# Quality and Patient Safety Report
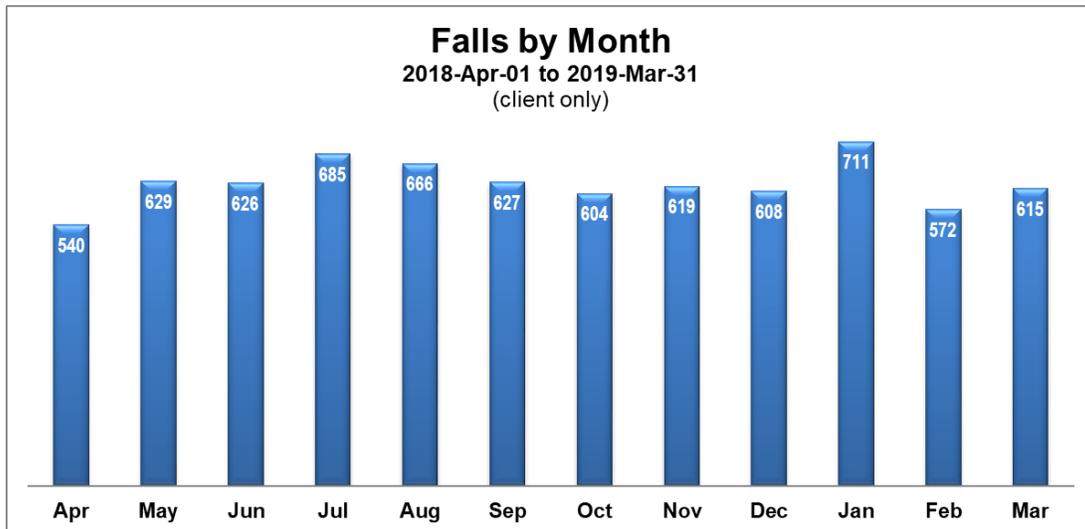
# Client Falls

**Fiscal year 2018-2019**

Submitted by:
Patient Safety, Quality & Risk
for:
PMH Board of Directors 2019-Sept-25

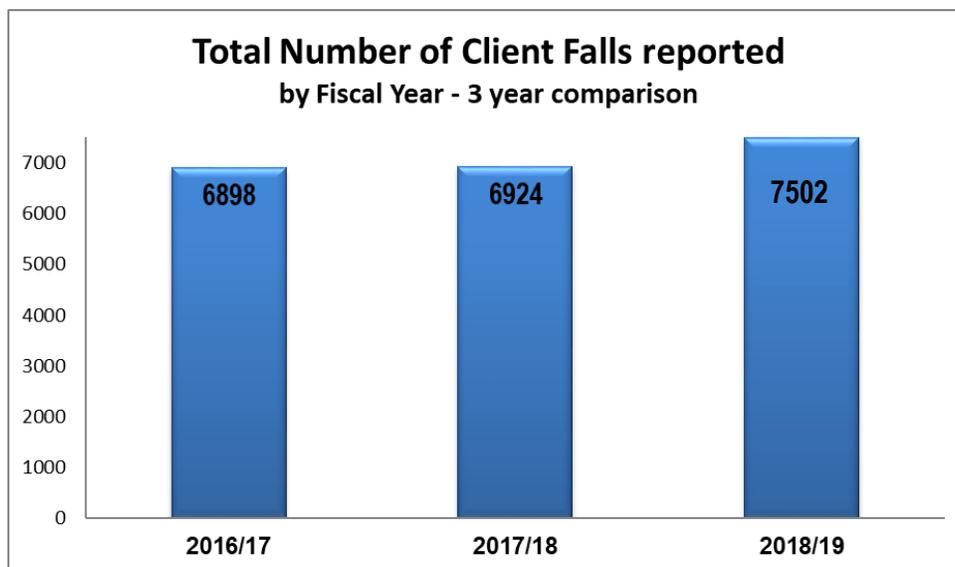Falls Committee Review: 2019-Sept-11

**Introduction**

Definition of a Fall – an uncontrolled downward change in position, which results in the client coming to rest on an object, a lower level or the floor.

Total number of falls involving a client occurring in Prairie Mountain Health for the fiscal year of 2018-2019 totals **7502 falls**. Of these, 6735 incident, 722 close call, 4 critical incident.

