

## **IMPLEMENTATION OF FALLS PREVENTION AND BONE HEALTH INTEGRATED CARE PATHWAY**

### **PROPOSAL FOR PILOT SITES/Early adopters PLANNING TO IMPLEMENT**

**Final draft**

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## **Proposal for Pilot Site(s) to enable Implementation of an Integrated Care Pathway for Falls Prevention and Bone Health**

The aim of this proposal is to assist the pilot site(s) to take a structured approach towards implementing an Integrated Care Pathway for Falls Prevention and Bone Health amongst older persons aged 65 years and older within your organisation/area. It clarifies key elements of any such pathway and identifies key resources needed to make it happen. Pilot site(s) should commit to the actions and responsibilities as outlined below in rolling out such an integrated care pathway within their respective and associates organisation(s)/areas.

<b>Responsibilities of Pilot Site</b>	<b>Approximate Time Frame</b>	<b>How to demonstrate compliance</b>	<b>Supports available</b>
<b>A: Preparation/Leadership</b>			
(1) Ensure Senior Management level commitment to implementing the Falls and Bone Health ICP (hereafter known as Falls ICP)	Month 2013	Sign off to Expression of Interest and Organisational Readiness Proposal and Checklist by CEO/General Manager/Service Manager (other Key Authorising Person)	Ensure completion of the survey monkey audit tool below by key MDT members to help identify key resources needed to implement a Falls ICP  <a href="http://www.surveymonkey.com/s/auditsurveyfallsBH13">http://www.surveymonkey.com/s/auditsurveyfallsBH13</a>
(2) Nominate lead(s) in pilot site who will be responsible for leading on falls and bone health project.  Note: These can be leads operating at	Month 2013	<ul style="list-style-type: none"> <li>Name leads for Falls and Bone Health project within the site/area</li> <li>Publicise who are the leads for Falls and Bone Health project within the pilot site.</li> </ul>	Criteria for leads includes but not confined to: competency in falls and bone health issues,

senior clinician level with existing responsibilities for falls and bone health issues and/or clinical governance and /or risk management and /or quality and patient safety.		<ul style="list-style-type: none"> <li>Project lead will liaise with National Project Co-ordinators and Regional Implementation Team</li> </ul>	sufficient authority and credibility to effect change, excellent communications and interpersonal skills, keen understanding of quality and patient safety issues.
(3) Set up internal Falls and Bone Health Committee to oversee the strategic running and outcomes of the project.	Q? 2013	<ul style="list-style-type: none"> <li>This committee may be established as a sub committee of any existing grouping or alternative as appropriate.</li> <li>Establish terms of reference for this committee to ensure the project is adequately governed and resourced.</li> <li>Falls and Bone Health Committee will be familiar with the National Strategy to prevent falls and fractures in Ireland's Ageing Population (2008) (hereafter know as the National Strategy)  <a href="http://www.hse.ie/eng/services/Publications/services/olderpeople/Strategy_to_Prevent_Falls_and_Fractures_in_Ireland%E2%80%99s_Ageing_Population.html">http://www.hse.ie/eng/services/Publications/services/olderpeople/Strategy_to_Prevent_Falls_and_Fractures_in_Ireland%E2%80%99s_Ageing_Population.html</a>  and Specialist Geriatric Services Model, Part 1 (2012)  <a href="http://www.hse.ie/eng/about/Who/clinical/natclinprog/MocProg.html">http://www.hse.ie/eng/about/Who/clinical/natclinprog/MocProg.html</a> </li> </ul>	Provide guidance document and toolkit. (See Proposed NCEC Guiding Framework/ Clinical Guidelines to prevent falls and fractures in Ireland's ageing population Section 8.0 Implementation Plan, p.17)

(4)Ensure consumer participation/involvement on this committee if possible	Q? 2013	<ul style="list-style-type: none"> <li>A patient representative should be sitting/included on the Falls and Bone Health Committee.</li> </ul>	With the assistance of HSE Advocacy consider sourcing from within Active Retirement Groups/ Age Action Ireland etc
Responsibilities of Pilot Site(s)	Approximate Time Frame	How to demonstrate compliance	Supports available
<b>B: Local Policy</b>			
<p>(1) Review and strengthen/align existing local/internal policies to ensure that they conform to <i>National Strategy and Guidelines</i> and are embedded within your quality, patient safety, risk management and clinical governance processes</p> <p><b>Example:</b> Should be incorporated into existing Quality and Patient Safety related policies such as Clinical Governance, Incident Reporting, Serious/Critical Incident Management, Complaints procedure, Service Improvement</p>	Q? 2013	<ul style="list-style-type: none"> <li>Review any existing <i>stand alone</i> or integrated policies on falls and bone health to ensure alignment with <i>National Strategy and Guidelines</i> document.</li> <li>Identify how Falls Prevention and Bone Health is embedded within existing Service Improvement, Quality and Patient Safety related policies such as Clinical Governance, Incident Reporting, Serious/Critical Incident Management, Complaints procedure especially when operating across multiple settings/specialties.</li> </ul>	Ensure local internal policies on Falls Prevention and Bone Health is available for managers/function leads to support an integrated care pathway that is person centered.

