

# National Quality Improvement Conference

## Continuous Improvement Strategies in Fall Prevention within DDII, KKH<sup>1</sup>

DDII, KKH<sup>1</sup> - Department of Diagnostic and Interventional Imaging, KK Women's and Children's Hospital

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### Problem Statement

In 2019, One unanticipated non-injurious fall was recorded (patient suddenly felt unwell) in one of the ultrasound rooms in DDII, KKH.

At that time, DDII had already adopted a 3-steps Fall Prevention Program (FPP) from Dr Patricia Dykes, HMDP expert on fall prevention from USA.

Following up on the incident, a Fall Prevention Team was established to manage any future possible fall.

A 5-steps fall risk workflow for adult ultrasound service was created and Patient Service Associates (PSA) were included in the workflow.

### Project Aim

Audit results of this workflow from July 2020 to December 2020 showed 23,925 cases of workflow compliance, out of 23,940 patients recorded in Computerized Provider Order Entry (CPOE).

Although no falls were recorded, workflow non-compliance could result in future falls.

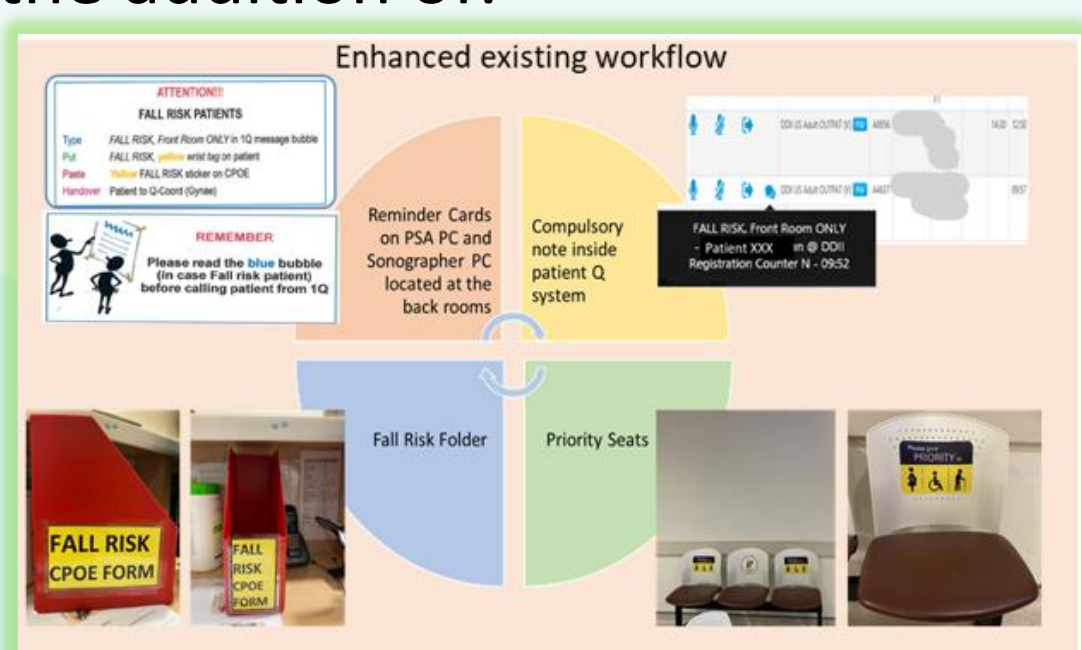
We aim for all PSAs to achieve a 100% compliance on Fall Risk workflow, in 6 months' time.

### Lessons Learnt

First root cause found was no automation for fall risk patient in 1Q system.

Second was the 5 steps workflow was not detailed enough.

After unsuccessful system-based solutions proposals, the 5 steps workflow was revised into 7 steps, with the addition of:

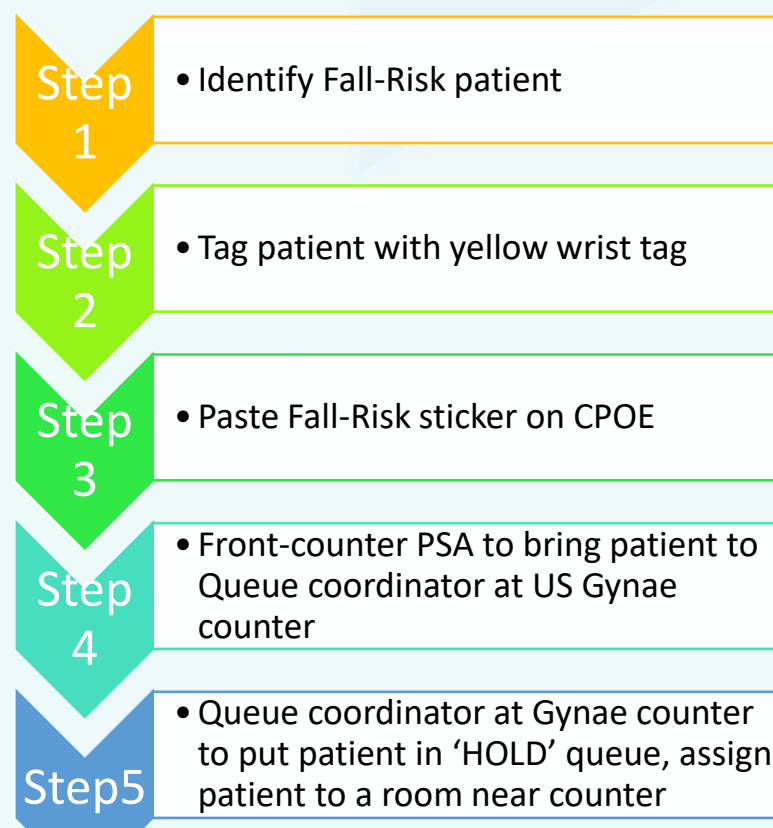


### Potential Solutions

Team implemented a detailed workflow model:

5 steps → 7 steps

5-steps workflow



Revised 7-steps workflow



Positive feedback was given by the PSAs whereby the 7 steps workflow was feasible and easy to adhere to.

This revised workflow was then audited between September 2021 to February 2022, where Sonographers were the auditors.

### Outcomes & Impacts

Original vs Revised Workflow Compliance



100% workflow compliance was found, out of 22,429 patients in CPOE.

A detailed workflow model was found to have significant impact in the success of workflow implementation.

In early January 2023, Fall Risk (FR) icon is reflected automatically in the Q system, if patient answers the fall risk questions when they do self-registrations at kiosk.

This is an added layers of Fall prevention, on top of our current workflow.