

CATCH RURAL Falls

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

**Applying the Model for Improvement to
Manage Medications that Contribute to
Fall Risk**

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Introductions and Contact Information

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- Industrial organizational psychologist
- Expertise in quality improvement, teamwork, and organizational science
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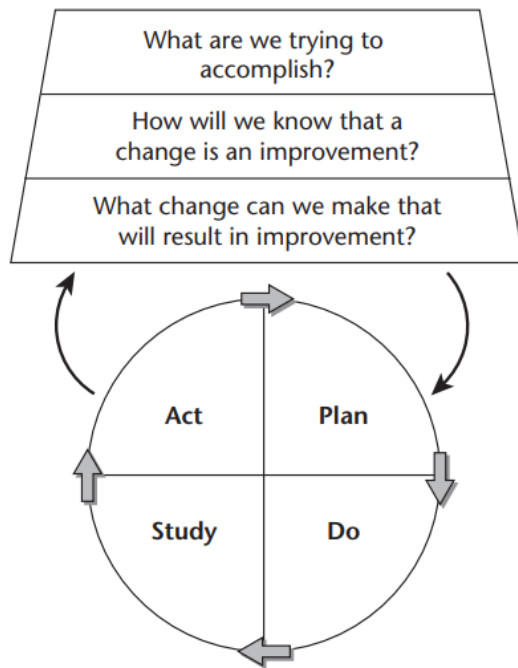
Educational Objectives

- Describe the Model for Improvement
- Create an aim statement for your efforts to improve assessment of medications that may contribute to fall risk
- Establish outcome, process, and/or balancing measures for your efforts to improve assessment of medications that may contribute to fall risk
- Identify specific change(s) to test to improve assessment of medications that may contribute to fall risk



Model for Improvement

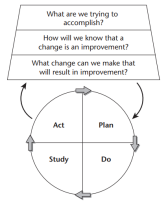
Framework for accelerating improvement



- 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)



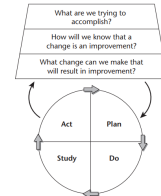
What Are We Trying to Accomplish?



- 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

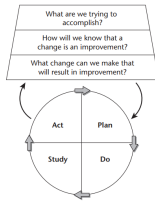
Aim Statement Formula Template

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 Medications that may Contribute to Fall Risk

To increase the percentage of older adult patients receiving a comprehensive medication review using the STOPPFall tool from 0% to 75% over the next six months for all adult patients ages 65 and over who screen positive for fall risk.

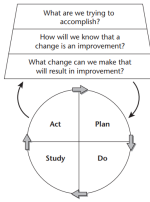
What Change Can We Make That Will Result in an Improvement?



- 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



Medication Improvement Project: Select Change(s) to Test



Automate reminders for patients due for a comprehensive medication history

Create comprehensive medication review focused visits for patients to reduce overall polypharmacy

Create written or visual tools to educate and support patient and caregiver efforts to bring in all prescription and OTC medications and supplements

Conduct staff education about medications that can increase fall risk

Conduct patient and caregiver education about medications that can increase fall risk

Conduct a comprehensive medication history using the STOPPFall tool or Beers Criteria



Support provider efforts in deprescribing medications

Partner with local pharmacists to support medication management



Change Concepts to Inform Improvement Ideas



Focus on the service

- **What improvements can you make to the design of the service?**
- e.g., What process will your clinic use to conduct a comprehensive medication review? When might you offer it? How do you inform patients about the process?



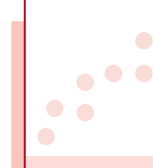
Enhance the patient relationship

- **How can you better understand and respond to patient needs?**
- e.g., How can patients be engaged in discussions about medications that may increase fall risk? What is necessary to overcome any resistance?



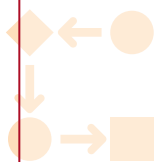
Manage time

- **How can you reduce/optimize the time spent on organizational functions?**
- e.g., How can the medication review be incorporated into workflow without substantially increasing visit length?



Manage variation

- **How can you reduce the frequency of poor results?**
- e.g., How can medication review processes be standardized so all eligible patients receive consistent assessment?



Improve workflow

- **How can you change the workflow so that the process is planned and flows smoothly?**
- e.g., When during the visit should medication review occur? How will recommendations be documented and communicated?

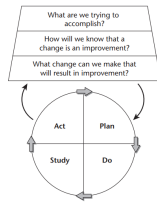


Change the work environment

- **What would make the environment better able to support improvement?**
- e.g., What training, EHR tools, decision aids, or pharmacist support are needed to facilitate implementation?



