

# LEVERAGING ACTIONABLE DATA TO SUPPORT CLINICAL TEAMS IN FALLS PREVENTION

Akhil Plathanathu, BHS; Adrienne Pang, RN, BScN, MHM; Elaine Ng, RN, BScN; Ancilla Barco, RN, BScN, MN; Justin Velasco, RN, BScN; Amanpreet Ghuman, RN, BScN, MScN; Jennifer Yoon, RN, BScN, MSc (QI/PS), PhD Student

## DESCRIPTION

Fall prevention and mitigation is a safety priority at Humber River Health (HRH). Preventing falls and reducing injuries from falls can improve quality of life for patients by decreasing their length of stay, preventing readmission and promoting independence. HRH promotes the culture of patient safety and continuous quality improvement. Clinical teams are mandated to report all incidents of patient falls to identify opportunities for improvement and maintain a safe environment for patients and families. The Quality, Patient & Safety (QPS) team at HRH optimizes and analyses falls data to create clear, unit- and program-level reports to support clinical leaders in understanding the trends to drive quality improvement initiatives. Using design heuristic principles, the QPS team disseminates user-friendly reports to clinical teams on a regular basis.

## OBJECTIVE

Maximize the usability of falls-related data to empower clinical teams and enhance patient care at HRH.

## ACTIONS TAKEN

The QPS team, with design heuristics in consideration:

- Creates monthly falls and falls analysis reports with clear text, graphs, and actionable insights.
- Developed color-coded heat maps (green, yellow, and red) on falls numbers, safety huddles, and diagrams to help clinical teams visualize successes and opportunities for improvement.
- Revamped the QPS SharePoint site so clinical teams can access all their reports in one location.

## Performance Boards & Digital Quality Dashboards

Click on the respective unit for the monthly **Digital Quality Dashboards, QRM report, falls report, falls analysis report, HAPI report** and **Patient ID Audit report:**

04 West ALC	06 East	06 West	07 East	07 West	08 East	08 West
09 East	09 West	10 East	10 West	11 East	11 West	12 East
12 West	13 East	13 West	14 East	Bariatric Clinic	Birthing Unit	Breast Health
Cardiology Clinic	Chemo Clinic	Children Inpatient Unit	Church Nephrology	Church RCC	Cystoscopy	Dialysis Clinic
EHA	Emergency	Endoscopy	Finch RCC	Fracture Clinic	Laboratory	Medical Imaging
Medical OP Clinics	MH Adult Acute	MH Adult General	MH Chemical Dependency	MH Child & Adolescent	MH C&A Outpatient	MH ECT
MH EPU	MH Outpatient	Mother Baby Unit	MRI	Neurodiagnostics	NICU	Nuclear Medicine

Figure 1. Revamped QPS SharePoint site for clinical teams to efficiently obtain falls data reports.

