

CATCH RURAL Falls

*Coordinated Action Toward
Community Health: RedUce
Risk And Limit Falls*

**Applying the Model for Improvement to
Improve Assessment of Home Safety
Concerns**

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Introductions and Contact Information

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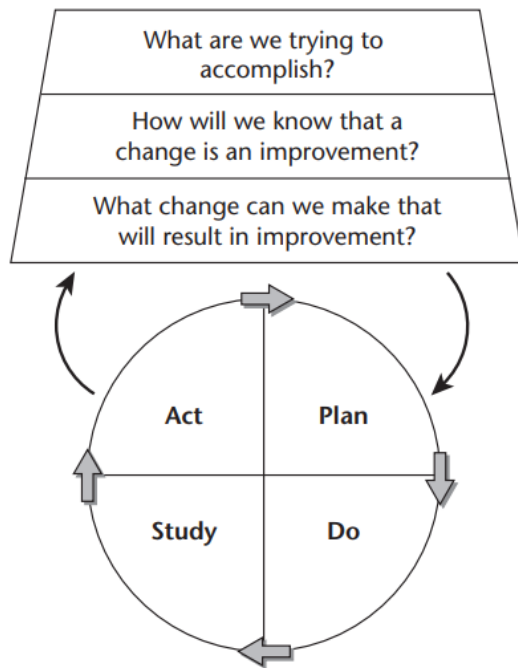
Educational Objectives

- Describe the Model for Improvement
- Create an aim statement for your efforts to improve assessment of home safety concerns
- Establish outcome, process, and/or balancing measures for your efforts to improve assessment of home safety concerns
- Identify specific change(s) to test to improve assessment of home safety concerns



Model for Improvement

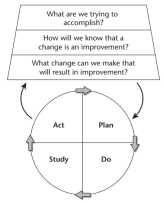
Framework for accelerating improvement



- Form the team
- Set aim(s)
- Establish measures
- Select change(s)
- Test change(s) using Plan-Do-Study-Act (PDSA) cycles
- Implement change(s)
- Spread change(s)



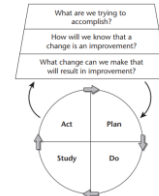
What Are We Trying to Accomplish?



- Defining your aim for effort
- Sets direction and purpose for the entire improvement initiative
- Align your work with organizational priorities, focus on impact, engage relevant stakeholder to support the work



Creating a Project Aim Statement



Aim Statement:

A clear summary statement of what your team hopes to achieve in a measurable way over a specific amount of time including the magnitude of the change you will achieve

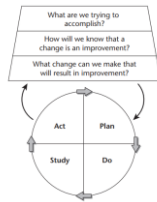
Aim Statement Formula Templates:

- To improve (your process/problem) from (baseline)% to (target)% by/over (timeframe), among (your specific population), *by doing (your intended changes)*
- To increase / decrease _____ (process/outcome), from _____ (baseline %, rate, #, etc.), to _____ (goal/target %, rate, #, etc.), by/over _____ (date, timeframe), in _____ (population impacted), *by doing _____ (changes planned)*

Assessment of Home Safety Concerns Example Aim Statement

To increase the rate of assessment of home safety concerns from 25% to 75% over the next six months for all adult patients ages 65 and older who visit the clinic and screen positive for fall risk.

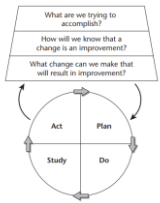
How Will We Know That a Change is an Improvement?



- Focus on measurement – data to help you determine if the change(s) you are testing actually led to improvement
- Establish a baseline and collect and track data over time
- Name the measure – many are #, %, or a rate
- Provide a clear operational definition for your measure:
 - Numerator – count of the events or outcomes you are trying to improve; the specific result you are measuring or the subset of the denominator that experienced what you are trying to improve
 - Denominator – total population or opportunities for the event or outcome to occur; sets the scope of your measurement
- Clarify who will collect the data, how often, what is included/excluded, and where the data will come from

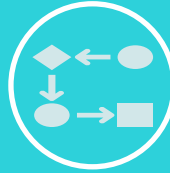


Establishing a Family of Measures



Outcome

How is our system performing? What is the impact on patients?



Process

Are the parts/steps in our system performing as we planned?



Balancing

Are our changes having impacts/causing new problems in other parts of the system?

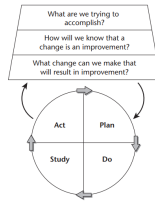
Assessment of Home Safety Concerns Measure Examples

Outcome: Percent of adult patients ages 65 and older with a completed assessment of home safety concerns documented in the EMR

Process: Percent of adult patients ages 65 and older who are asked about home safety concerns using a standardized checklist during their appointment

Balancing: Average length of appointment time with the addition of the assessment of home safety concerns

What Change Can We Make That Will Result in an Improvement?



