

State of the Health Network Address - Video

Dr. Nester says we're off to a strong financial start in FY19.

RetireFIT Statements Coming to You

Use it to keep your financial future on track.

Friends of Nursing Nominations Being Accepted

Nominate a colleague before Dec. 7.

ExpressPASS Now Available to LVPG

It gives patients an appointment at ExpressCARE.

LVH-Muhlenberg Certified a Primary Stroke Center

The Joint Commission has no findings during the survey.

Joe Rittle Shoots for Excellence - Video

That's what makes this Ambassador #LVHNProud.

Visit New York City on Nov. 24

Cost of Rec Committee trip is \$30 per person.

Get Harlem Globetrotters Tickets

Presale for this PPL Center event ends Oct. 2.

October Service Anniversary List

See who is celebrating a career milestone.

Spotlight on Evidence: Preventing Falls

See the results of implementing a Fall Agreement.

Colleague Flu
Shot Clinic
Schedule

[Learn More](#)



Service Stars
of the Month

[Learn More](#)



Get 76ers and
Phantoms
Tickets

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LVHN news

Tips for Buying Your Child a
Helmet

Improving Heart Attack
Survival for Cardiogenic
Shock

Shape Up for Fall

Strong Financial Start to FY19 Announced at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap

by [Rick Martuscelli](#) · September 26, 2018

What can we accomplish when 18,000 colleagues move forward together? What happens when we focus on the LVHN DNA? What is the strength of our health network as we begin a new fiscal year? LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, answered these questions and more during the State of the Health Network address. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

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Moving Forward Together



At the time of our last State of the Health Network in March, we were in the middle of a challenging fiscal year. Patient volumes were down and we were not meeting our financial goals. We had to take action to keep LVHN strong and move forward. We remained optimistic because the power of 18,000 colleagues moving forward

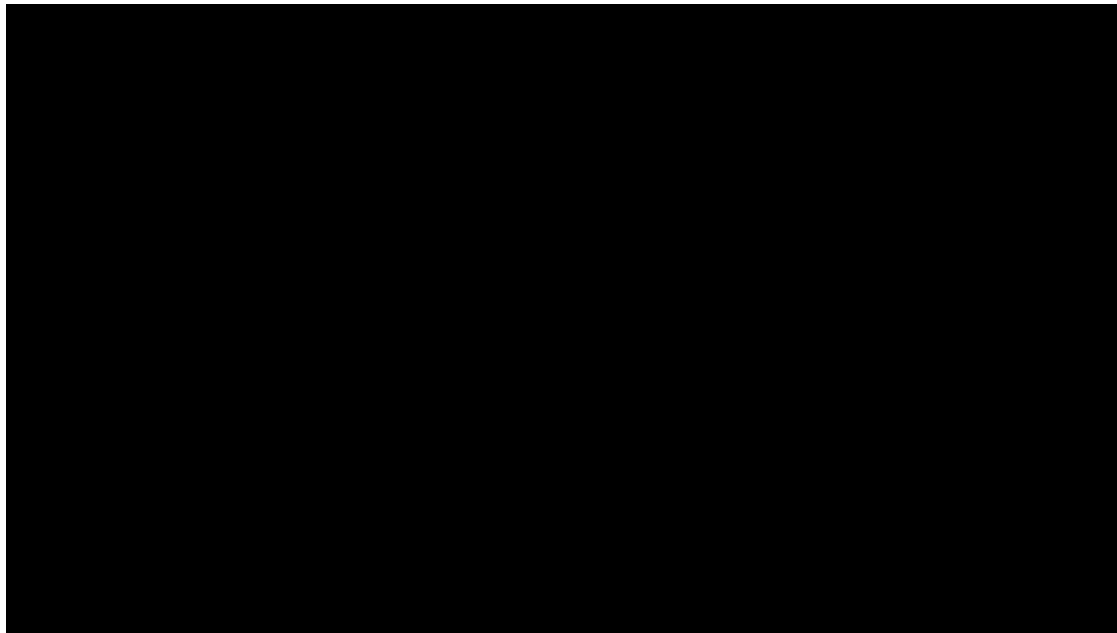
with the same mission and makeup are stronger than any forces we face. Your strength and your commitment to LVHN and our community have been very apparent. Thank you for being LVHN Proud.

Three Positions of Strength



During these challenging times, we came together as a team and focused on our three positions of strength: access, experience and value. That's the LVHN DNA. To enhance access, we worked hard to "just say yes" and implemented tactics to make it easier for patients to schedule appointments "today, tomorrow or the next day." We remained steadfast in our commitment to invest in new programs and services to ensure people have access to the care they need close to home. To enhance the patient and colleague experience, we renewed our commitment to PRIDE and made the PRIDE Promise. We took steps to renovate physical spaces so patients and families have the best possible experience when they're with us. To enhance value, we took steps to reduce expenses. We renegotiated contracts and maximized supply chain savings. We also took steps to maximize our reimbursements, and we continue to standardize clinical pathways to increase the quality of our care while bringing costs down. In this video, Dr. Nester talks about why it's important for us to continue to make investments in the LVHN DNA.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.



