

# Building a Culture of Hope & Falls PIP

Continuation Phase, Session 19

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Today

- IHI Curriculum
  - **Building a Culture of Hope**
- Falls PIP
- Falls Video

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# Poll

Next IHI Content Area

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A photograph of a small, vibrant green plant with several leaves growing out of a crack in a grey concrete surface. The background is a blurred, dark grey concrete with some brown stains.


Does your organization  
represent a culture of  
hope?

4



How do you build  
confidence in your  
team?

5



Do you lead with  
positivity?

6

## IHI Video: Building a Culture of Hope

# Sustaining Teams: Creating a Vision of Hope

Module 5

Sarah Sjostrom, MSN, RN, ACNP

AHRQ ECHO National Nursing  
Home COVID-19 Action Network



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# Older Adults & Falls

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# Share

Use 'plan-do-study-act' cycles to conduct small-scale tests of change

## Plan a change

- Identify an issue and define the problem

Issue/Problem

Resident Falls

- Collect baseline data for the identified process change

What was used for the baseline data collection? EX: Flowchart, Casper Report, PHQ9, BIMS

Flowchart created

## Do it in a small test

- Pilot process the change

What group was used?

Westview our locked unit

What was done for the test group?

Asking if nurse completed the steps after the fall to put interventions in place

- Document procedures and observations

Findings:

We found our fall huddle tool needed to be updated. (complete)

- Collect the data produced by the change (on-going)

## Study its effects

- Assess the collected data

What areas are the problem?

Communication, charting, care planning  
Investigation needs improvement

- Compare results and monitor trends

Data spreadsheets:

still collecting data

- Fine tune changes

What changes are being made to PIP tool or to process to implement positive change?

Directions on how to follow the PIP  
Education on fall huddles

Act on what was learned

- Make permanent changes based on pilot by educating staff in organizational process change and new technology.

What changes were made as a result of this PIP?

Huddle tool change and placed the tool on the vitals carts.

- The PIP team uses and links small PDSA cycles for broader implementation.

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## Auditing Results

Facility name: Missouri Slope  
Name of person completing: April Peyer  
Email/Phone of person completing: april.peyer@mslcc.com

Indicator		Identified Goal (enter # between 50 and 100)	Week 1	Week 2					
Was Fall Huddle Done?	Performance		91%	70%					
	# of Audits Passed	100	10	7					
	# of Audits Completed		11	10					
Was fall huddle tool used?	Performance		91%	80%					
	# of Audits Passed	100	10	8					
	# of Audits Completed		11	10					
Was an alert sent after the fall?	Performance		91%	50%					
	# of Audits Passed	100	10	5					
	# of Audits Completed		11	10					
Was fall charting complete?	Performance		73%	30%					
	# of Audits Passed	100	8	3					
	# of Audits Completed		11	10					
Was care plan updated?	Performance		27%	50%					
	# of Audits Passed	100	3	5					
	# of Audits Completed		11	10					
	Performance								
	# of Audits Passed								
	# of Audits Completed								

Indicator	Month Below Goal	Mitigation Tactic	Date Completed
Was fall huddle done?	91%	Fall huddle sheet updated	6/25/2021
Was care plan updated	27%	Education on the spot	on date of fall
Clinical Alerts	50%	Nurses not doing or putting a 72 hour end date	7/14/2021

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## Staff Morale

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How would you rate your staff morale?

Very  
Poor

Poor

Average

Good

Excellent

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EMPLOYEE MOOD

LAST WEEK THIS WEEK

How does this rating differ from Pre-Covid?