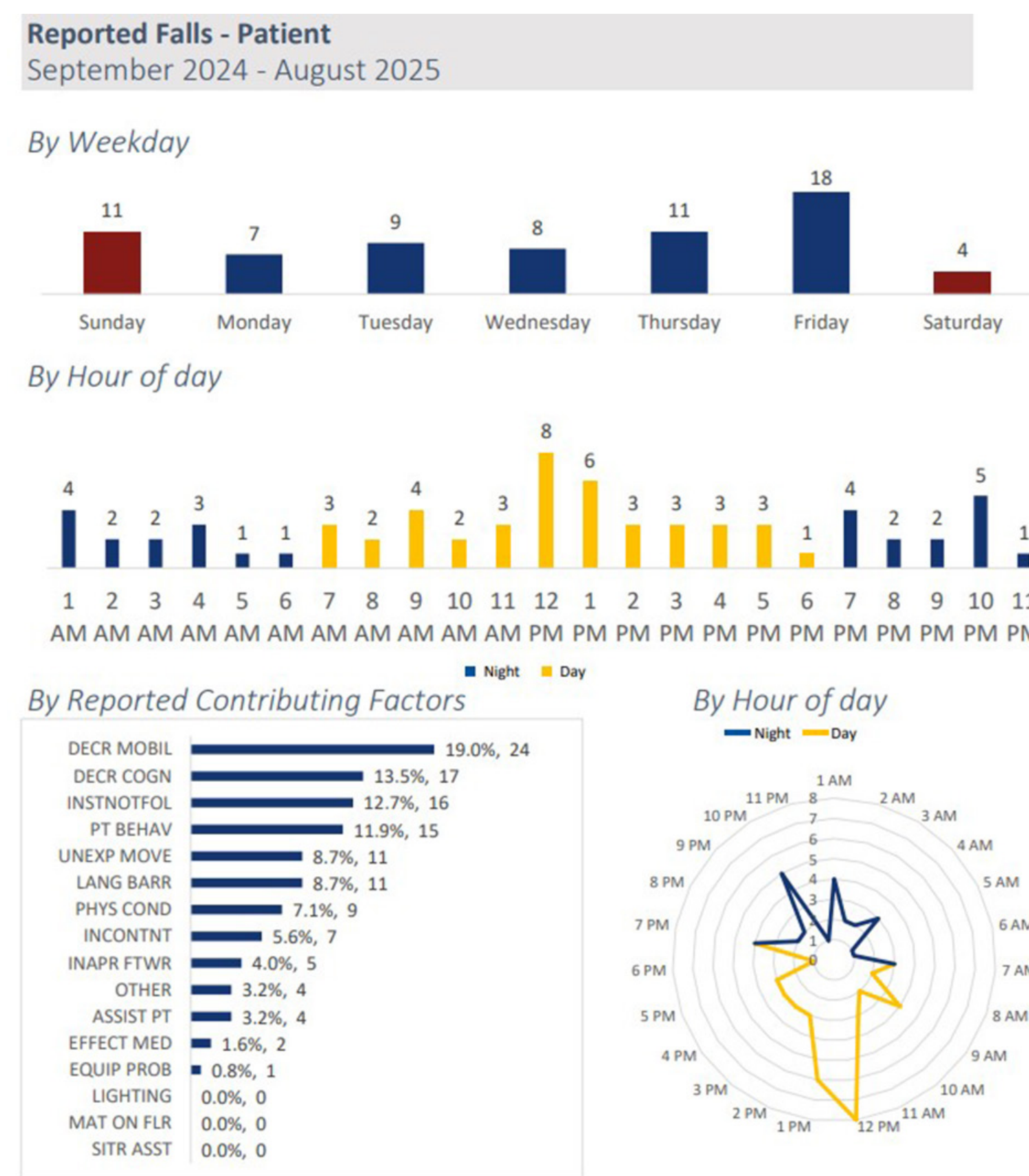


Figure 2. Example of a falls analysis report detailing various factors that clinical teams could potentially use for their fall prevention and mitigation strategies.

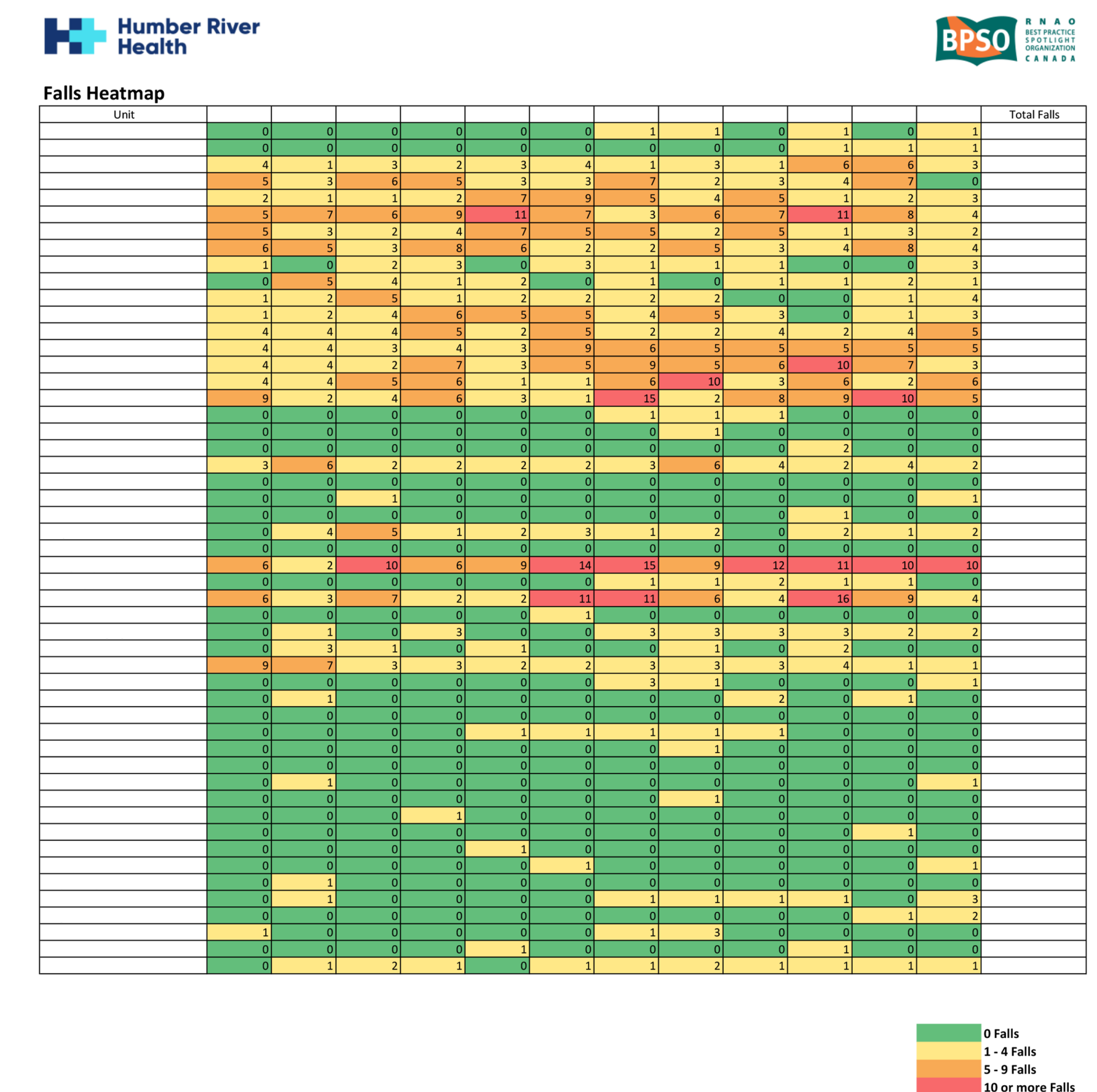


Figure 3. Example of a heatmap report that is updated by the QPS team on a monthly basis for clinical teams at HRH.

## SUMMARY OF RESULTS

Improved accessibility, visibility, and usability of falls reports enabled clinical teams to conduct interdisciplinary reviews, provide targeted education, and implement change management. The Falls Prevention Committee at HRH uses heat maps and monthly falls reports to discuss the trends and falls prevention and mitigation strategies across the organization. Falls data reporting has been carefully designed using design heuristic principles, which increases engagement and enhances patient safety. By maintaining open communication with clinical teams, the QPS team continuously refines reporting processes to further improve usability.

## LESSONS LEARNED

Data usability is as critical as accuracy. Accessible and well-designed reports support clinical team engagement and enable meaningful action in fall prevention and mitigation strategies.