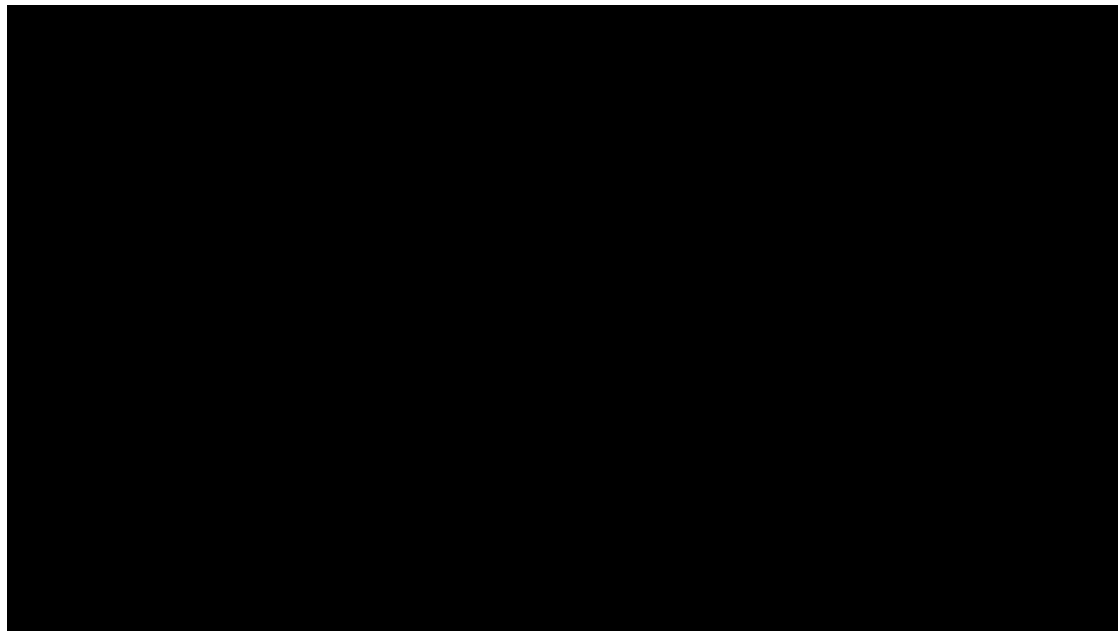
Strong Finish and Start



At the midpoint of fiscal year 2018, we had lost \$1.1 million. However, your skill, experience, dedication and hard work made the difference. In six months, we went from being in the red to having \$35.1 million left over after all the bills were paid.

July 2018Operating
income**\$9.7
million**Operating
margin**4.1%**

Your hard work is carrying over into fiscal year 2019 (FY19). In the first month of FY19, we achieved \$9.7 million in operating income. That's about \$6.3 million more than budget. That translates to a 4.1 percent operating margin, which far exceeds our budget of 1.4 percent. We're off to a fantastic start. In this video, Dr. Nester thanks you and explains why we're well positioned for the future.

**Enhancing Access to Care**

Access Goals

- Increase number of unique patients
- Increase number of patients at LVHN Institutes

Mobile Mammography Coach

ExpressPASS

Pediatric Video Visits

Access Coordinators

In FY19, we must continue to “just say yes” and see patients “today, tomorrow or the next day.” If we’re successful, we’ll achieve our two [network goals in FY19](#) related to access. Here are some of the many tactics we recently launched or will soon launch to make it even more convenient for patients to access LVHN services:

- In October, Lehigh Valley Cancer Institute will introduce our mobile mammography coach. We’re taking imaging on the road and bringing 3-D imaging technology right to where people work and live.
- We launched [ExpressPASS](#). When there are no available appointments for patients who call an LVPG practice for a same-day sick visit, injury care or physical, patients are offered an ExpressPASS, which allows patients to schedule a time to be seen at one of 10 ExpressCARE locations in the Lehigh Valley. When patients with an ExpressPASS arrive, they are quickly brought to a room for care.
- We now provide pediatric video visits. If you are the parent or guardian of a child age 3-17 and have proxy access to the child’s MyLVHN account, you can schedule a visit on behalf of your child. Then you and your child can see an LVHN health care provider right from the convenience and comfort of your home.
- Access Coordinators are a new role in LVPG. Their sole role is to “just say yes.” Access Coordinators make the impossible possible and get people access to the LVHN services they need. How do they do it? Access Coordinators know LVHN inside and out. They know where we provide all our

services, and they know who to contact to get people access to the care they need. LVPG now has 17 Access Coordinators that rotate to different practices. Access Coordinators work closely with our Patient Services Representatives (PSRs) to help schedule all appointments at checkout. PSRs are very busy performing multiple tasks (helping patients at checkout, answering telephones, verifying insurances and more). Access Coordinators link patients and families to the necessary touchpoints in the referral process to ensure health care services remain within LVHN throughout the continuum of care.

Providing a Better Colleague and Patient Experience

LEHIGH VALLEY HEALTH NETWORK

Experience Goals

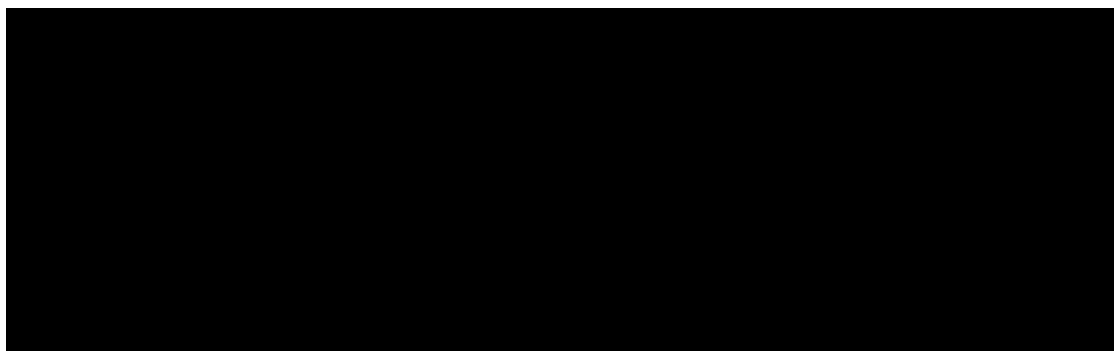
- Improve colleague engagement
- Improve the inpatient, LVPG and outpatient experience.