**Falls by Month**
**2018-Apr-01 to 2019-Mar-31**
(client only)

| Month | Falls |
|-------|-------|
| Apr | 540 |
| May | 629 |
| Jun | 626 |
| Jul | 685 |
| Aug | 666 |
| Sep | 627 |
| Oct | 604 |
| Nov | 619 |
| Dec | 608 |
| Jan | 711 |
| Feb | 572 |
| Mar | 615 |

Source Data as of: 2018-Jul-10 ,PMH IRS

The total number of client falls reported in 2018-2019 represents an **increase** of 578 reports or **8%** from the previous fiscal year 2017-2018 (6924 reports).
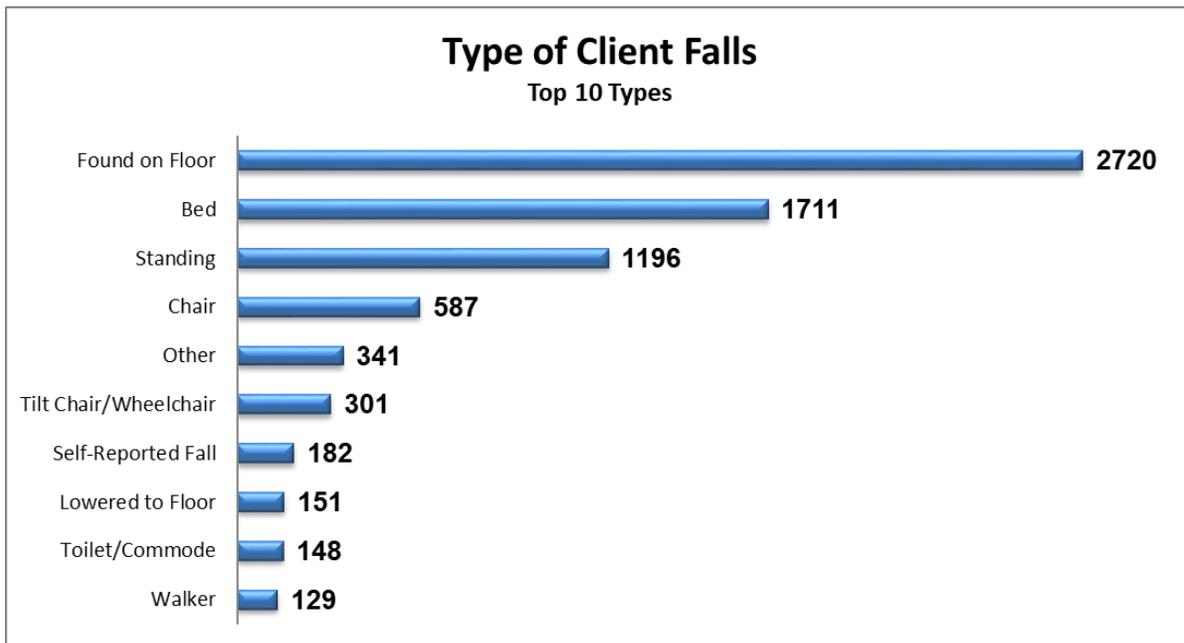
**Total Number of Client Falls reported**
**by Fiscal Year - 3 year comparison**

| Fiscal Year | Falls |
|-------------|-------|
| 2016/17 | 6898 |
| 2017/18 | 6924 |
| 2018/19 | 7502 |

