



Case study: Increasing the number of patients receiving a falls assessment

Musgrove Park Hospital

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Background

The first FLS-DB annual showed we were performing above the national average in many areas. However, we felt there were still improvement opportunities. A quarter of patients were not documented as having received or been referred for a falls assessment.

After discussing this at an NOS champions meeting we realised that only patients physically seen in clinic or as an inpatient were recorded as having a falls assessment. A large group of patients, many who are over 75 and require a falls assessment, were referred to primary care for treatment.

Aim

To ensure all patients were getting an adequate falls assessment and that we were maintaining a record of this.

Process

Gemma Hembery Fracture Liaison Specialist Practitioner and Ron Perry Fracture Liaison Administrator determined the best way to document when an assessment was carried out by another clinician. In some cases this involved the GP carrying out a falls assessment. Referrals were also made to the independent living team and falls clinics. We included a sentence in our letter to GPs requesting a falls assessment for patients who did not require a face to face clinic appointment.

Regular reviews of the number of assessments or referrals were carried out to enable us to see patient groups we may be missing.

Outcome

The number of patients receiving or being referred for a falls assessment increased from 75% in 2016 to 95% in 2017.

The increase in our KPI performance is proof that our numbers are now truly reflective of all patients who received a falls assessment whether in primary or secondary care

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Summary

- Discuss each database field fully within your team to ensure there is an understanding of what constitutes a positive or negative response.
- Look at the process of other FLS in your area or those that are achieving highly and try see where you may be able to adapt your service.
- Regular reflect on your processes and identify areas you are not capturing and adjust accordingly.