

PRESSURE ULCERS

This poster outlines the key steps in your pressure ulcers Quality Improvement plan. The poster is designed as a flexible worksheet that can support the needs of your long-term care home. Key measures and ideas that have been proven effective in many LTC settings have been included; they may be used directly or adapted to suit your LTC home needs. Indicate which measures/ideas you have chosen by checking the appropriate boxes and add other relevant items in the spaces provided.

TEAM

Quality improvement is a team effort.

Assemble a team that includes members from nursing and allied health along with a Personal Support Worker and a manager. Include a resident or family member if appropriate. Include someone with training in quality improvement facilitation, so they can support you on your journey.

Your team will:

- ❖ Gather baseline measures;
- ❖ Conduct small-scale tests of change using PDSA – “Think BIG, test SMALL”;
- ❖ Study outcomes of changes before planning next action steps;
- ❖ Help successful changes become standard practices and lessons learned.

AIM

It is important to be very clear about the aim you are trying to achieve.

Consider your current circumstances, and how you would like to improve them. Specify a level of improvement that will add value to residents. Commit to achieving this improvement within a timeframe that will stretch your capability.

Your aim pinpoints your destination and establishes a schedule for getting there.

Example: The AIM of the (your LTC home) is to reduce by 50% the number of residents who have any pressure ulcers (from a baseline of _____ to _____ per month) by (date).

MEASURES

Improvements must be measured: the changes that are occurring in your home must be tracked, and their impact on quality improvement must be assessed.

Your measures are your signposts. Measure actual outcomes, or results. Also, measure the processes that have been put in place to achieve these results, and any steps that have been taken to balance or mitigate the impact of changes.

The most relevant outcome, process and balancing measures are outlined below. Choose the measures you will use or adapt and add other relevant measures.

Outcome Measures

- Percentage of residents with Stage 1 to 4 pressure ulcers in the previous month
- Percentage of residents with a new ulcer in the current month of reporting compared to the previous month of reporting (RAI-MDS Stages 2-4)
- Percentage of residents who had a Stage 1, 2 or 3 pressure ulcer in the previous month of reporting that got worse in the current month of reporting

your measures

Process Measures

- Percentage of new residents admitted in the previous month for whom a pressure ulcer risk assessment was completed on admission
- Percentage of high-risk residents who have risk level and interventions documented in their plan of care in the previous month
- Percentage of high-risk residents who received weekly high-risk rounds by a multidisciplinary team in the previous week

your measures

Balancing Measures

- Percentage of residents who are frequently incontinent* of urine, measured quarterly

your measures

*Definition (RAI-MDS): “frequently incontinent” episodes occur daily, but some control is present (e.g. on day shift). Exclude residents who are comatose or have an indwelling catheter.

Organizational Practice Change Concepts

Additional change ideas can be developed for your long-term care home by considering the following Organizational Practice Change Concepts. Each represents a particular way of looking at your organization to identify opportunities for change. Think of the Change Concepts listed below as “idea starters” that help you think about how the current situation can be improved. Some examples of ideas from successful long-term care homes have also been included on the far right of the table below; write your own in the space provided.

| Change Concept | Definition | Your Change Ideas |
|----------------------------------|--|--|
| Recognition and Assessment | Apply risk assessment protocols to assess each resident upon admission, change in status and at regular intervals. | Example: ❖ Evaluate the at-risk resident for pressure ulcers using tools such as RAI MDS (PURS) and Braden Scale. your ideas here |
| Education and Engagement | Educate residents and families about risks and prevention strategies. Implement staff education and training as required to support the required changes. | Example: ❖ Engage residents and families through dialogue and resources about risk strategies. your ideas here |
| Care Planning and Documentation | Prepare an individualized Plan of Care for each resident based on best-practice evidence and assessed risk. Implement communication and training activities to support care planning. | Example: ❖ Include positioning aids and pressure relieving mattresses and pads. your ideas here |
| Improve Work Flow | Workflow is about the movement of a service or product within the system from the beginning to the resident. If you have a good workflow, jobs get done quickly, and move seamlessly from person to person as each stage is completed. | Example: ❖ Incorporate daily skin observations and reporting of changes into tasks such as morning dressing, bathing and changing incontinence products. your ideas here |
| Develop Routine Practices | Developing work routines is about finding the most effective, repeatable and safest way to complete a task in order to achieve the results desired by the patient or resident. | Example: ❖ Implement toileting routine and repositioning to prevent incontinence. your ideas here |
| Design Systems to Avoid Mistakes | Designing systems to avoid mistakes, which can also be called error-proofing, is about designing your system so it is either impossible to commit an error, or any error that is made is obvious and can be fixed. | Example: ❖ Routine checks for risk factors such as seating, immobility your ideas here |

High Leverage Best-Practice Change Ideas

The following change ideas represent a selection of clinical best practices with demonstrated widespread success in long-term care homes. Be sure to consult the Clinical and Organizational Change Concepts and Ideas summary chart and www.residentsfirst.ca for a more thorough listing of clinical best practices that may be relevant to your home. Choose the ones that are most appropriate in your situation.

- Early identification of Stage 1 pressure ulcers
- No restraints
- No shearing force
- Pressure relieving mattresses
- Pressure relieving padding
- Regular turning for high-risk residents
- Standardized treatment for each stage
- Toilet routine to avoid incontinence

Think about *how* these change ideas become established as activities that are applied consistently. Identify which organizational changes (see Organizational Practice Change Concepts) might need to be introduced to support the clinical processes you choose to implement.