Responsibilities of Pilot Site(s)	Approximate Time Frame	How to demonstrate compliance	Supports available
<b>(C)Support for staff and service users</b>			
(1)Identify resources within pilot site which will enable staff to implement an integrated care pathway for falls prevention and bone health.	Q? 2013	<ul style="list-style-type: none"> <li>Provide list of resources and names of identified lead/support staff if applicable. (Support staff should be sufficiently authorised and resourced)</li> </ul>	Falls and Bone Health Lead, committee members and other resources as appropriate
(2)Identify key contact personnel who will provide direct liaison with the patient/next of kin in the event of an adverse event/complaint	Q? 2013	<ul style="list-style-type: none"> <li>Names of key contact staff</li> <li>Share written commitment of the organisation to implement Falls and Bone Health Project.</li> </ul>	Ensure two way communications to Service User Advocacy Services or alternate locally and nationally
(3) Ensure Patient Advocacy Groups operating within the organisation e.g. Patient Focus/CAIRDE are informed of the Falls Prevention and Bone Health pilot	Throughout project lifespan at minimum	<ul style="list-style-type: none"> <li>Invite members of these organisations to select a representative to sit on Falls and Bone Health Committee</li> <li>Provide information and include these groups in promotional/educational activities.</li> </ul>	

Responsibilities of Pilot Site(s)	Approximate Time Frame	How to demonstrate compliance	Supports available
<b>D: Training &amp; Education</b>			
(1) Identify personnel for may need falls and bone health training/education updates	Q? 2013	<ul style="list-style-type: none"> <li>Local Lead to help determine education and training needs related to falls and bone health</li> <li>Arrange training dates and/or other delivery modes (Liaise with National Project co-ordinators to support)</li> <li>Organise rooms/logistics for whatever delivery modes deemed most suited to training needs identified e.g. staff release, training resources. (Liaise with National Project co-ordinators to support)</li> </ul>	<p>National Education and Training work Stream to develop/source key resources and arrange for appropriate dissemination.</p> <p>Key personnel within organisations will be sourced to support delivery of any such programmes.</p>
Align existing training programmes to incorporate falls and bone health guidance.	Q? 2013	<ul style="list-style-type: none"> <li>Revise induction/awareness programmes to incorporate falls and bone health training/education updates for all staff groups as appropriate</li> <li>When revising staff and or service user handbooks, induction/awareness checklists, complaints procedures, quality and patient safety materials incorporate falls and bone health training/education updates. Addendums may be required initially.</li> </ul>	<p>Site/area responsibility</p> <p>Site/area responsibility</p>
(2) Falls & bone health training/education is made		<ul style="list-style-type: none"> <li>Incorporate falls and bone health project information into Corporate Induction Training packages locally as</li> </ul>	Site/area responsibility

available to All named persons identified by site/area as needing updates.		<p>appropriate.</p> <ul style="list-style-type: none"> <li>All named persons identified as needing falls &amp; bone health training/education updates are given adequate notice of same and the time to complete within a reasonable timeframe.</li> </ul>	<p>Site/area responsibility to ensure staff attendance.</p> <p>Local project lead in collaboration with National Co-ordinators will evaluate training days/resources to ensure “fitness for purpose”</p>
<b>Responsibilities of Pilot Site(s)</b>	<b>Approximate Time Frame</b>	<b>How to demonstrate compliance</b>	<b>Supports available</b>
<b>E: Visibility</b>			



Raise awareness and understanding amongst staff, service users and the public of the key elements of an integrated care pathway for falls prevention and bone health and how it is being implemented in your organisation and its associates by making information visible and appropriate to all.	Throughout project lifecycle and there after	<ul style="list-style-type: none"> <li>Promote awareness of falls and bone health issues among staff via team meetings, intranet, special interest meetings, governance meetings, quality and risk committees etc (any suitable existing fora)</li> <li>Include in staff induction programmes (local and Corporate)</li> <li>Ongoing training of key individuals involved in discussions/promotion the delivery of falls and bone health services.</li> <li>Links with local training institutions? Royal Colleges, C.N.M.E etc</li> <li>Encourage use of e Learning tool (when developed)</li> <li>Include in promotional materials PILS, Websites, and posters.</li> <li>All staff to sign off on internal policies which incorporate falls prevention and bone health issues.</li> </ul>	Provide e learning package (Later)  Provide toolkit  Update online supports  HSE Land
<b>Responsibilities of Pilot Site(s)</b>	<b>Approximate Time Frame</b>	<b>How to demonstrate compliance</b>	<b>Supports available</b>
<b>F. Audit and Evaluation</b>			
Ongoing Audit of the falls and bone health systems and processes.	Ongoing	<ul style="list-style-type: none"> <li>Include audit of falls and bone health systems and processes as part of ongoing internal audit processes.</li> </ul>	Provide sample audit tools

