

MedCentral Health System

Decreasing Falls Rate in an Inpatient Setting

Soarian® Clinicals and Leveraging Healthcare Process Management

Challenge

Healthcare providers face a continuous challenge to identify opportunities to support patient safety initiatives and reduce medical liability. One of the greatest medical liability challenges that MedCentral and other healthcare facilities contend with is inpatient falls. With the Centers for Medicare and Medicaid Services designating inpatient falls as a “never event,” public awareness and scrutiny have intensified.

In late 2008 and early 2009, MedCentral’s “fall team” was re-activated to address an increase in fall rates. This multidisciplinary team included representation from nursing, risk management, physical therapy, occupational therapy, pharmacy, and information services. The health system’s goal with this project was to synthesize technology, process improvement, and education to help create a safer environment for patients.

Solution

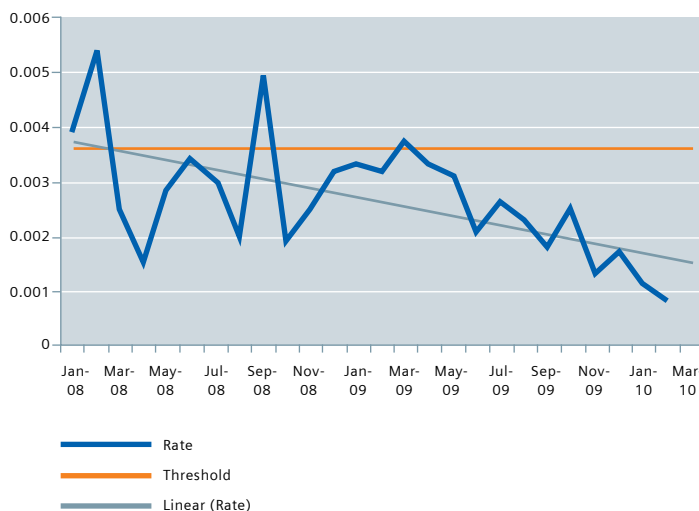
MedCentral used Soarian Clinicals capabilities and workflow technology to assess, document, and order appropriate fall risk interventions. The technology also helps to cue safety actions, provide a link to policies and procedures, enhance communication within departments, and abstract data for auditing purposes.

Outcomes

In its first month of use, the new falls prevention workflow and supporting documentation, rule, and process helped to decrease the falls rate by 32% in the inpatient units. Continuous improvements have further yielded first a 67% decrease, followed by a 76% decrease in the ensuing quarter.

Review of documentation compliance for Fall Risk Score & Intervention Assessments was 99% for Q4 2009 and 100% for Q1 2010.

Inpatient Falls Rate



“Using Soarian and the workflows has helped us address our patient safety initiatives and quality of care we deliver. We now have the data to support our decisions and the communication among care providers is improved.”

Pam Crawford, RN, MSN, PhD
Vice President of Nursing and Social Services

The outcomes achieved by the Siemens customers described herein were achieved in each customer’s unique setting. Since there is no “typical” hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption), there can be no guarantee that others will achieve the same results.

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