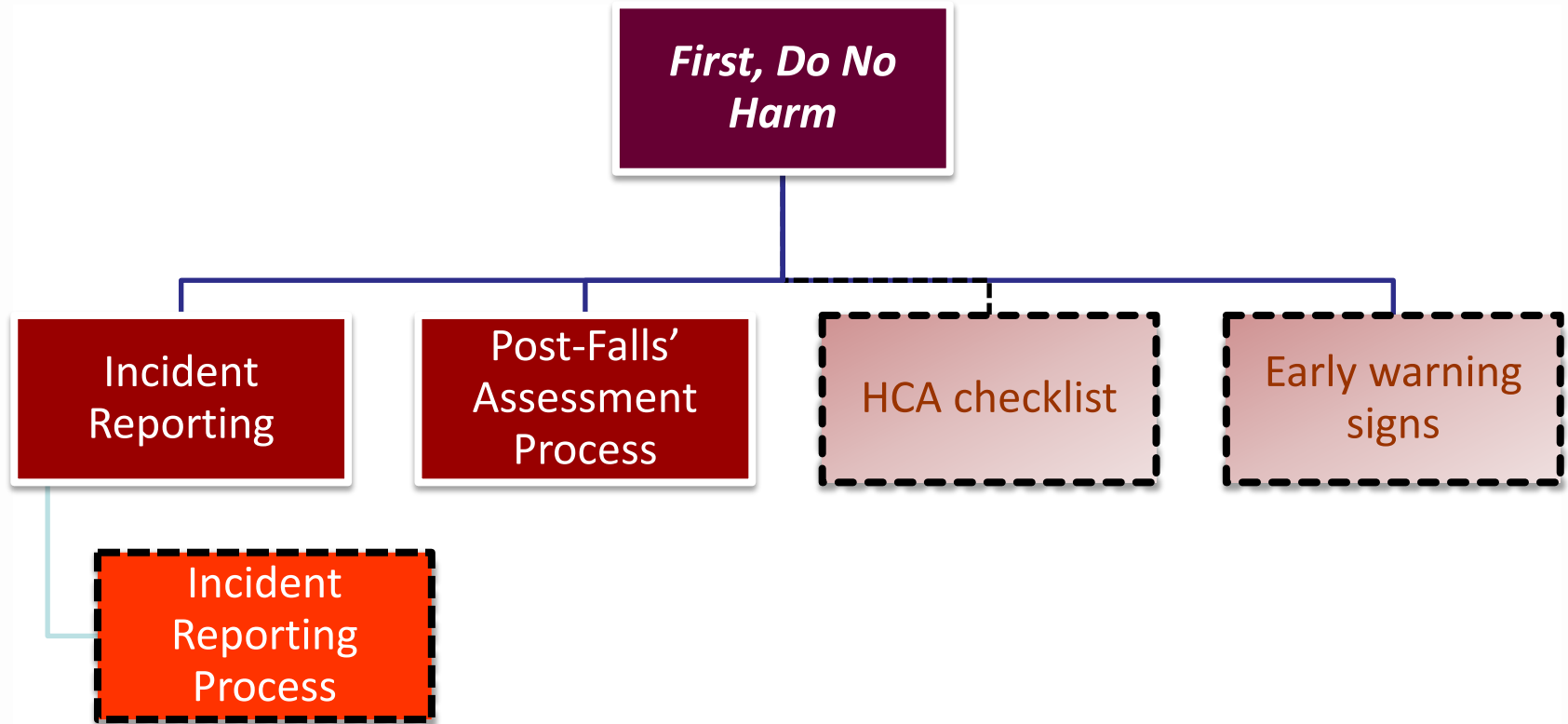
.... The skills to do improvement

