



# Tips to Enhance Patient Safety in the Home and Community Settings

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# OBJECTIVES

Following this presentation, participants will be able to:

1

- Describe the current scope of safety related issues and challenges in Home & Community settings.

2

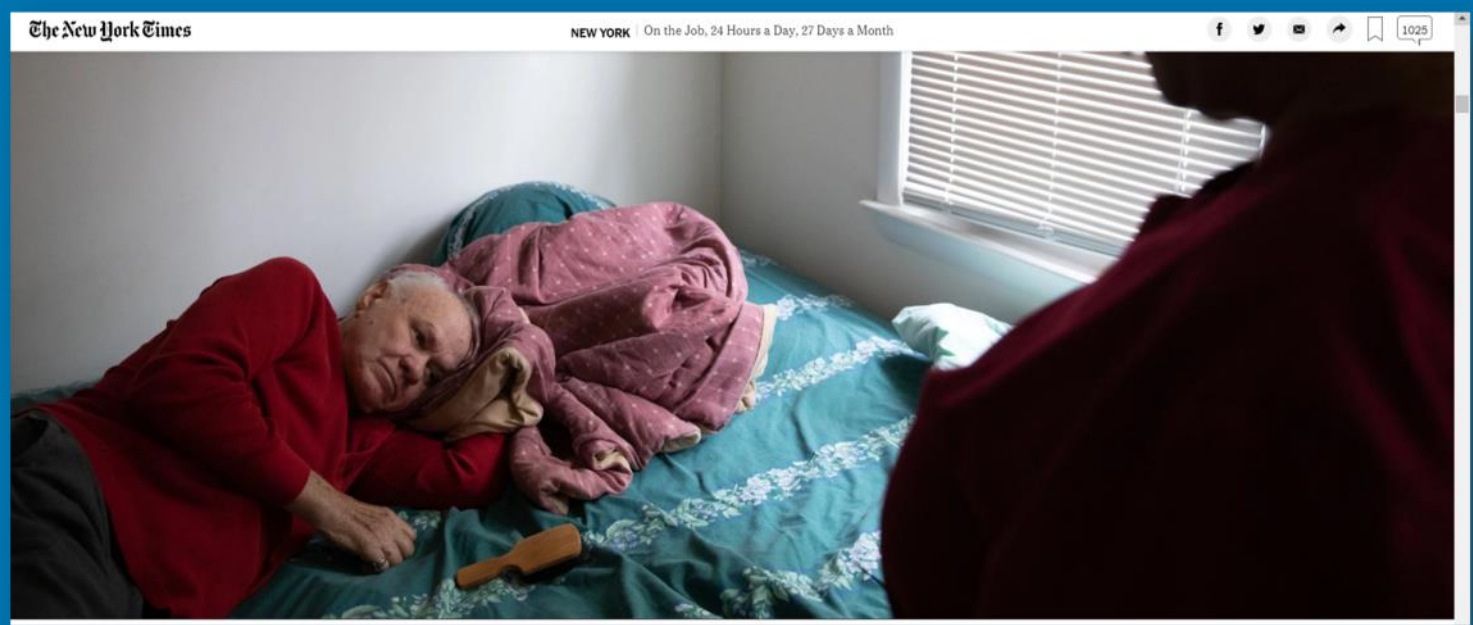
- Define the key areas that can be addressed to create a safe space for patients, families and staff in home and community settings.

3

- Define key practical strategies that can be implemented to reduce the risks and challenges in Home & Community settings.

**Speaker Has No Conflicts to Declare**

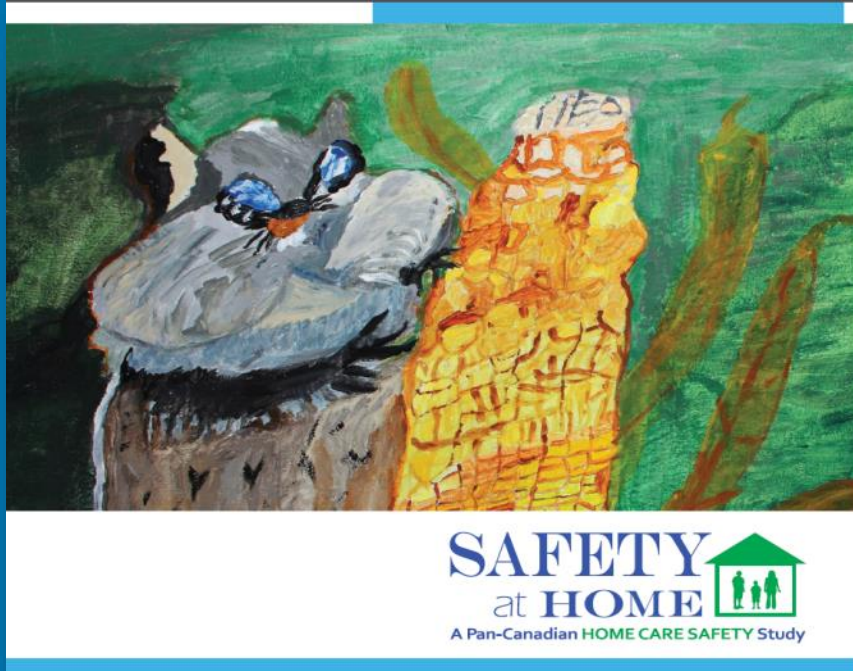
# INTRODUCTION




- Elder-boomers living longer and seeking to “age in place” rather than in institutions have created a demographic explosion.
- 150 percent increase in home care workers in the last decade
- Nationwide, hundreds of thousands of ailing people entitled to Medicaid-funded home care are on waiting lists.