Source Data as of: 2018-Jul-10, PMH IRS

The number of reports may have increased from 2017-2018 related to:
- o   the Falls Prevention and Management policy
- o   a review revealing Fall incidents reported under a different category
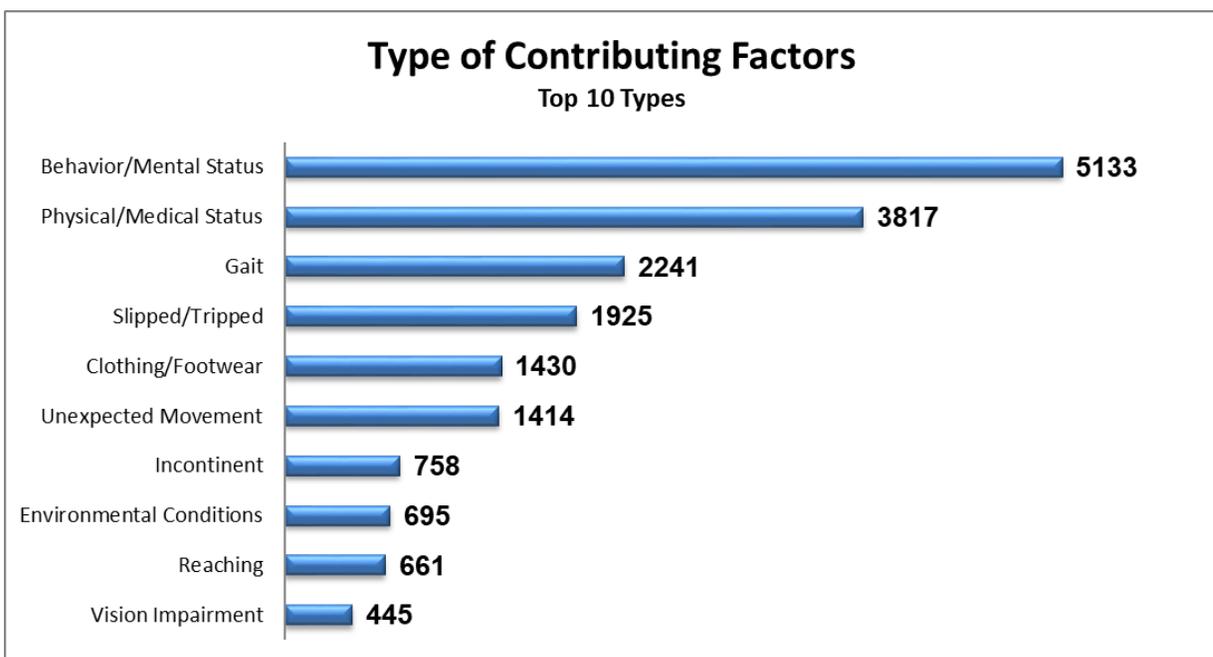
The most frequent type of client fall reported was 'Found on Floor' with 2720 or **36%** (last report 2705 reports or 36%) followed by 'from Bed' with 1711 or **23%** (last report 1528 reports or 23%).

The 'Other' category (341 reports) was used instead of reporting using the existing 'type of fall' categories.

**Type of Client Falls**
Top 10 Types

| Type | Count |
|------|-------|
| Found on Floor | 2720 |
| Bed | 1711 |
| Standing | 1196 |
| Chair | 587 |
| Other | 341 |
| Tilt Chair/Wheelchair | 301 |
| Self-Reported Fall | 182 |
| Lowered to Floor | 151 |
| Toilet/Commode | 148 |
| Walker | 129 |

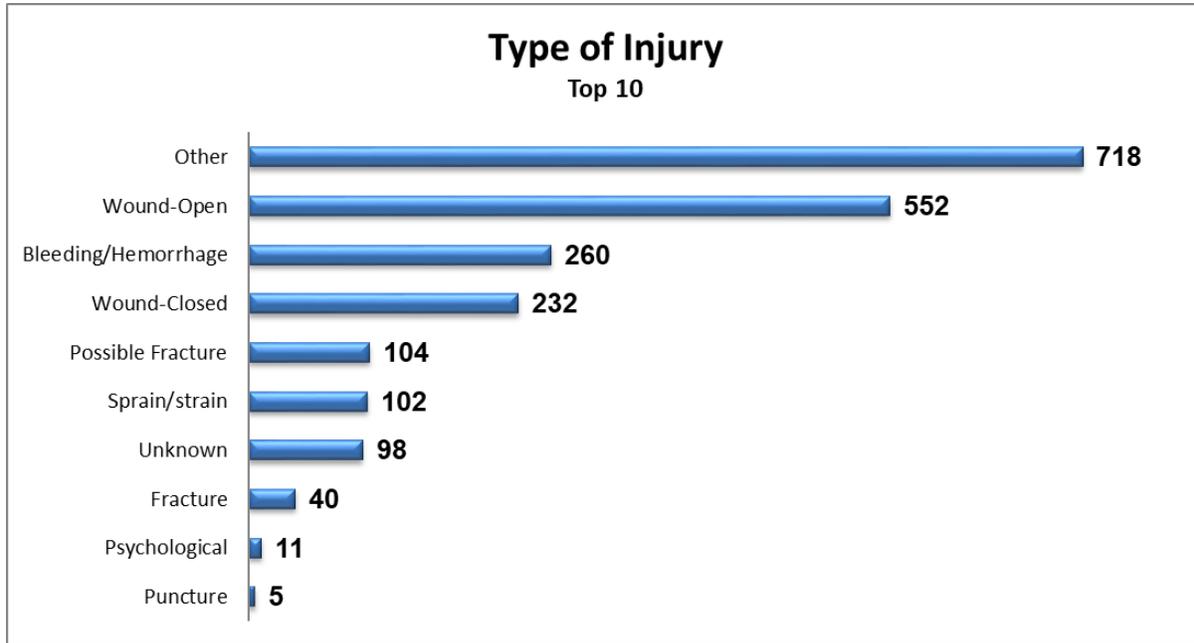Source Data as of: 2019-Jul-10, PMH IRS

- Multiple contributing factors can be reported for each fall
- The most frequently reported contributing factor was **'behaviour/mental status'** (5133) or **68%** of all client fall incidents reported.