4 runs
12 facilities
29 people

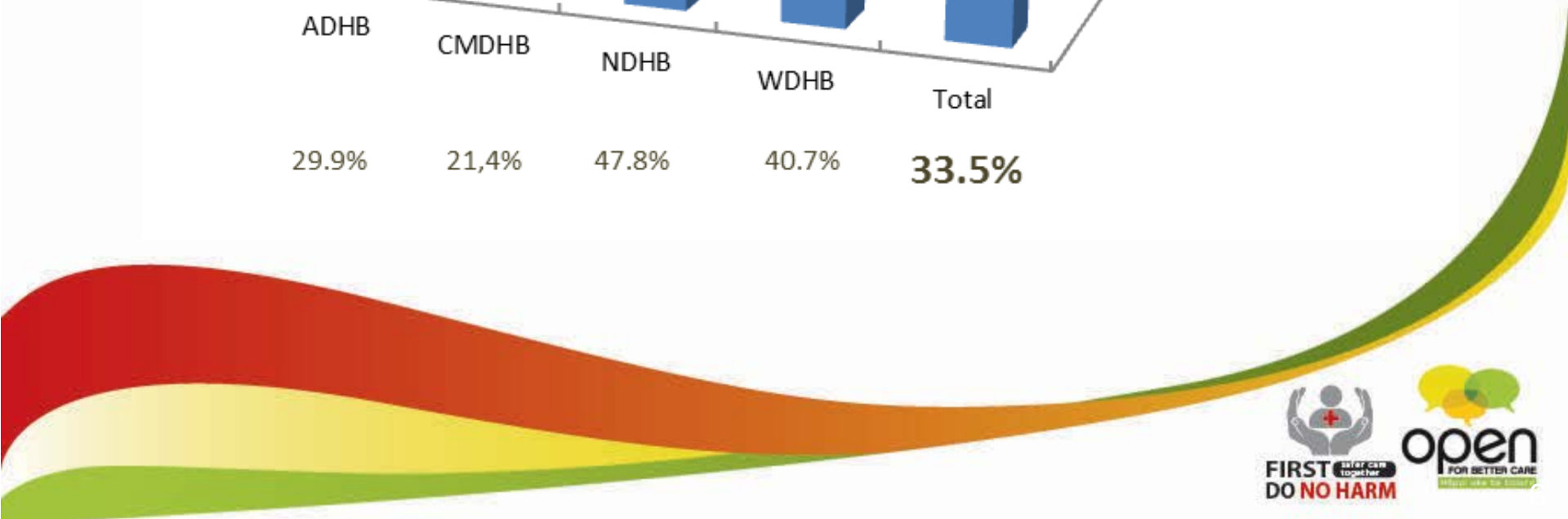
