Homecare Safety Virtual Quality Improvement Collaboratives

Wayne Miller, Maaike Asselbergs, Jeanne Bank, Mike Cass, Virginia Flintoft and Nadine Henningsen

### Appendix 1: Wave 1 Collaborative Goals and Outcomes

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<th>Organization</th>
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| Canadian Red Cross – Cornwall  | Reducing the incidence of falls to 0 and reducing the number of interRAI fall-related triggered CAPs by 10% for a target population of 5 high-risk fallers by March 2016 | • Improved staff education/training  
• Identification of 6 high-risk fallers as a target group  
• Develop a tool/survey for client engagement  
• Engage clients directly for feedback | • 100% of interRAI CHA assessors attended refresher education  
• 100% of interRAI CHAs completed  
• Overreached goal of percentage “at-risk” clients due for an interRAI assessment being engaged in CAPs (tools)  
• Reduced falls in target population from 3 to 0 between November and March |
| Saint Elizabeth Healthcare     | To reduce incidence of falls by 25% from current baseline by March 2016 | • Increase fall prevention knowledge in personal support worker team | • Decreased number of falls from 11 to 0 in the 5-month time frame  
• Reduced number of triggered CAPs in 3 out of 5 of clients identified as high-risk fallers |
| VHA Home HealthCare            | Reduce the incidence of falls by 25% in all adult clients newly admitted to personal support services in the Central CCAC by March 2016 | • Increase the number of fall assessments completed  
• Obtain insight from clients on tools | • The VHA team reached a 25% reduction in falls in all new adult clients and identified significant systemic areas for focused improvement  
• Spread of the change strategy from two pilot supervisors to all 23 care team supervisors |
| Winnipeg Regional Health       | Reduce the rate of falls on 1 volunteer community homecare area by 5% (from 1,000 falls/quarter to 950 falls/quarter) | • Large-scale nursing voice-over presentation to enhance education  
• Use a homecare advisory council for client feedback on fall prevention/awareness resources  
• Focus on staff education resources (e.g., drugs and risk of falling)  
• Use fall prevention audit tool | • A decrease of over 10% in the rate of falls at one volunteer community homecare area in a 4-month period |
| Eastern Health Authority       | Fact-finding and conduct an audit to determine a baseline             | •                                                                                  | • Significant progress was made in understanding a baseline state and root causes |

CAPs = clinical assessment protocols; CCAC = Community Care Access Centre; CHA = community health assessment.