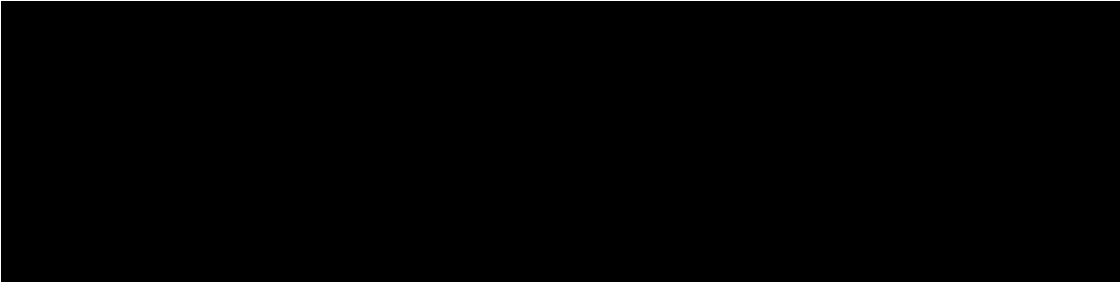
SSP
Bonus and Merit Increase

Colleague Ambassador Program

✓
Patient Satisfaction

Providing an outstanding patient experience begins with providing a great experience for you and all our colleagues. That's why we created a goal that's all about you. You are LVHN's most important asset. You make LVHN great. When you have a great work experience, you're at your best and you're driven to give our patients a top-notch health care experience. In this video, Dr. Nester explains our focus on the Quadruple Aim.





One way we provide a great colleague experience is by rewarding you for the amazing work you do. In October, eligible colleagues will receive a bonus and merit increase. You may be wondering why bonuses were awarded in a year in which we didn't achieve our financial goals. Our leaders support these rewards because:

- We did achieve an operating margin, albeit lower than budget.
- We hit the max level on six of nine health network goals.
- Rewarding colleagues helps us retain talent during a time when there is great competition for qualified health care professionals.

Another thing we did to create an even better work experience is start a [Colleague Ambassador Program](#). Our Ambassadors share news and information with colleagues and community members. They model PRIDE, and inspire and motivate colleagues. They gather and share colleague feedback with leaders. They advocate for our health network in social media using the hashtag #LVHNProud.

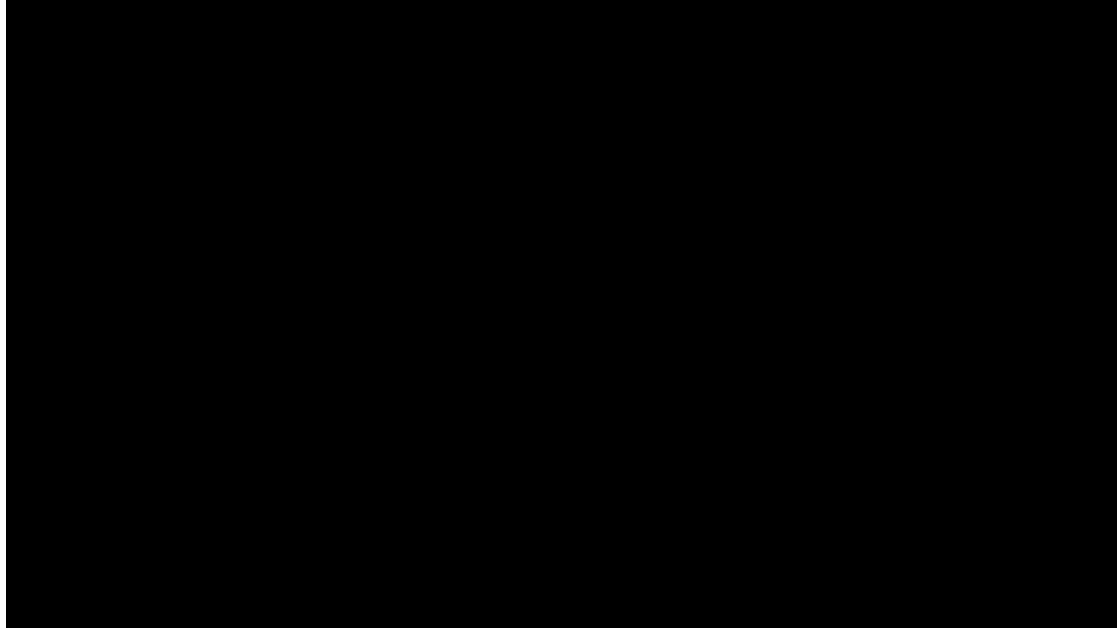
Creating Health Care Value



To provide health care value, we must relentlessly focus on enhancing quality and

lowering costs. When it comes to providing quality care, we excelled in FY18.

Examples include zero penalties from CMS, [recognition from Vizient](#) for quality and safety, and listing as one of [Becker's "100 Great Hospitals in America."](#) Our ability to provide quality care resulted in millions of dollars in incentives received from payers such as Highmark. Dr. Nester explains why insurers want their patients to come to LVHN for their care in this video.