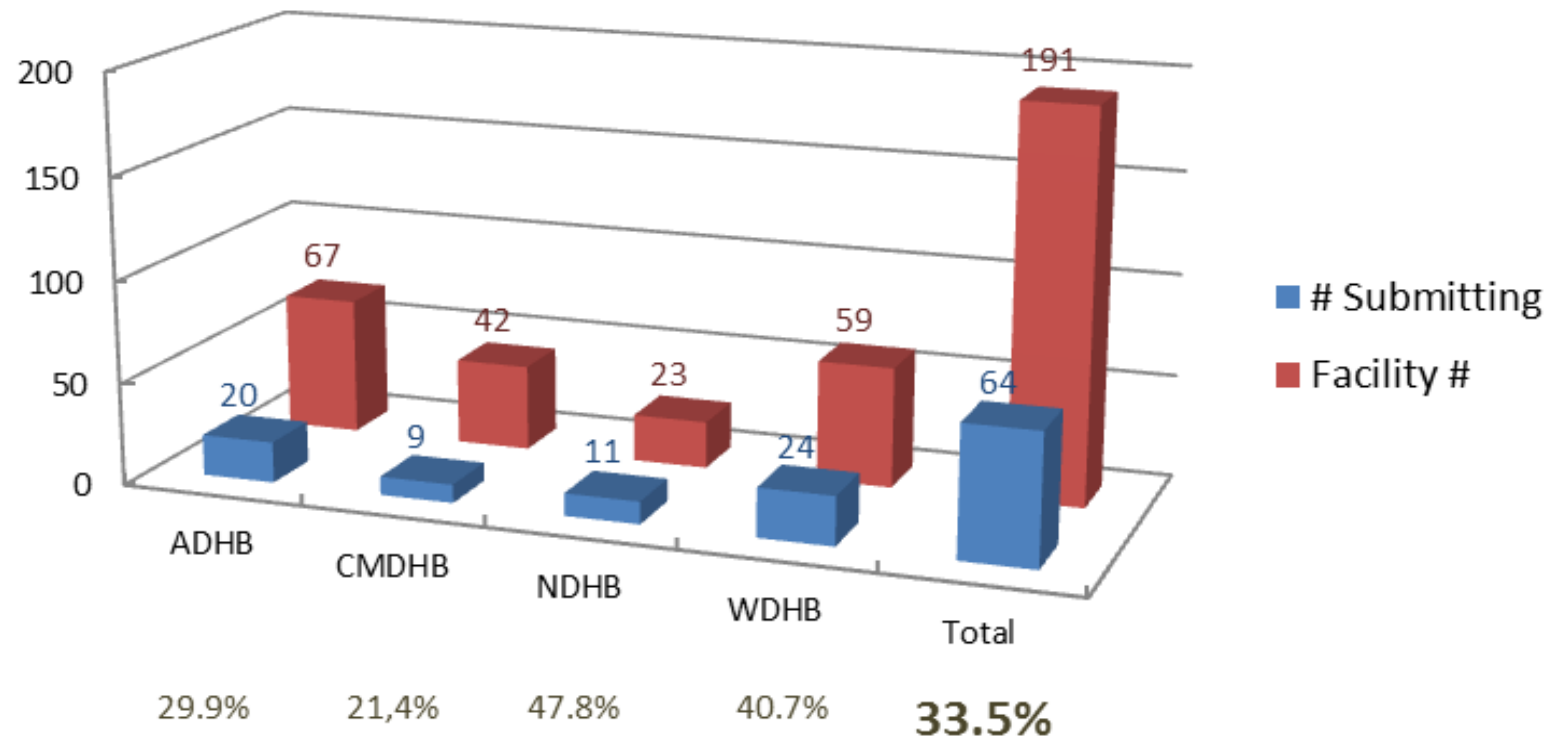
3 new runs
planned