**Type of Contributing Factors**
Top 10 Types

| Type | Count |
|------|-------|
| Behavior/Mental Status | 5133 |
| Physical/Medical Status | 3817 |
| Gait | 2241 |
| Slipped/Tripped | 1925 |
| Clothing/Footwear | 1430 |
| Unexpected Movement | 1414 |
| Incontinent | 758 |
| Environmental Conditions | 695 |
| Reaching | 661 |
| Vision Impairment | 445 |

Source Data as of: 2019-Jul-10, PMH IRS

Injury (minor, moderate or major) was reported for **1817** fall incidents or **24%**. This represents an **increase** of **63** reports **with injury** or **4%** from the previous fiscal year.
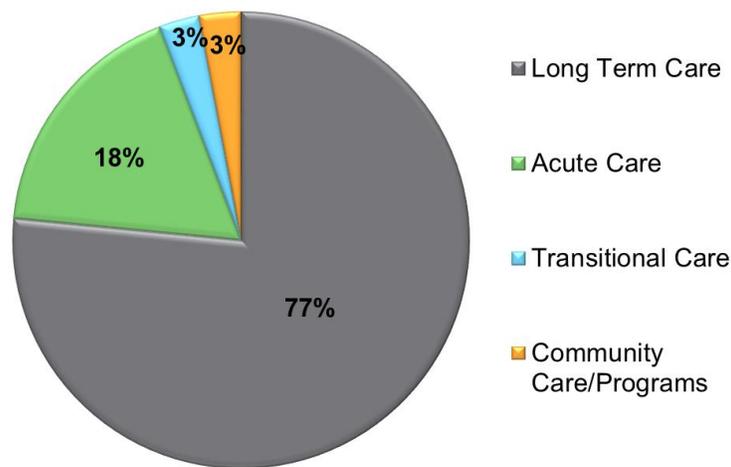
- The most common type of injury reported was 'other' (ie: cuts and bruises) followed by wound-open (ie: cuts/skin tear).
  - The 'other' category is used to report a bruise, cut or scrape. Education notices to staff about using the selections provided and definitions in the IRS is ongoing using Prompt.

**Type of Injury**
Top 10

| Type | Count |
|------|-------|
| Other | 718 |
| Wound-Open | 552 |
| Bleeding/Hemorrhage | 260 |
| Wound-Closed | 232 |
| Possible Fracture | 104 |
| Sprain/strain | 102 |
| Unknown | 98 |
| Fracture | 40 |
| Psychological | 11 |
| Puncture | 5 |

Source Data as of: 2019-Jul-10, PMH IRS

**Number of Client Falls by Program**
**n=7502**

The vast majority **77%** (last report 76%) of client falls were reported in **Long Term Care**, followed by **Acute Care 18%** (last report 20%).

- Long Term Care: 77%
- Acute Care: 18%
- Transitional Care: 3%
- Community Care/Programs: 3%

Source Data as of: 2019-Jul-10, PMH IRS

## ACUTE CARE

Falls Rate = Number of falls / Number of Patient Days x 1000

| Facility | Falls Rate |
|---|---|
| Treherne | 25.7 |
| BRHC - 500 | 25.3 |
| Hamiota | 19.5 |
| Boissevain | 17.7 |
| Glenboro | 13.9 |
| Roblin | 13.5 |
| Carberry | 12.9 |
| Melita | 12.7 |
| BRHC - CGP | 11.8 |
| Virden | 9.8 |
| Russell | 9.8 |
| Rivers (includes Rehab) | 8.8 |
| Souris | 8.7 |
| Dauphin-Medicine (incl Acute, Medicine ) | 8.1 |
| Neepawa | 7.5 |
| Minnedosa | 7.2 |
| BRHC - A2 Rehab Med Mix Unit | 7.2 |
| Shoal Lake/Strathclair | 7.2 |
| Killarney | 7.0 |
| Swan River (incl Acute, ETU, Rehab) | 5.6 |
| Ste. Rose du Lac | 5.1 |
| BRHC - A3/WP/PC | 4.6 |
| BRHC - 300 Surgical | 4.2 |
| Grandview | 3.8 |
| Deloraine | 3.8 |
| BRHC - 200 Surgical | 3.6 |
| BRHC - 400 Medicine | 2.9 |
| Brandon - Westman Crisis Unit | 2.6 |
| BRHC - Intensive Care Unit | 1.8 |
| Dauphin-Surgical | 1.6 |
| Dauphin-Parkland Mental Health Centre | 1.4 |
| BRHC - SRMC | 0.5 |
| BRHC - CAP | 0.5 |
| BRHC - NICU | 0.3 |
| Dauphin-ICU | 0 |
| Dauphin-Obstetrics | 0 |