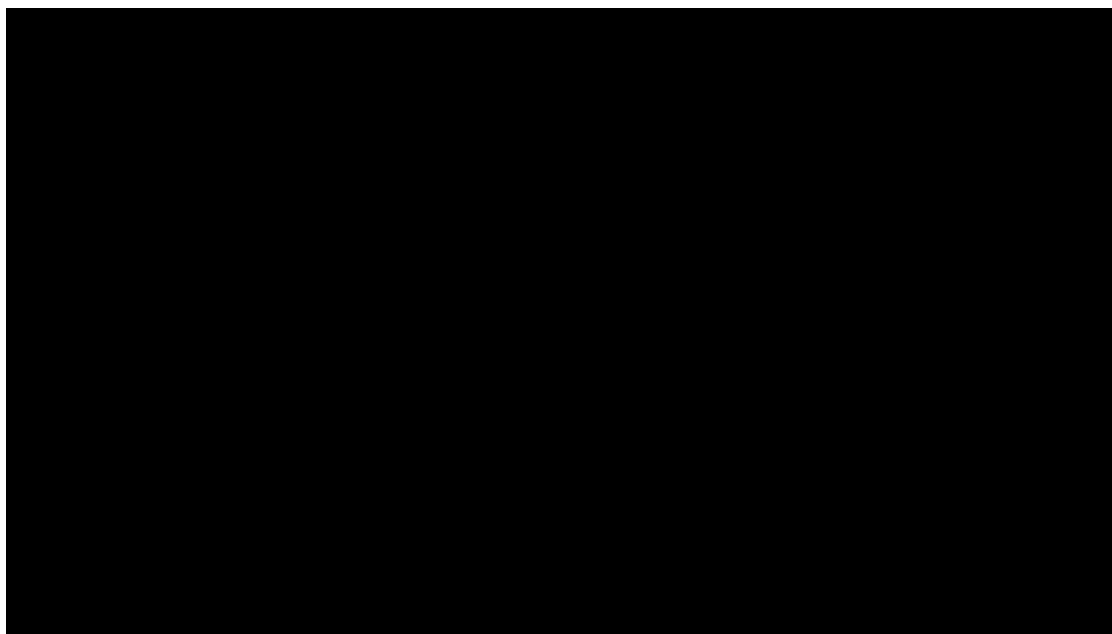
Redesigning LVHN and the way we deliver care will be our focus over the next several months. We must make care more affordable by continually finding ways to operate as efficiently as possible.

You Are 'Amazing. Everyday.'



We are off to a great start for three main reasons:

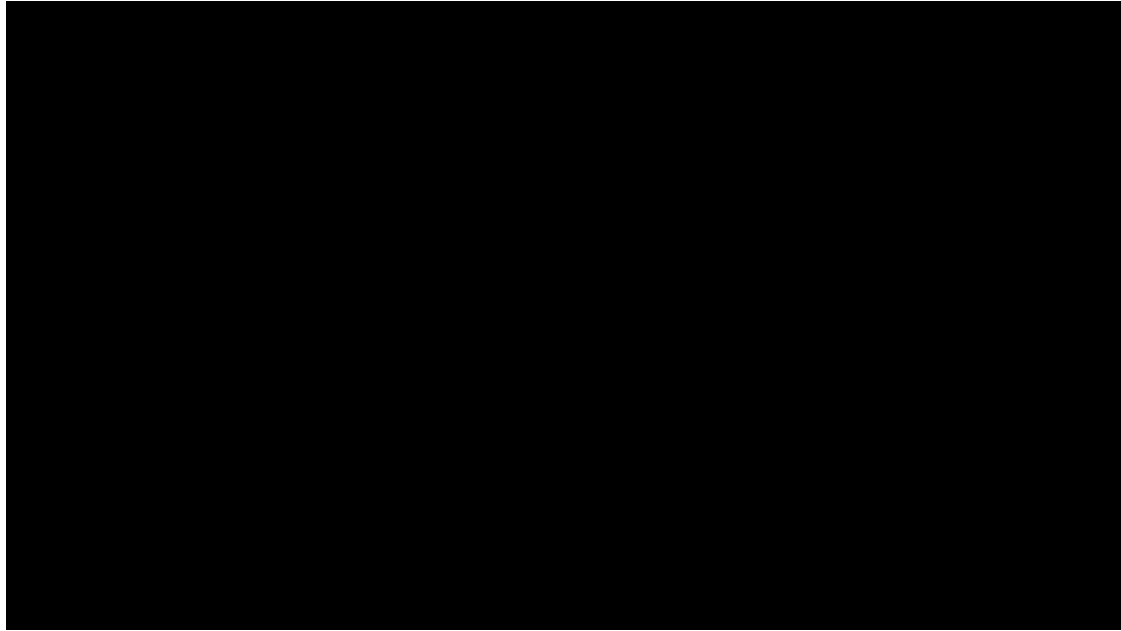
1. We continue to focus on the LVHN DNA: access, experience and value. Without question, we are focusing on the right things.
2. We continue to move forward together. There is nothing 18,000 colleagues working together cannot overcome.
3. You are “Amazing. Everyday,” which Dr. Nester emphasizes in this video.



Watch the entire presentation below.

The video below will only play in Google Chrome. If you are using Internet

Explorer, click [here](#) to watch.