Resource – project coordination



Resource to track Falls and Pressure Injuries



... The incentive for change ...

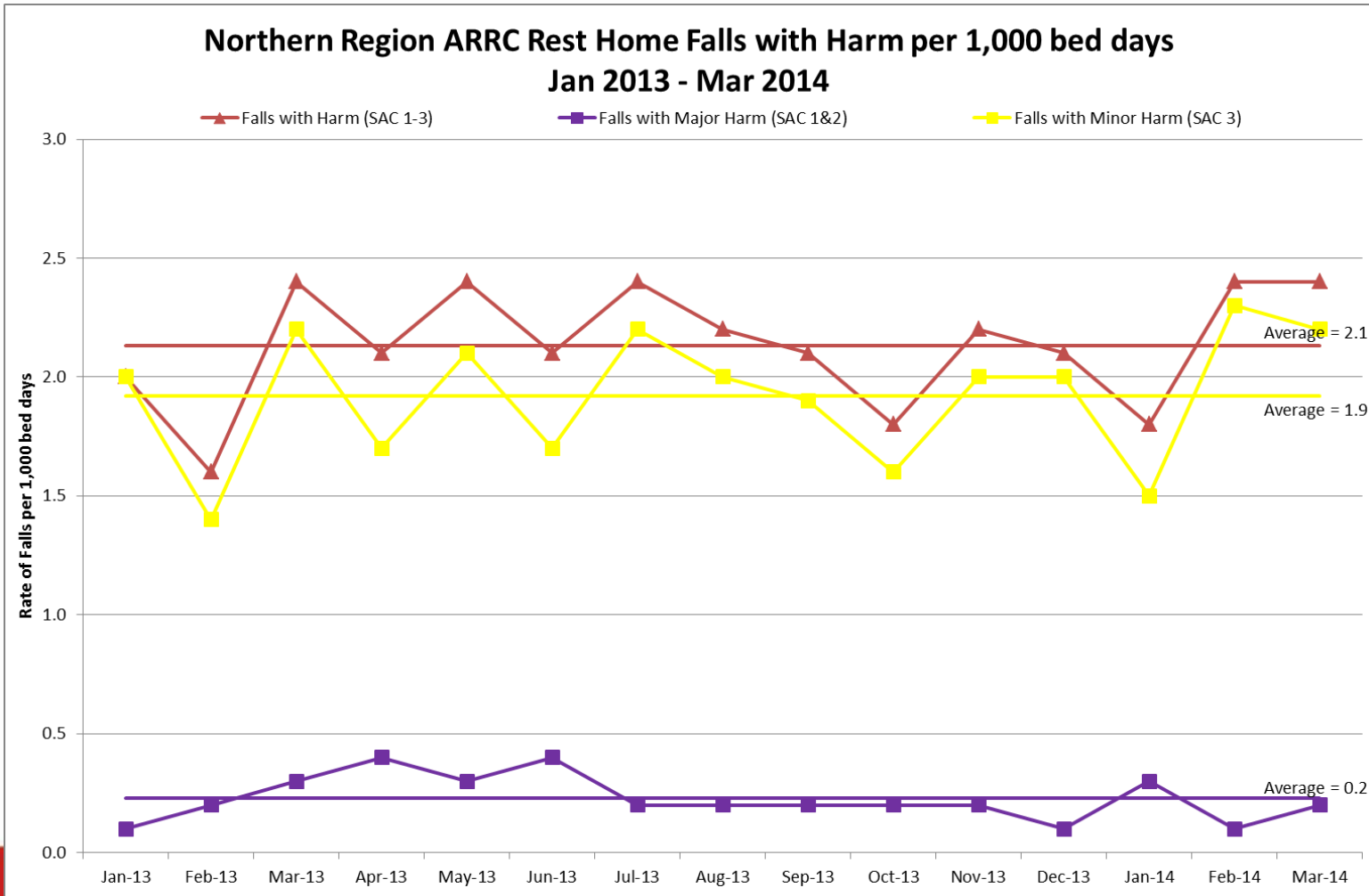
.... WIIFM

.... What is in it for me?