Source Data:
Rate: Number of Fall Incidents per 1000 patient days
Patient Days: 4 Yr Avg Acute LTC Stats 2015 2018 (2018-Oct-30)
Incident Numbers by Client: PMH Incident Reporting System
Fiscal 2018-2019 as of 2019-Jul-10

Total number of falls reported in **Acute Care** 2018-2019, **1326**
2017-2018, 1360
2016-2017, 1333

Overall falls rate in PMH for **Acute Care** 2018-2019, **6.7**
2017-2018, 7.0
2016-2017, 6.8

PMH Falls Report 2018-2019

**LONG TERM CARE**

| Facility | Falls Rate |
|---|---|
| Shoal Lake/Strathclair | 23.8 |
| Virden - West-Man Nursing Home | 21.0 |
| Wawanesa | 17.3 |
| Deloraine - Bren-Del-Win Lodge | 15.7 |
| Killarney | 15.2 |
| McCreary/Alonsa | 15.1 |
| Hamiota | 14.8 |
| Minnedosa | 14.5 |
| Rivers | 13.9 |
| Treherne | 13.0 |
| Erickson | 11.9 |
| Glenboro | 11.3 |
| Birtle | 9.9 |
| Souris | 9.9 |
| Sandy Lake | 9.9 |
| Boissevain - Westview Lodge | 9.5 |
| Melita | 9.4 |
| Brandon - Rideau Park | 8.7 |
| Neepawa | 8.4 |
| Russell | 8.4 |
| Deloraine-Delwynda Court | 8.2 |
| Virden - Sherwood | 7.9 |
| Gilbert Plains | 7.8 |
| Reston | 7.5 |
| Brandon - Fairview Home | 7.4 |
| Elkhorn | 7.3 |
| Rossburn | 7.1 |
| Cartwright | 7.1 |
| Dauphin | 7.0 |
| Carberry | 6.7 |
| Benito | 6.4 |
| Boissevain - Evergreen | 6.1 |
| Baldur | 6.0 |
| Swan Valley PCH | 5.6 |
| Grandview | 5.6 |
| Roblin | 5.6 |
| Ste Rose - Dr. Gendreau | 5.5 |
| Swan Valley Lodge | 5.4 |
| Hartney | 5.4 |
| Winnipegosis | 3.8 |
| Dauphin St. Paul's | 3.2 |

Source Data:
Rate: Number of Fall Incidents per 1000 patient days
Patient Days: 4 Yr Avg Acute LTC Stats 2015 2018 (2018-Oct-30)
Incident Numbers by Client: PMH Incident Reporting System
Fiscal 2018-2019 as of 2019-Jul-10

Total number of falls reported in **Long Term Care** 2018-2019, **5741**
    2017-2018, 5107
    2016-2017, 5232

Overall falls rate in PMH for **Long Term Care** facilities 2018-2019 **9.1**
    2017-2018, 8.1
    2016-2017, 8.3

**TRANSITIONAL CARE**

Falls Rates per 1000 patient days for Transitional Care

| Facility | Falls Rate |
|---|---|
| Baldur | 14.8 |
| Birtle | 13.2 |
| Wawanesa | 11.9 |
| Winnipegosis | 9.2 |
| McCreary/Alonsa | 8.4 |
| Reston | 7.3 |
| Rossburn | 6.6 |
| Erickson | 4.2 |

Source Data:
Rate: Number of Fall Incidents per 1000 patient days
Patient Days: 4 Yr Avg Acute LTC Stats 2015 2018 (2018-Oct-30)
Incident Numbers by Client: PMH Incident Reporting System
Fiscal 2018-2019 as of 2019-Jul-10

Total number of falls reported in **Transitional Care** 2018-2019, **215**
      2017-2018, 132
      2016-2017, 142

Overall falls rate in PMH for **Transitional Care** 2018-2019, **9.3**
      2017-2018, 6.0
      2016-2017, 6.3

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**S**ituation:
The falls rate for PMH clients admitted to facility is **8.5 falls** per 1000 patient days in 2018-2019 for acute, long term and transitional care.