Updated RetireFIT Statement Is Coming to You

by [Rick Martuscelli](#) · September 27, 2018

At LVHN, we are constantly striving to educate you on your benefits and provide additional tools that will help you improve your current and future well-being, including your financial well-being.

One resource tool we provide for colleagues under the LVHN Retirement Plans is called RetireFIT. RetireFIT provides you with a personalized analysis of where you stand in terms of your own retirement readiness and wealth building journey.

Colleagues who work in the Lehigh Valley will be receiving a new RetireFIT statement in your home mail very soon. It provides guidance on small changes you can make today to get on track for your financial future. RetireFit includes a personalized retirement analysis report to help you prepare for retirement by showing:

- Where you are today
- Where you want to be in the future based on estimated retirement income
- What steps you may need to take to get you closer to your retirement savings goals

Visit lvhhn.valic.com to make the recommended change or contact your VALIC Financial Advisor to learn how an improved savings strategy can help you meet your goals.



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Note for participants enrolled in Guided Portfolio Services (GPS) Portfolio Manager:

Portfolio Manager is the managed account option that automatically implements investment advice, provides ongoing portfolio monitoring and asset rebalancing, and updates your advice and retirement income forecast annually. As a result of you being enrolled in the GPS Portfolio Manager, you will not be receiving the RetireFIT statement.

2019 Friends of Nursing Award Nominations Now Being Accepted

by [Admin](#) · September 25, 2018

Nominations are now being accepted for 2019 Friends of Nursing Awards.

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- [View the 2019 nomination booklet](#), which lists all the awards and associated criteria.
- [Complete a 2019 nomination form](#).



Similar to the last few years, nominations this year are electronic. All nomination materials must be attached to the electronic nomination form and submitted at the same time. Attachments to the nomination form include: nomination letter by nominator, one letter of support and, for all individual nominees, a personal exemplar. Complete all the requested information on the nomination form and attach all required materials. Then press the "Submit" button. If you correctly

completed the nomination form, you will receive a “thank you” message.

If you receive a “server error” message, your nomination was incomplete or a document attached incorrectly. Incomplete nomination packets cannot be accepted, nor can individual emails or hard copies of single pieces of the nomination materials (e.g. one support letter or personal exemplar) be accepted.

The due date for nominations is Friday, Dec. 7, at 5 p.m.

Please consider nominating your Magnet® colleagues for these prestigious awards.

ExpressPASS Now Available to LVPG

by [Jenn Fisher](#) · September 24, 2018

Colleagues in primary care practices often have their hands full finding creative ways to make sure patients who need to be seen quickly get the care they need. However, sometimes the timing does not work out – until now. As of Sept. 1, patients who need to be seen for illnesses or minor injuries and cannot be seen by their usual LVPG or Medical Associates of the Lehigh Valley (MATLV) family medicine, internal medicine or pediatric practice can be scheduled into one of 10 ExpressCARE locations using ExpressPASS.



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ExpressPASS offers practices an option to help a patient who is requesting a visit for a minor illness or injury but the office has no additional capacity. With ExpressPASS, an appointment can be scheduled into a Lehigh Valley-area ExpressCARE for the patient.

When the patient arrives at ExpressCARE, they are seen as close to the appointment time as possible, taking precedence over others who came to ExpressCARE as walk-in patients. (Exception: ExpressPASS patients will need to wait if a critical or urgent care patient requires care.)

ExpressPASS FAQs

Who can schedule ExpressPASS?

Family medicine, internal medicine and pediatric practices of LVPG and MATLV can

schedule a patient to a specific ExpressCARE location and time (noted below).

Patients cannot schedule ExpressPASS on their own.

What types of visits are appropriate for ExpressPASS?

Same-day sick visit, injury care or a low complexity physical. This type of care is not appropriate for chronic disease management or blood pressure rechecks.

How far out can ExpressPASS be scheduled?

ExpressPASS appointments are only for time slots within 24 hours.

What ExpressCARE locations are offering ExpressPASS appointments?

Ten total ExpressCARE locations will see ExpressPASS patients. Three offer expanded weekend ExpressCARE appointments:

10 a.m., 1 p.m., 3 p.m. and 6 p.m. daily

- Whitehall
- Fogelsville
- Palmer

Seven other ExpressCARE locations offer weekday and weekend ExpressPASS appointments:

10 a.m., 1 p.m., 3 p.m. and 6 p.m., Monday–Friday

10 a.m. and 1 p.m., Saturday and Sunday

- Bangor
- Bethlehem Township
- Macungie
- Moselem Springs
- Muhlenberg
- Nazareth
- Richland Township

What happens at the ExpressCARE location?

Unlike typical ExpressCARE visits, which are walk-in, no appointment care, patients booked through ExpressPASS do have a scheduled time for their visit. They should be brought back first pending any critical patients. However if the patient is more than 15 minutes late for their ExpressPASS time, they will be scheduled at the next available timeslot.

During the pilot phase, ExpressPASS was well-received by patients who needed care at a time their primary care provider was unavailable.