- Identifying and testing specific changes that are likely to lead to improvement
- Generate change ideas
 - Logical thinking
 - Creative thinking with brainstorming
 - Benchmarking and learning from others
 - Flowcharts, cause and effect diagrams, etc.
 - Use change concepts
- Develop specific interventions
- Remember, not all change will lead to improvement



Change Concepts to Inform Improvement Ideas for Assessment of Home Safety Concerns



Focus on the service

- What improvements can you make to the design of the service?
- e.g., What approaches to assess home safety concerns work well for your patient population? When might you offer the assessment? How do you inform patients about the process?



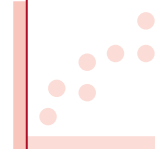
Enhance the patient relationship

- How can you better understand and respond to patient needs?
- e.g., What are patients receptive to about assessing safety concerns in their home? What is necessary to overcome any resistance?



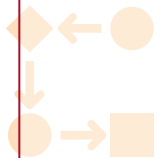
Manage time

- How can you reduce/optimize the time spent on organizational functions?
- e.g., How can you streamline your assessment or home safety assessment, knowing the process could take a variable amount of time?



Manage variation

- How can you reduce the frequency of poor results?
- e.g., How can you standardize your processes to assess home safety concerns so that all eligible patients receive an accurate assessment?



Improve workflow

- How can you change the workflow so that the process is planned and flows smoothly?
- e.g., When is best in the patient's visit to complete the assessment of home safety concerns? How are results shared with the medical staff? When are results documented into the EMR?



Change the work environment

- What would make the environment better able to support improvement?
- e.g., What information, training, resources are needed to support changes to incorporate assessment of home safety concerns?



Summary: Review of Objectives

- The Model for Improvement can guide your efforts to improve assessment of home safety concerns
- A clear aim statement guides your work and informs what success looks like for your improvement efforts
- Clearly defined measures help to inform if you achieved your aim, made a difference, and the impact of your changes
- Think carefully about the specific changes you want to test to improve efforts to assess home safety concerns



Model for Improvement Resources

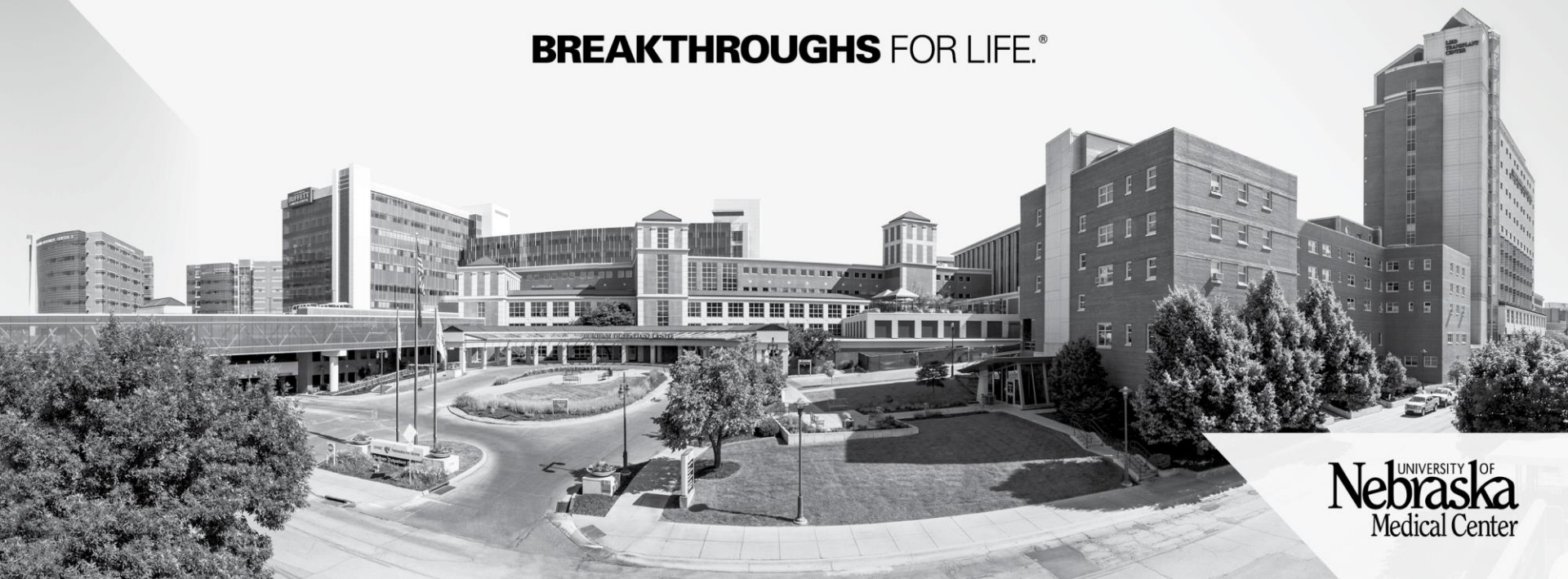
- [Institute for Healthcare Improvement. Aim Statement Worksheet](#)
- [Institute for Healthcare Improvement. Quality Improvement Project Measures Worksheet](#)
- [Institute for Healthcare Improvement. Quality Improvement Project Change Concepts Worksheet](#)





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