The incentive for change 1 – data and feedback

Falls Data - Rate of Falls per 1,000 bed days															
Fall Type	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Total Dementia Falls	11.4	12.7	14.4	14.4	6.4	10.2	14.3	18.0	14.8	14.8	14.0	19.6	18.4	15.8	13.6
Falls with Harm (SAC 1-3)	3.2	4.7	4.0	4.6	2.3	2.9	6.0	6.7	7.4	6.8	8.9	9.4	10.3	10.5	7.6
Falls with Major Harm (SAC 1&2)	0.4	0.2	0.0	0.0	0.5	0.7	0.6	0.3	0.2	0.5	0.4	0.4	0.3	0.4	0.8
Falls with Minor Harm (SAC 3)	2.8	4.5	4.0	4.6	1.8	2.2	5.4	6.4	7.3	6.2	8.5	9.0	9.9	10.1	6.8
Falls with No Harm (SAC 4)	8.2	8.0	10.4	9.8	4.1	7.3	8.2	11.2	7.4	8.0	5.1	10.3	8.1	5.3	6.0
Total Hospital Falls	6.5	5.3	7.5	6.0	6.5	6.2	6.2	7.0	6.3	8.1	6.5	7.3	6.1	6.2	8.0
Falls with Harm (SAC 1-3)	1.6	1.4	1.7	1.9	1.3	1.6	2.4	1.9	2.0	2.9	2.1	2.5	2.4	2.2	3.4
Falls with Major Harm (SAC 1&2)	0.2	0.1	0.2	0.1	0.1	0.3	0.2	0.1	0.2	0.2	0.1	0.2	0.1	0.1	0.1
Falls with Minor Harm (SAC 3)	1.4	1.2	1.4	1.8	1.2	1.4	2.3	1.8	1.9	2.7	2.0	2.3	2.3	2.0	3.2
Falls with No Harm (SAC 4)	4.9	3.9	5.8	4.0	5.2	4.6	3.8	5.1	4.3	5.1	4.4	4.8	3.7	4.1	4.6
Total Rest Home Falls	5.7	4.9	7.0	5.4	5.8	5.5	7.0	6.4	6.0	5.1	5.6	6.4	5.8	5.9	5.8
Falls with Harm (SAC 1-3)	2.0	1.6	2.4	2.1	2.4	2.1	2.4	2.2	2.1	1.8	2.2	2.1	1.8	2.4	2.4
Falls with Major Harm (SAC 1&2)	0.1	0.2	0.3	0.4	0.3	0.4	0.2	0.2	0.2	0.2	0.2	0.1	0.3	0.1	0.2
Falls with Minor Harm (SAC 3)	2.0	1.4	2.2	1.7	2.1	1.7	2.2	2.0	1.9	1.6	2.0	2.0	1.5	2.3	2.2
Falls with No Harm (SAC 4)	3.7	3.3	4.5	3.3	3.4	3.4	4.6	4.2	3.8	3.3	3.3	4.3	4.0	3.5	3.4
Grand Total	6.5	5.5	7.7	6.2	6.2	6.2	7.0	7.5	6.8	7.1	6.6	7.7	6.8	6.7	7.6

... An example ...



Incentive for change 2 – Simplifying month-end reporting

Incident Report

1. This section is to be completed by the person reporting the incident

Report Number	<input type="text"/>	Resident's Details:	
Incident Date (dd/mm/yy)	<input type="text"/>	Name:	<input type="text"/>
Incident Time (hh:mm)	<input type="text"/>	NHI:	GP:
Reported by	<input type="text"/>	Date of Birth:	Room #:
Circle just ONE Resident/ Visitor/ Staff/ Volunteer/ Contracted Worker		Gender:	Area:

2. Type (Tick ONLY ONE)

- Absconding/ AWOL
- Behaviour
- Bruise/ Sprain/ Strain
- Care Mishap
- Choking
- Equipment Failure
- Fall/ Trip/ Slip
- Medication error (Facility)
- Medication error (Pharmacy)
- Near Miss
- Poisoning
- Pressure Injury
- Property (theft/ lost/ damaged)
- Resident Self Harm
- Security Issue
- Skin Tear/ Irritation/ Abrasion
- Staff injury
- Other

3. Outcome (Tick ONE or TWO)

- Bruise/ Sprain/ Strain
- Burn/ Scald
- Concussion
- Crush injury
- Confusion
- Dislocation/ Fracture
- Emotional distress
- Head injury
- Loss of mobility
- Needle stick injury
- No injury
- Pain
- Skin tear/ laceration/ puncture
- Swelling
- Teeth/ denture/ aid damage
- Unconsciousness
- Other (Please state)

4. Location (Tick ONLY ONE)

- Bedroom
- Communal Area
- Corridor/ Passage
- Dining Room
- Ensuite (Personal Toilet)
- Kitchen
- Outdoor
- Reception Area
- Toilet/ Shower
- Other