Excellence: That's What Joe Rittle Shoots For

by [Rick Martuscelli](#) · September 25, 2018

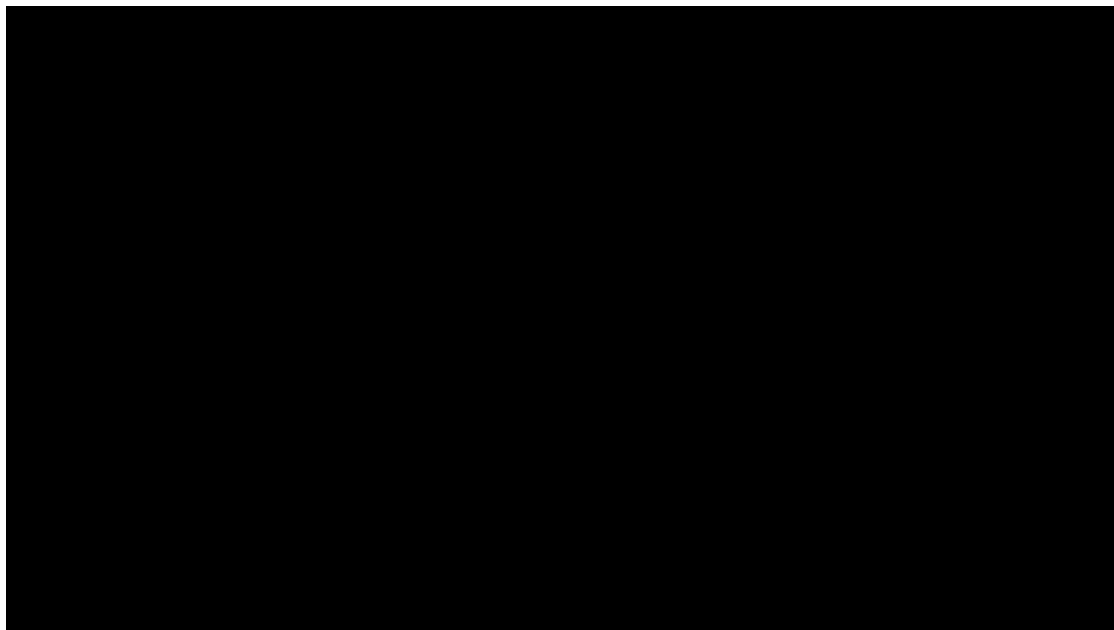


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As far as Joe Rittle is concerned, there is no room for error when you're dealing with people's lives. Rittle, an X-ray Technologist at LVH–Schuylkill, is one of many [Colleague Ambassadors](#) who is sharing what makes him #LVHN Proud on video. Videos of other Colleague Ambassadors are already posted in the [#LVHNProud section of LVHN Daily](#). Watch them and Rittle's video now.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.



Role of a Colleague Ambassador

- Share LVHN news and information with colleagues and community members

- Model PRIDE behaviors
- Inspire and motivate colleagues
- Gather and share colleague feedback with leadership during regular Colleague Ambassador meetings
- Recruit new ambassadors
- Share stories about what makes them LVHN Proud

Become a Colleague Ambassador

Send an email to LVHN_Ambassadors@lvhn.org that explains why you are LVHN Proud.

'No Findings' in LVH–Muhlenberg's Primary Stroke Center Certification Survey

by [Rick Martuscelli](#) · September 24, 2018



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On Sept. 21, The Joint Commission completed a survey of LVH–Muhlenberg and certified the campus as a Primary Stroke Center. There were no findings. A Primary Stroke Center is a hospital that has developed special procedures to rapidly diagnose and treat a stroke.

After visiting the emergency department, CT, ICU, 4T and 7T, The Joint Commission reviewer Sue Fibish thanked colleagues for an awesome day. “It really pleases me when I see the things that you are doing are the exact things that I would want to see being done to my family,” she said. “I would bring my family here.”



Robin Anthony, LVHN Administrator of Joint Commission and Regulatory Excellence, congratulates and thanks all the colleagues involved in the survey, including:

- Claranne Mathiesen, Director of Medical Operations Neuroscience Service Line and Stroke Certifications Coordinator
- Yevgeniy Isayev, MD, Medical Director
- Members of the Stroke Center team including neurology providers and patient care services, rehabilitation, imaging and case management colleagues
- Colleagues from all supporting departments
- Survey Command Center colleagues

After the survey, colleagues were quick to share why they are #LVHNProud of our Primary Stroke Center team. Here's what they had to say:

- "Outstanding! Congratulations," says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer.
- "Remarkable! Congratulations to this excellent team," says Terry Capuano, Executive Vice President and Chief Operating Officer.
- "Outstanding! I am proud to be one humble colleague of yours," says Tom Whalen, MD, Executive Vice President and Chief Medical Officer.
- "Congratulations and thank you to the entire team that pulled off an amazing survey," says Bob Begliomini, LVH–Muhlenberg President.

New York On Your Own Holiday Trip on Nov. 24

by [Emily Shiffer](#) · September 25, 2018

Join the LVHN Recreation

Committee on its annual holiday trip to New York City. Take a horse and buggy ride through Central Park, see a Broadway show, spend the day shopping, take the double-decker bus tour or just walk around and enjoy the sights and sounds of NYC during the holiday season.

Bieber Bus will leave from the LVH–Cedar Crest campus (near the water tower) at 8 a.m. sharp and depart New York City at 7 p.m.



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Saturday, Nov. 24

New York On Your Own Holiday Trip

Price: \$30 per person, non-refundable

[Complete a registration form](#) or contact [Tim Lockard](#) for more details.

LVHN Exclusive: Harlem Globetrotters Presale Tickets

by [Emily Shiffer](#) · September 25, 2018

Watch the incredible basketball skills of the Harlem Globetrotters when they return to the PPL Center on Thursday, Feb. 28., 2019, at 7 p.m.