<p>Suggested areas to audit as follows:</p> <ul style="list-style-type: none"> <li>• The Patient experience of the falls and bone health process</li> <li>• Staff experience of the falls and bone health process</li> <li>• Management of falls and bone health systems and processes.</li> </ul> <p>Following the implementation of the pilot falls and bone health system and processes consider repeating the organisational audit alongside a clinical audit modelled on the RCP UK audit programme in place since 2005.</p> <p><a href="http://www.rcplondon.ac.uk/resource/s/national-audit-falls-and-bone-health-older-people">http://www.rcplondon.ac.uk/resource/s/national-audit-falls-and-bone-health-older-people</a></p>		<ul style="list-style-type: none"> <li>• Co-operation with survey monkey audit(s) and evaluation tools and manage as per required methodology e.g. facilitation of staff interviews, questionnaires etc.</li> </ul>	<p>Local project administration/clinical support in collaboration with National Co-ordinators</p> <p>.</p>
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The management at the site/unit..... agree to pilot a structured approach towards implementing an Integrated Care Pathway for Falls Prevention and Bone Health amongst older persons aged 65 years and older. Any learnings from implementing such a project will be shared internally within a continuous improvement framework and aggregated anonymously with other pilot sites for sharing nationally so as to facilitate an effective and sustainable roll out of this project nationally.

Proposal agreed and signed by: \_\_\_\_\_

Date:

.....

**Insert Name**  
**Chief Executive Officer/ General Manager**  
**/Service Manager/ Area Manager (Key authorising persons)**

## Organisation Readiness Checklist

to support

### Implementation of a Falls and Bone Health Integrated Care Pathway (ICP)

<b>Section A: Leadership and Governance</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>	<b>Review date</b>
Is there Senior Management level commitment to implementing the Falls and Bone Health ICP (hereafter known as Falls ICP)				
Is this evident to staff working in the service?				
Have leads in Falls ICP been identified?				
Are these leads working at senior clinician/administrative levels?				
Are staff aware of who these leads are?				
Are appropriate resources allocated to the Falls ICP?				
Does the service provide information to members of the public in relation to their commitment to Falls Prevention and Bone Health.				
<b>Section B: Falls and Bone Health Committee</b>				
Has a Committee been established or is falls a standing agenda item for an existing committee?				
Does this committee have a patient representative or receive input from patient representative groups?				

<b>Section B: Falls and Bone Health Committee /cont...</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>	<b>Review date</b>
Are the terms of reference and membership of this committee clearly defined and communicated?				
Do staff and management understand the function of the committee?				
Does the committee include senior clinical representation from across the organisation/various settings?				
<b>Section C: Local Policy</b>				
Does your service have a policy on falls and bone health?				
Has this policy been communicated to all relevant staff?				
Does the policy align with and direct other operational policies and the organisation's strategic objectives.				
<b>Section D: Support for Service Users</b>				
Has your service identified the supports that are available for service users to access and improve their experiences respectively of the Falls ICP				
Has your service identified key contact personnel at the various stages of care who will provide direct liaison with the service user to experience the falls ICP.				
Has your service identified the Patient Advocacy Groups which are currently operating within your organisation? If yes, are the members of these groups aware of the Falls ICP.				

<b>Section E: Support for Staff</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>	<b>Review date</b>
Has your service identified the supports which are available to enable staff who are delivering the Falls ICP.				
Are there nominated key contact personnel within your organisation to support staff delivery of the falls ICP?				
Are staff aware of who these people are and how to access them?				
Are staff trained adequately to provide this service?				
Are there opportunities to discuss regularly with the multidisciplinary team at ward/unit level adverse events and/or challenges to service delivery?				
<b>Section F: Training and Education</b>				
Do your staff have access to relevant training updates?				
Are your identified leads competent to support the delivery of the falls ICP.				
Is the Falls ICP project included in staff induction/orientation programmes and staff handbooks?				
Are falls and bone health cases discussed at relevant staff meetings, grand rounds, peer support groups etc?				

<b>Section G: Visibility</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>	<b>Review date</b>
Does your organisation promote falls prevention and bone health for older persons? Is information communicated among staff via newsletters, team meetings, intranet, special interest meetings, governance meetings, quality and risk committees or any suitable existing forums.				
Does your organisation include information on falls reduction and bone health in promotional materials e.g. patient information leaflets?				
<b>Section H: Audit</b>				
Are there appropriate monitoring and audit processes in place in relation to measuring and evaluating the falls ICP within the organisation?				
Does your service measure itself against relevant organisational and clinical Standards which relate to the falls ICP and communicating with patients and their families following an adverse event?				