Source: <https://www.nytimes.com/2019/09/02/nyregion/home-health-aide.html>

# ISSUES



Source: Safety at Home: A Pan-Canadian Home Care Study  
available as a free download from:  
[www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)



**News Release**

June 26, 2013

**10 – 13% of home care clients experience an adverse event on an annual basis.**

*First of its kind study examines safety in the home care sector, points to solutions and offers tools and resources to support changes.*

**Edmonton, Canada** – Over one million Canadians receive healthcare services in the home, and as the demand for home care increases with the aging population, there is a greater need to ensure safe delivery of home care in the home setting. Today's release of *Safety at Home: A Pan-Canadian Home Care Study* is the first of its kind that examines adverse events in the home and makes recommendations on how to make home care safer.

In two papers to be published in BMC Health Services Research and BMJ Quality and Safety, Lead researchers, Dr. Diane Doran, University of Toronto, and Dr. Régis Blais, Université de Montréal, report the findings of their study which examined administrative databases and reviewed charts across the country. This review showed the annual rate of adverse events for individuals receiving home care was 10 – 13 per cent. Extrapolated, this percentage would

Blais R, Sears NA, Doran D, Baker GR, Macdonald M, Mitchell L, Thalès S. Assessing adverse events among home care clients in three Canadian provinces using chart review. *BMJ Qual Saf.* 2013 Dec;22(12):989-97

# SCOPE

## Challenges

- Care provided outside the controlled environment of the health care system
- Issues with communication and care coordination/transitions of care
- Need to balance autonomy & risk
- Patient/Caregiver limited health literacy
- Staff safety
- Poor standardization of processes, equipment and packaging of medication

## Harm Risks (Adverse Events)

- Falls
- Infection (Catheter associated UTI, other)
- Poor nutrition
- Medication errors/adverse events
- Pressure Injuries
- Injuries (equipment/technology related)
- Potential for abuse/neglect



# KEY INTERVENTIONS



Assessment to  
Initiate safe care

Care Delivery:  
Maintain Safe Space  
for Patients

Transition/Discharge  
to Other Community  
Based Services

## Supporting Infrastructures

Patient & Family Engagement & Experience  
Safety and Wellbeing of Home Care Staff

**Note:** Accreditation (JCI, ACHS, Accreditation Canada)  
& Regulatory Standards can provide an effective framework

Source: Modified from <https://www.elevatinghome.org/initiatesafecare>

# KEY INTERVENTIONS



## Assessment

Goal: Initiate Safe Care

### Focus Areas:

- Timely Admissions
- Standardized, evidence-based assessment tools
- Risk Assessment (e.g. fire safety, fall hazards, unsanitary conditions),
- Medication Reconciliation
- Output: Collaborative Care Plan

What do you see when you walk into the home?



Source: Safety at Home: A Pan-Canadian Home Care Study available as a free download from: [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)

# KEY INTERVENTIONS



## Care Delivery

Goal: Maximize function & achieve best outcomes

## Focus Areas:

- Engage patient/family
- Tailor intensity of visits & interventions to the risk level
  - Education, Falls, Skin, Meds, Condition ▲
- Use available best practice guidelines

## Sample Resources: Safer Healthcare Now!

### Bedroom

	Yes	No
1 Are you able to turn on a light easily before you get out of bed?	<input type="checkbox"/>	<input type="checkbox"/>
2 Can you easily get in and out of your bed?	<input type="checkbox"/>	<input type="checkbox"/>
3 Do you have a telephone next to your bed?	<input type="checkbox"/>	<input type="checkbox"/>
4 Is there a clear, well-lit path from the bedroom to the bathroom?	<input type="checkbox"/>	<input type="checkbox"/>
5 If you use a walking aid, can you reach your aid easily before you get out of bed?	<input type="checkbox"/>	<input type="checkbox"/>

### Safety Tips

- Have a lamp or light switch within reach of your bed. Nightlights or a flashlight will light your way from the bedroom to the bathroom.
- Keep floors free of clutter in the bedroom to allow easy access to bedroom closets and dressers.
- Remove all loose carpets and mats and make sure floor surfaces are not slippery.
- Keep a telephone on the bedside table and make sure the phone cord is away from pathways.
- Remove or secure all loose cords.
- Ensure your eyeglasses are easy to reach if you wear them.
- A firm mattress provides support and makes it easier to get in and out of bed. Your bed should be at a good height (average 22") so you can get in and out of it easily.
- Get out of bed slowly – sit up before you stand up to prevent dizziness.
- If you are having difficulty getting in or out of your bed, speak with your health provider.
- Make sure the items in your closet are easy to reach.
- Install a smoke alarm to alert you to danger.