The presale begins on Wednesday, Sept. 29 at 10 a.m. and ends on Tuesday, Oct. 2 at 10 p.m.

To purchase tickets, click [here](#) and use promo code AMAZING.



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Service Anniversary List – October 2018

by [Emily Shiffer](#) · September 28, 2018

45 years

LouAnn Mellinger Corkery,
respiratory care services

40 years

Diane Bidwell, Heart Station
Maura Diehl, PACU
Geraldyn Ford, pre-admission
testing
Theresa Miorelli, pre-admission
testing
Sharon Smith, LVPG Family
Medicine-Emmaus

35 years

Grant Follweiler, print shop services
Jane Laudenslager, Center for Women's Medicine
Denise Lenner, 7K
Luann McKee, Cancer Center multi-purpose area
Mary Sandrock PACU

30 years

Kathleen Baker, rehabilitation
Tara Bonsell, rehabilitation services
Lori Fuehrer, operating room
Pamela Gonsalves, Health Spectrum Pharmacy infusion
Roberta Rothermel, information services

25 years

Deborah Brooks, radiation oncology



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20 years

Tasha Creazzo, Lehigh Valley Family Health Center
Beth Hartline, LVPG Family Medicine-Macungie
Dawn Litz, precertification department
Diego Lopez, health information management
Lisa McAllister, home care central business office
Christie Moser-Higgins, Comprehensive Stroke Center
Jane Parenti, health information management
Erica Reccek, LVPG operations
Nancy Rogers, LVPG Family Medicine-Hamburg
Walterine Watts, 4K

15 years

Jose Barreto Perez, Children's ER
Mary Brown, partial hospitalization
Leslie Corredera, nuclear medicine
Hoonani Cuadrado, Community Health and Wellness Center
Tammy Danner, LVPG Family Medicine-Laurys Station
Krista Drissel, clinical engineering
Jill Fraser, operating room
Debra Gehr, health information management
Catherine Gergel, patient receivables office
Kim Gorzelic, outpatient registration
William Grather, information services
Kori Holtzman, transitional open-heart unit
Norma Houston, 5T
Kathleen Howells, LVPG operations
Dana Keim, LVPG Family Medicine-Hamburg
Megan Kershner, cancer services
William Martinez, patient transport services
Michelle McClellan, LVPG Obstetrics and Gynecology-Pond Road
Diana Miller, rehabilitation
Danielle Murphy, labor and delivery
Tiffany Palmertree, nuclear medicine

Kathleen Pruznick, PACU
Colleen Renner, perinatal unit
Julie Ringnalda, psychiatry
Evelyne Saah, case management
Carla Jane Saveri, case management
Joan Schwartz, Cancer Center multi-purpose area
Mark Seagreaves, nuclear medicine
Mary Shorkey, community connect initiatives
Lori Ann Smith, TNICU
Kimberly Somori, women's specialty float pool
Alexandre Warman, perioperative services
Erica Wasilkowski, Center for Women's Medicine

10 years

Amy Schell, endoscopy-G.I. lab
Amy Shofran, admission case management
Angela Goida, LVPG Infectious Diseases-1250 Cedar Crest
Ashley Corson, vascular/interventional radiology
Barbara Keller, emergency department registration
Charles Bonos, courier services
Cheryl Gumulak, NORI clinical
Cheryl Raisner, transitional trauma unit
Christa Deily, 5T
Christie Smith, cardiac catheterization lab
Christina Lamonica, LVPG Cardiology-Muhlenberg
Christopher Lutz, home care-physical therapy
Cynthia Brinker, Health Spectrum Pharmacy
Dorthe Willis, 6B
Elizabeth Halenar, LVPG Obstetrics and Gynecology-1245 Cedar Crest
Gail Molitoris, LVPG Neurology-1250 Cedar Crest
Heather Siegmund, LVPG Pediatrics-Laurys Station
Jedediah Deitrick, information services
Jennifer Rodriguez, mental health clinic
John Gorman, engineering
Jonathan Krause, pastoral care

Kenisha Jackson, transitional skilled unit
Kimberly Coleman, pharmacy
Kimberly Haycock, LVPG Neuropsychiatry-1250 Cedar Crest
Kimberly Smith, respiratory care services
Laura Adam, radiology
Leslie Dennis, case management
Linda Hoffman, patient receivables office
Mary Grace Richard, Children's ER
Melissa Mennen, pharmacy
Michelle Crespo, LVHNACO
Michelle Piatkiewicz, physical/occupational therapy
Myrna Jean Baptiste, LVPG Rheumatology-3080 Hamilton Blvd.
Natalie Krause, LVPG Pediatric Surgical Urology-1210 Cedar Crest
Pamela Stauffer, ASU-OR
Patricia Frace, LVPG Pediatrics-West Broad
Patricia O'Neil, bed management
Robert Gamble, emergency department
Robert Pica, emergency department
Robert Reiser, electrophysiology lab
Robin Schrader, trauma
Sandra Kowalski, LVPG Rheumatology-3080 Hamilton Blvd.
Stacey Miller, Lehigh Valley Anesthesia Services
Stacie Zellers, payor based care coordination
Stephanie Maurer, LVPG Family Medicine-Cetronia Road
Tiffany German, revenue cycle
William Ciotola, Diagnostic Care Center

5 years

Colleen Fitzpatrick, LVPG Pediatrics-Center Valley
Debra Smith, nursing float pool
Gilberta Bogaert, HealthWorks
Heather Hechler, LVPG Family Medicine-Whitehall
Jared Cortright, health care analytics
Jehna Werkheiser, LVPG Pediatrics-Pond Road
Kelsea Kunkle, LVPG Neurology-1250 Cedar Crest