5. The incident is (Tick ONLY ONE)

- ACC (date done)
- Non-ACC

6. The incident is (Tick ONLY ONE)

- Facility Acquired
- Non-Facility Acquired

7. SAC (Tick ONLY ONE)

- SAC 1
- SAC 2
- SAC 3
- SAC 4

8. For PI only (Tick ONLY ONE)

- PI Grade 1
- PI Grade 2
- PI Grade 3
- PI Grade 4

9. Action

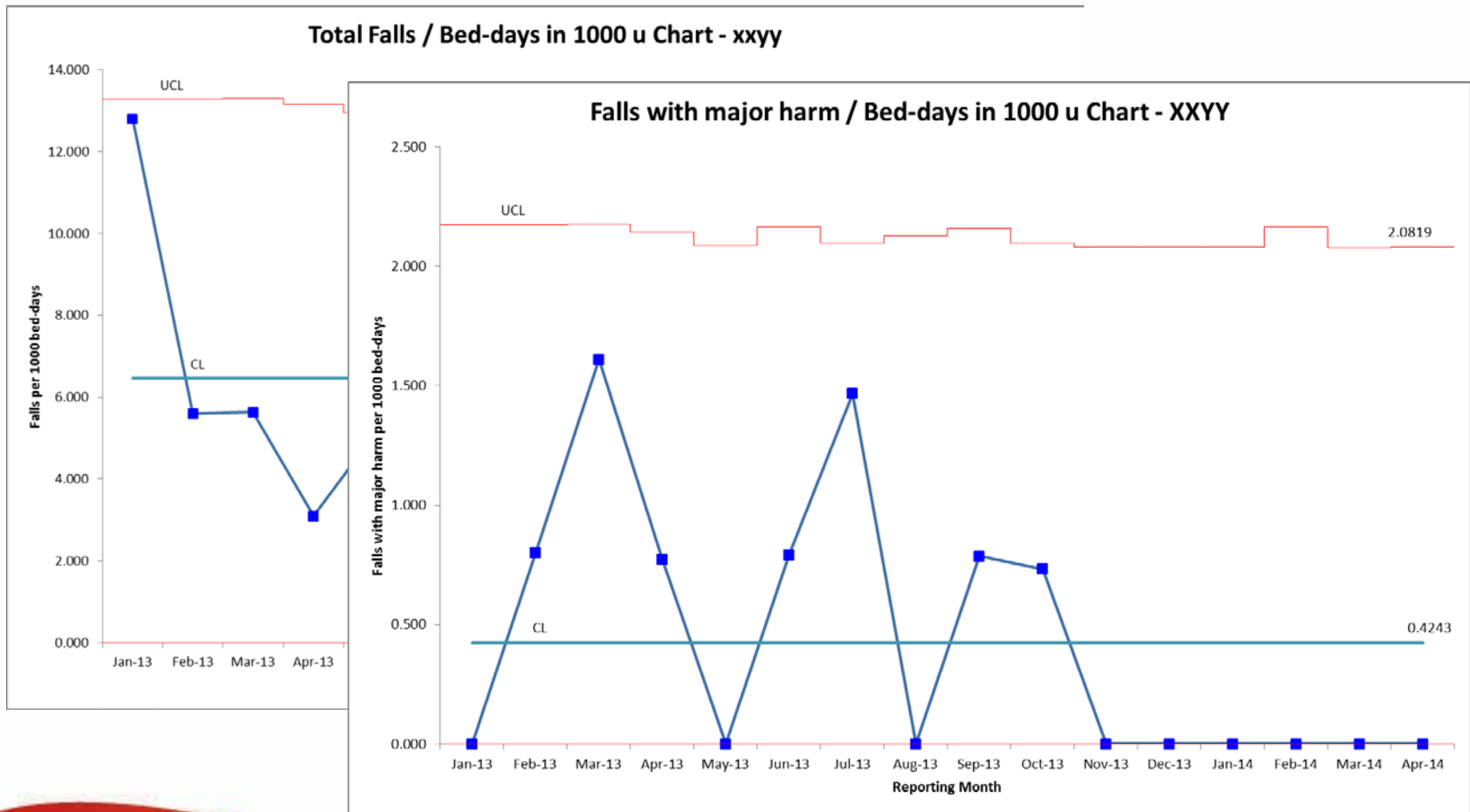
- 1st Aid
- Refer to Manager
- Refer to Doctor
- Refer to Other Agencies
- Refer to Hospital

