CAPTURE Falls

Collaboration and Proactive Teamwork Used to Reduce

Falls

Best Practices for Sustainment

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What is Sustainment?

Stability of work methods	Maintaining a change	Consistent achievement of goals

What are you trying to sustain?

Structures – the tools that you have

Examples:

Your fall team

Bedside staff

Equipment

EMR

KNOW Falls database

Processes – what you do

Examples:

Staff training

Administer screening tool

Administer interventions

Post fall huddles

Report falls

Outcomes

Examples:

Total fall rates

Unassisted fall rates

Injurious fall rates

Audit results

Donabedian's Quality Assessment Framework

Why is thinking about sustainment important?

- Changes are subject to degradation as soon as the pressure for change is gone
  - Until behaviors become rooted in social norms and shared values

- Most organizational change is not maintained (up to 70%) if a plan for sustainment is un- or under-developed.

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Encourage all staff, especially those with "boots on the ground," to express ideas • Involve staff in decision-making related to a change	• Fall risk reduction team includes bedside staff (grassroots involvement) vs. only management • Gather nursing input when selecting fall risk screening tool

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Release time for staff to participate in quality/safety work • Include quality/safety work in staff job descriptions	• Schedule and hold regular meetings • Avoid scheduling fall team meetings during critical patient care hours • Compensate staff for extra time spent in meetings

How to promote sustainment

Recommendation from Literature

- Rotate fall team membership to promote more widespread formal involvement in the change
- Provides gradual influx of fresh ideas and enthusiasm

CAPTURE Falls Examples

- Engage new nursing staff on team
- May be difficult due to size of staff, but may happen naturally with staff attrition

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Continuously share improvements with staff, board • Share how change has positively impacted patients/staff/the organization • Celebrate maintenance of improvement	• Bulletin boards, staff newsletters, or staff meetings used to share fall rates, date of last fall, audit results • "No-fall" huddle; discuss case studies of success • Patient safety as a line item on every board meeting

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Avoid declaring victory prematurely • Doing so can reduce momentum, sense of urgency	• Focus on sustainment of processes, not just outcomes • Did we simply get lucky to have no falls, even though we weren't doing the right things?

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Allow for enough time to pass for outcome change to be measurable and meaningful	• Typical initial increase in falls because of an increased emphasis on reporting and more stringent definitions of falls and fall-related injury • May take 2-3 years to see a meaningful decline in outcomes

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Example
• Conduct "improvement huddles" to anticipate problems, review performance, and support a culture of learning and improvement	• Post-fall huddles • No-fall huddles • Discuss falls in other daily rounds, safety briefings/huddles

How to promote sustainment

Recommendation from Literature	CAPTURE Falls Examples
• Implement mechanisms to monitor progress	• Evaluate staff education initiatives • Robust auditing program • Reporting to KNOW Falls • Reviewing post-fall huddles

How to promote sustainment

Recommendation from Literature

- Develop sustainable infrastructure for training/staff education

CAPTURE Falls Examples

- New employee orientation
- Annual competency training
- Topics: fall program/policies in general, risk assessment tool, safe transfers and mobility, and post-fall huddles

Key References

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