**B**ackground:
This is a **9% increase** in the rate of falls per 1000 patient days from last report with previous fall rates being **7.8** (2017-2018) and **7.9** (2016-2017).

**A**ssessment:
The PMH Falls Steering Team has focused on activities to reduce falls and injury from falls over the past year.

Falls have rated as one of the highest risks for clients across Manitoba and within PMH as represented within this report. Total (indirect and direct) health care costs in Manitoba (2010) for falls were $345 million.  (Reference: The Cost of Injury in Canada:  Conference Board of Canada, June 2015).

The PMH Falls Steering Team implemented a population focused regional policy applicable to staff working in all programs and services across PMH. The Falls Prevention and Management Policy (PPG-00557) implemented in November 2016 was supported by the following actions:

    Staff Education:
- Multiple presentations / S.P.O.T.  module (eLearning) online
- Staff meetings where policy was read, signed and fall incidents discussed
- Safety Huddles and experiential learning
- SharePoint site housing multiple falls prevention resources for staff including videos and 'Frequently Asked Questions'

- Falls hazards identification room (based on Clue Game), Amazing Race Challenge both at Fairview PCH
- Prompt submissions
- "Staying on Your Feet" presentations
- Recirculation within BRHC of the 2016 memo related to Non-slip Socks

Public Education:
- private agencies including physician clinics, therapists, seniors housing and Seniors for Seniors

Falls information included in:
- PCH Resident and Family Handbooks
- Patient Safety Handbook (Acute Care)
- Newsletters
- Brochures
- Handouts
- Posters
- Elsevier (Clinical Skills) has connections to our policy and resources

Primary Health Care programs:
- Get Better Together / Chronic Disease Education Prevention (CDEP)
- Steppin' up with Confidence Program

Promotion of Home Safety:
- Digital signage
- Universal Falls Interventions (one-page handout) shared with clients during community influenza clinics
- Universal Falls Intervention signage available for download or printing.
- Safety information handouts given to home care clients
- Falls prevention logo and decal made available to all inpatient units reminding staff to ask three questions before leaving a patient room:
  1. Do you need to use the toilet?
  2. Do you have pain discomfort?
  3. Do you need anything before I leave?

Policy/Procedure:
- PPG-00557 Falls Prevention and Management (revised Nov 2018)
- PPG-00873 Falls Prevention Guideline (revised June 2019)
- Committee Terms of Reference (revised Sept 2019)

Non-slip Socks
- Made available on an as-needed basis to clients (per policy)
- Information provided to clients where socks can be purchased (e.g. auxiliary gift shops)

During 2019-2020 the Falls Prevention Steering Team will focus on:

1. Development of indicators to assess utilization and effectiveness of the Falls Prevention and Management policy and falls prevention initiatives:
   - Evaluate and make recommendations to teams based on incident report data & other sources of data collection
   - Review for improvement opportunities
   - Accreditation readiness
   - Audit Falls Prevention Activities through ROP chart audits, annually
2. Continued development of resources addressing specific risk factors.
3. Work with Home Care Accreditation team to ensure program is meeting the Accreditation Canada ROP guidelines.
4. Universal Falls Interventions documentation education to staff.
5. KEYS education related to falls prevention documentation for staff.
6. MOVE program implementation in Dauphin.
7. Identify opportunities for patient and family engagement.
8. Implementation and evaluation of PMH benzodiazepine de-prescribing project (MIPS funding).
9. Falls algorithm to be updated to reflect best practice.
10. Bed alarm sub-committee to provide recommendations around exit alarms.
11. Implementation of Steppin' up with Confidence Plus program in three pilot sites (Killarney, Roblin and Brandon). Program evaluation due in Dec 2019.
12. Explore participation in pre-school screening events across the Region (as well as other opportunities) to educate families about pediatric falls prevention.
13. Expand online resources on Pediatric falls and make available in print for families with young children.
14. Evaluation of Chart Audit results and targeted interventions based on the results.
15. Falls Prevention Month activities being planned for Nov 2019.
16. Keeping up-to-date on falls prevention trends through involvement with the LOOP Falls Community of Practice and the MB Provincial Falls Committee.
17. Standardization of handouts currently being used across PMH programs to ensure they are incorporated into the PMH document catalogue.