10. Describe incident (How, what, why, where)

11. Signature (Person Reporting): _____

12. Signature (Snr staff): _____

Incentive for change 3 - Real change

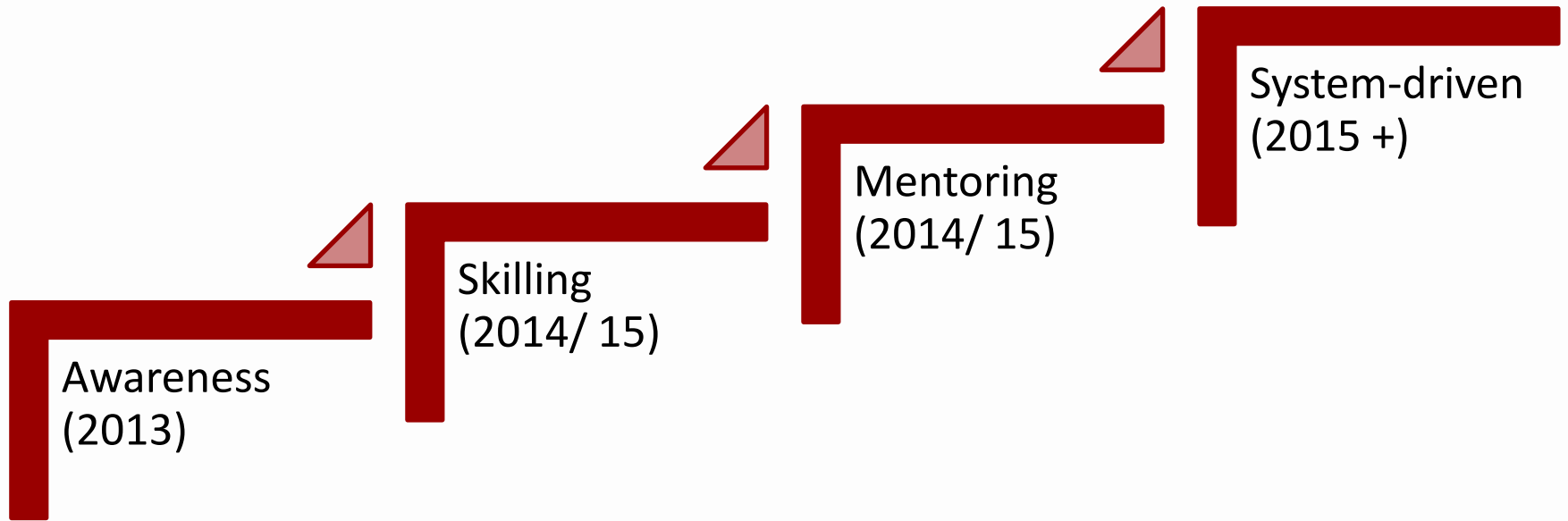


Saving? \$x per day X # of days X # of residents involved
 Free up # of bed-days

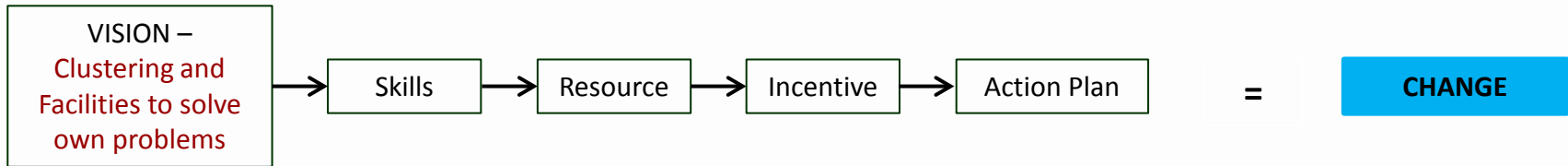
Real change @ Ons Dorp



... Action plan for change ...



A framework for systems change in ARRC



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... End ...

.... Thank you