Kristina Van Pelt, LVPG Obstetrics and Gynecology-Palmer Township

Lauren Pasquale, labor and delivery

Lindsay Kida, LVPG Family Medicine-Macungie

Lori Freyman, LVPG Obstetrics and Gynecology-Pond Road

Megan Tibaldi, home care-physical therapy

Michele Adzema, transitional trauma unit

Michelle Sheets, LVPG Pediatrics-Pond Road

Petrit Tolaj, security

Philip Chadbourn, organizational development

Raji Mathew, LVPG Family and Internal Medicine-Bethlehem Township

Ranita Kuryan, LVPG Pediatric Endocrinology-17th Street

Sonia Flores, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest

Stacey Fornarotto, LVPG Internal Medicine-Muhlenberg

Tara Morrison, LVPG Hematology Oncology-Muhlenberg

Toni Kurczewski, LVPG Internal Medicine-Muhlenberg

Spotlight on Evidence: Preventing Falls by Implementing a Fall Agreement

by [Admin](#) · September 24, 2018

Hospital patients may be at increased risk for falls due to advanced age, altered mental status, illness, injury and other conditions. Yet falls and their harmful effects can be prevented. To reduce the risk of falls on 5T, nurse residents set out to study the effectiveness of implementing a Fall Agreement on their unit. Patients were asked to sign the agreement upon admission and a copy was posted in their room as a visual reminder of their personal commitment to comply. At the end of the research period, there had been no falls within the eligible population who signed the agreement.

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Magnet evidence:

NK3

Magnet® hospitals encourage clinical nurses to evaluate and use evidence-based findings in their practice. Our “Spotlight on Evidence” stories summarize evidence-based projects conducted by our nursing colleagues.



Danielle Glen BSN, RN

Project: Preventing Falls by Implementing a Fall Agreement

Authors:

Danielle Glen BSN, RN; Nicole Morin BSN, RN; Megan Phegley

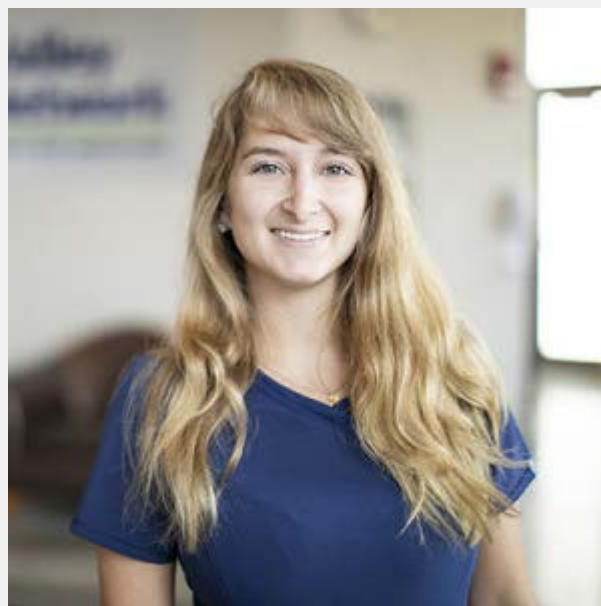
BSN, RN

Background:

- Nurse Residents on 5T noted a progressive increase in patient falls over a four-year period.
- Falls can result in physical injuries that increase patient morbidity and reduce mobility.
- Evidence revealed that patients rarely understand their personal fall risk. The research project set out to determine if a written Fall Agreement could help patients understand their personal fall risk and promote adherence to interventions.
- Nurse researchers increased communication among staff and patients regarding fall prevention to support LVHN's commitment to a culture of safety.



Nicole Morin BSN, RN



Megan Phegley BSN, RN

Project purpose (PICO question):

Can we reduce the number of patient falls by implementing the use of a Fall Agreement on an adult medical-surgical unit?

Evidence highlights:

- After implementation of a “Fall” contract, a U.S. hospital network experienced a downward trend in fall incidences.
- In a two-year study by the National Database of Nursing Quality Indicators (NDNQI), the total number of injuries reported after a fall equaled 26.1 percent. After additional fall interventions were put in place, fall-related injuries decreased by 1 percent each quarter.
- Evidence indicates that a multicomponent fall-prevention program effectively reduces inpatient falls in hospitals of varying size, location, and teaching status.

Implementation:

- February – March 2017: Nurse residents met with LVHN Risk Management and Quality Specialists to discuss and develop a Fall Agreement.
- May 2017: Fall Agreement education was delivered electronically and verbally to 30 clinical nurses on 5T.
- May-June 2017: During admission, nurses reviewed the Fall Agreement and obtained written consent from patients. A copy of the agreement was displayed in the patient’s room to serve as a visual reminder of the patient’s personal ownership in fall prevention efforts.

Results:

- Pre-implementation (July 2016 – April 2017): The unit had 26 patient falls, which exceeded the FY17 targeted goal (n=24).
- Implementation (May – June 2017) A total of two patient falls occurred. One patient did not meet criteria to sign a Fall Agreement. The second was admitted under emergency circumstances which precluded participation. No falls were documented in patients who met the agreement criteria during the implementation period.

Actions:

- 5T continues to use the Fall Agreement. In addition, implementation of the Fall Agreement was further piloted on 6B and will soon be expanded throughout the hospital.