

# Continuum of Care

[Working Together to Prevent the Incidence of Pressure Ulcers]

## NASHVILLE COMMENTS

### Question #1

How can we work together to reduce the incidence of pressure ulcers across care settings?

### Answer #1

#### ▶ Nursing Home

- Early detection and speedy intervention in all care settings
- Education between the care settings
- Develop relationships within local hospitals, specifically with wound care nurse; this will help with transferring information and communication.
- Better communication with other settings
- Sharing with the other settings about different techniques and produces that have been proven to be effective
- Using standardized assessment, treatment, documentation and terminology across the care settings.
- Consistency in charting
- Consistent assignment especially in LTC
- Better education across all settings of the risk factors for developing pressure ulcers
- Make available to the direct care staff, for all settings, proper resources and tools
- Better communication between shifts and all departments
- Continual patient and family education regarding risk factors, importance of repositioning and other interventions to prevent pressure ulcers
- Educating both LTC aides and acute care nursing aides the importance of proper incontinence skin care

#### ▶ Hospitals

- Communicate with each other
- Provide good documentation of wounds and current treatment
- Facilities and hospitals should provide direct care staff easy accessibility of pressure relief devices
- Reduce patient/nurse ratio, giving nurse time to focus on the plan of care for high-risk residents
- Communicate and establish programs across the continuum of care
- Communicate risk assessments between hospital and nursing home
- Uniform charting across settings

#### ▶ Other Healthcare Settings

- Better communication between healthcare providers help to accelerate accurate assessment and decrease time to initiate effective treatment
- Be more proactive, education and prevention

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## Question #2

What barriers does your facility face in preventing pressure ulcers?

### Answer #2

#### ▶ Nursing Home

- Lack of proper support surfaces and devices
- Insufficient number of direct care staff
- Lack of education
- Prevention not priority
- Work assignment not acuity based, staff to patient ratio in adequate
- Policy and procedures do not focus on risk assessment
- Communication and knowledge of individual's history before coming to the facility
- Negative attitude
- Cost of products
- Not utilizing therapy/restorative care

#### ▶ Hospital

- Consistent assessment upon admissions
- Understaffing of nursing assistants
- Nurse/patient ratios inadequate
- Dietary issues
- Need more focus on treatment than prevention

#### ▶ Other Healthcare Settings

- Designation of blame (liability) for the origin of pressure ulcers
- Wound care has not been made a priority

## Question #3

What lessons have you learned within your facility as you work towards reducing the incidence of pressure ulcers?

### Answer #3

#### ▶ Nursing Home

- Early detection and timely intervention plan of care
- Never assume, always have a check system in place
- Continuous education is key
- Develop good relationship with direct care staff, always teaching and educating them
- Learn to listen to the C.N.As and allow them to feel that they have a voice
- Embrace that it takes ALL staff to get involved in reducing pressure ulcer incidence
- Learn to assess the patient more comprehensively, not just treating the wound, but see if there are other conditions that need to be addressed, incontinence, diabetes etc
- Being proactive
- Floating heels
- Focus on risk assessment and preventative measures
- Uniformity with documentation, everyone needs to be using same definitions, same descriptions etc. (cont.)

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## Answer #3 continued

- Consistency and teamwork
- Float feet from knees to ankles
- Understanding that not every resident is the same, they all have individual needs
- Skin assessment upon admission
- Everyone needs to work together to help prevent pressure ulcers
- Inspect what you expect
- Certified wound nurses are crucial to quality of care
- Each case is different, be flexible and creative
- Start prevention initiative from top down in order to create an environment of support and encouragement from leadership

### ▶ Hospital

- Continual education to staff on how quickly a pressure ulcer can form, the more they understand the importance of turning schedules and other preventative interventions
- Dietary education to both staff and families to help them understand how this also helps with prevention of pressure ulcers
- Family and patient education to reduce non-compliance incidence

### ▶ Other Healthcare Settings

- All healthcare workers that work directly with patients, should be educated and knowledgeable about their role in pressure ulcer prevention and treatment
- Education

## Question #4

What is the number one thing that can be done by my facility/organization to help your facility/organization to reduce the incidence of pressure ulcers?

## Answer #4

### ▶ Nursing Home

- Develop better communication between care settings
- Sharing best practice techniques across care settings
- Uniformity with education of all disciplines involved in planning and implementation of care
- Setting quality goals within facility
- Incorporating daily skin audits
- Improve knowledge of surveyors and acute care about LTC
- Bring educational opportunities to the centers/or hospitals to reach more healthcare professionals. It is easier for one person to travel rather than have a group (*cont.*)

# Continuum of Care

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## Answer #4 continued

- out of the facility for an entire day
- Education for C.N.As with in LTC and also for acute care nursing aids

### ▶ Hospital

- Continual education to ensure consistency throughout the hospital in the treatment of pressure ulcers
- Early detection for high risk patients and immediate treatment interventions implemented

### ▶ Other Healthcare Settings

- Shared responsibility between care settings

- Utilize restorative and activity resources with in our facilities

- Hire WOCN to be your champion and educate staff about skin and wound care
- Utilize lifts more to reduce friction and shearing