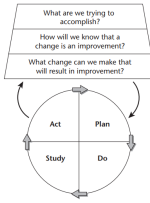
How Will We Know That a Change is an Improvement?



- What data will help you determine if the change(s) you are testing lead 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

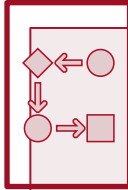


Medication Improvement Project: Establish Relevant Measures



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?

Medication Assessment Process Measure

Percentage of adult patients ages 65 and older who screened positive for fall risk who are offered a comprehensive medication review using the STOPPFall tool

- Numerator: # of patients ages 65+ who are offered a comprehensive medication review tool
- Denominator: Total # of patients ages 65+ who were eligible for the medication review

Medication Assessment Outcome Measure

Percentage of adult patients ages 65 and older who screened positive for fall risk with a comprehensive medication review using the STOPPFall tool documented in their medical record

- Numerator: # of patients ages 65+ with a completed comprehensive medication review documented in their medical record
- Denominator: Total # of patients ages 65+ who were eligible for the medication review

*****Balancing Measures may be helpful if focused on increasing assessment and/or intervention***

- Average visit/appointment length
- Patient satisfaction scores among older adults at risk for falls



Summary: Review of Objectives

- The Model for Improvement can guide your efforts to improve assessment of medications that may contribute to fall risk
- 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 medication concerns



Model for Improvement Resources

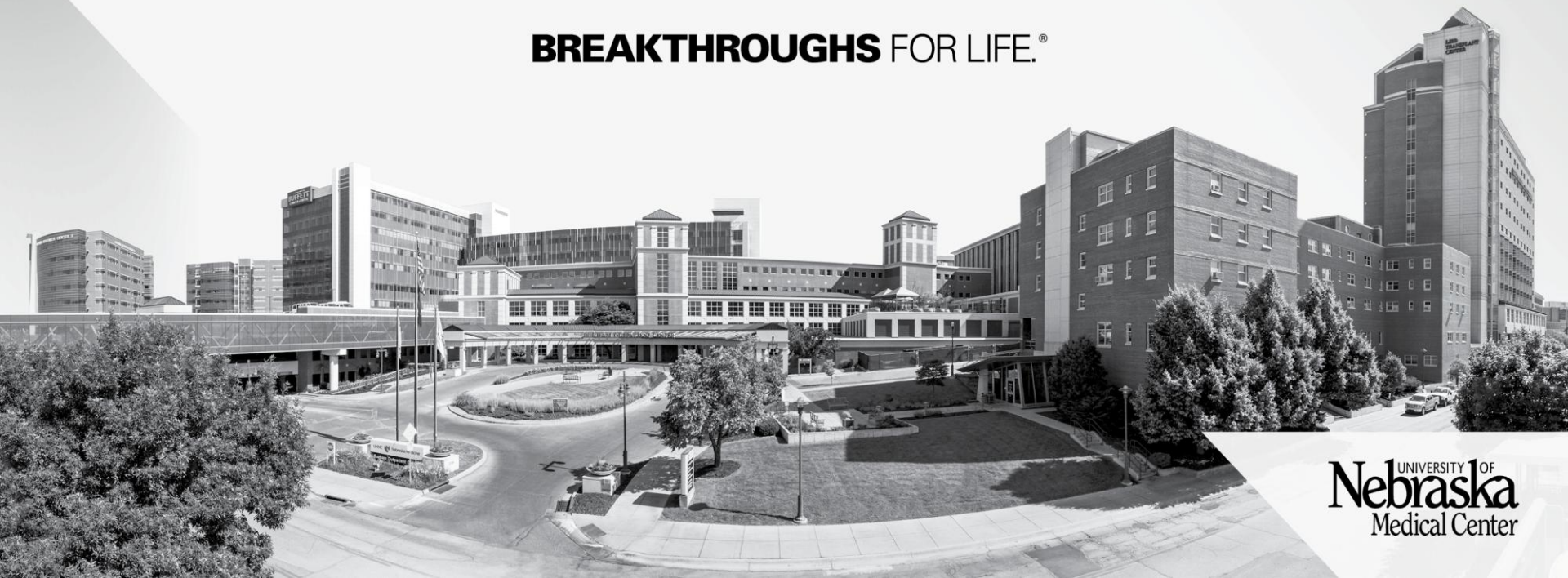
- Institute for Healthcare Improvement. Aim Statement Worksheet
- Institute for Healthcare Improvement. Quality Improvement Project Measures Worksheet
- Institute for Healthcare Improvement. Quality Improvement Project Change Concepts Worksheet





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