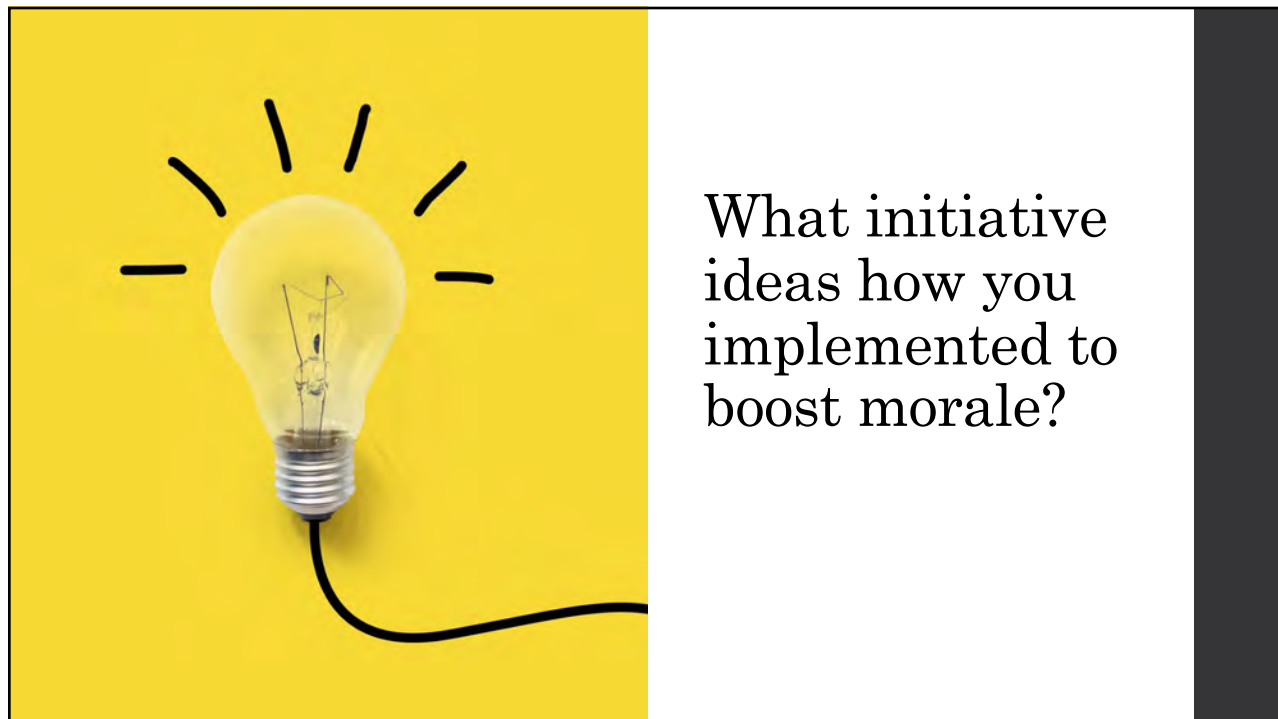
13

What roadblocks do you face in improving staff morale?



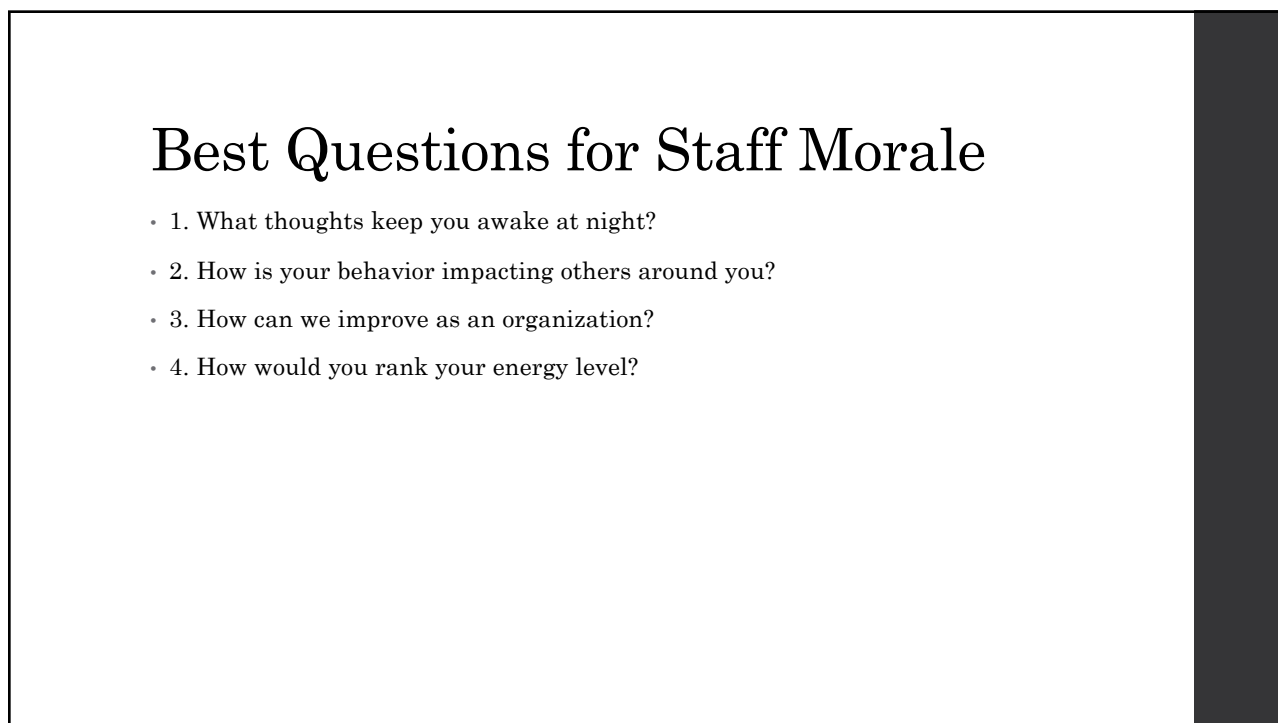
Changes  
NEXT EXIT →

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What initiative ideas how you implemented to boost morale?

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## Best Questions for Staff Morale

- 1. What thoughts keep you awake at night?
- 2. How is your behavior impacting others around you?
- 3. How can we improve as an organization?
- 4. How would you rank your energy level?

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## Falls Homework Update

- RCA
- Brainstorm: problem identification
- Baseline Data
- PDSA Cycle
- Post Intervention Data
- Bonus: List of other possible fall interventions



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If you would like  
additional technical  
assistance, please let  
us know.

You can work with our mentors one-on-one.