

FAST FACTS

Nursing Home Quality Improvement Collaborative (NH-QIC) Learning Session 2

Monday, July 6, 2009

Providence St. Joseph Medical Center
501 S. Buena Vista Street
Burbank, CA 91505

Wednesday, July 29, 2009

Riverside Community Hospital
4445 Magnolia Ave
Riverside, CA 92501

Friday, August 14, 2009

St. Francis Medical Center
3630 E. Imperial Hwy
Lynwood, CA 90262

THE FOLLOWING ARE HIGHLIGHTS FROM THE EVENT:

Team STEPPS: Strategies and Tools to Enhance Performance and Patient Safety

- TeamSTEPPS comprises four skills: Leadership, Situation Monitoring, Mutual Support, and Communication.
- Communication failure is the #1 root cause of sentinel events cited by The Joint Commission.
- Brief, huddles, and debriefs are optimal techniques for teams to share information timely.
- SBAR (Situation, Background, Assessment, Recommendation) is an effective communication tool for handoffs.
- Resolve conflicts among team members by using CUS words (Concerned, Uncomfortable, Stop/Safety), the Two-Challenge Rule, and the DESC script (Describe, Express, Suggest and Consequences).

Physical Restraints Scenarios

- Dycem is a non-slip mat that helps prevent sliding down in wheelchairs.
- A hip protector is a non-restraint device that minimizes fractures caused from falls.
- A floor pressure mat is an additional measure that could be provided to alert staff when a resident is trying to stand without assistance.
- Activity aprons can be a great distraction for residents prone to wandering.

Advancing Excellence in America's Nursing Homes Campaign

- Go to www.nhqualitycampaign.org to join the Advancing Excellence campaign!
- Promotes excellence in nursing homes and provides regularly updated, practical, evidence-based resources.
- Guides facilities through the quality improvement process and lets homes compare their progress with others.
- California is ranked 50th in the country for having the highest percentage of residents restrained. We rank 40th for pressure ulcers.
- Facilities registered in the campaign that select a goal to improve their pressure ulcers and physical restraints improve at a rate much faster than those that do not select a goal.

Keiro Nursing Home Presentation

- A restraint-free 300-bed skilled nursing facility located in Los Angeles
- Steps taken to become restraint free:
 - Reviewed the definition of restraint and MDS coding
 - Changed all in-house beds to electric low-height beds with head and foot rails
 - Gradually used less restrictive devices
 - Assessed current and new admissions for fall risk and developed a plan of care
 - Conducted education sessions for nursing staff
 - Educated family members
 - Physically removed all restraints in the facility
 - Developed restraint-reduction guidelines
- Restraint reduction is a different way of thinking and requires culture change.
- It is important to look at underlying causes to determine why the resident is restless or uncomfortable. Are they in pain? Are they hungry or thirsty? Are they bored?