### Home Care tools based on SHN interventions

#### Medication Safety



#### Infection Prevention



#### Falls



#### Hand Hygiene



Source - Pics: Presentation Doran et al and [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca)



# KEY INTERVENTIONS



## Discharge/Transition

Goal: (1) Prevent readmissions & (2) Safe Discharge Plan

### Key Focus Areas:

- Follow-up Care Established at Discharge
- Patients/ caregiver: "Who to contact post discharge"
- Telephone Follow-Up
- Appropriate referrals

## AHRQ: Sample Guide for Safe Patient Transitions



Source: <https://www.ahrq.gov/hai/tools/ambulatory-care/safe-transitions.html>

# KEY INTERVENTIONS



## Supporting Infrastructure I

Goal: Effectively Engage Patients/Family

### Focus Areas:

- Health Literacy/ Use Plain Language
- Patient Self-Management Education
- Patient Experience
- Target patients' priority issues
- Use available best practice guidelines

## Health literacy & Patient Safety: Help patients understand



Source: [www.amafoundation.org/go/healthliteracy](http://www.amafoundation.org/go/healthliteracy) -

[https://youtu.be/cGtTZ\\_vxjyA](https://youtu.be/cGtTZ_vxjyA)

<https://www.youtube.com/watch?v=ubPkdpGHWAQ>

# KEY INTERVENTIONS



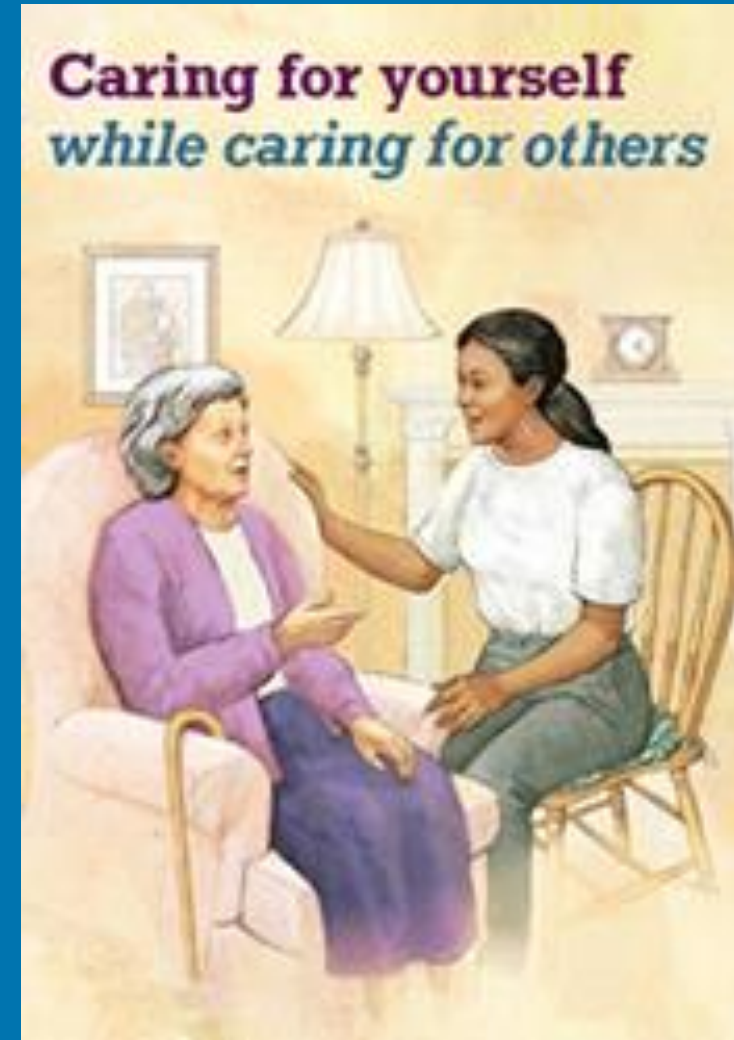
Sample Resources: National Institute for Occupational Safety and Health (NIOSH)

## Supporting Infrastructure II

Goal: Maintain safety and wellbeing of staff

### Key Focus Areas:

- Staff Orientation & Training
  - a. Muscle and bone injuries, and strain.
  - b. Exposure risks.
  - c. Emotional and mental stress.
  - d. Emergency and personal safety
  - e. Violence to home healthcare workers
  - f. Speak up & Report Concerns
  - g. Use available best practice guidelines



Source : <https://www.cdc.gov/niosh/docs/2015-102/default.html>  
<https://www.cdc.gov/niosh/docs/2010-125/pdfs/2010-125.pdf>

# CONCLUSION

## Scope of Safety Issues & Challenges

- Growing need for home care & community services
  - Aging Population
  - Increased incidence of chronic disease
  - Care provided outside the controlled environment of the health care system

## Create Safe Space Patients & Staff

## Implementation: Key Practical Strategies



# Tips to Enhance Patient Safety in the Home and Community Settings

## Contact Information

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