



Qsource Case Study

Life Care Center of Athens

Life Care Center of Athens joined Qsource's Culture of Safety Center Initiative in late 2022, a CMP-funded project focused on improving care quality and resident safety. The facility chose to concentrate on reducing falls and falls with major injury, as they were averaging over 30 falls per month.



Summary

Issue: High rate of falls and falls with major injury (30+ per month)

Engagement: Qsource-led PIP focused on root cause analysis and person-centered interventions

Goal: 10% reduction in falls and injury-related incidents

Result: Reduced falls from 38.1% to 30.9% with zero falls resulting in major injury

Initial Findings

Many residents presented with dementia and complex comorbidities, leading to inconsistent fall patterns. Qsource identified high-risk individuals and linked data patterns to root causes including medication side effects and environmental risks.

Taking Action

The team implemented person-centered fall interventions such as gait and posture training, medication reviews, room adjustments, and staff education. Qsource also assisted in trending fall data and refining prevention strategies over time.

Qsource-Guided Performance Improvement Project (PIP)

Starting in January 2023, Qsource supported the facility through weekly meetings, use of Fishbone and 5-Whys tools, and identification of dementia-related fall trends. Targeted interventions continued through August 2023 with a strong focus on sustainability and monitoring.

Return on Investment

By avoiding high-level citations and penalties, and improving fall-related quality metrics, the facility enhanced both resident safety and CMS star performance.

Results

By August 2023, the facility **reduced its fall rate from 38.1% to 30.9%** and had no falls with major injury. In their August 2023 annual survey, Life Care Center of Athens achieved a deficiency-free status.

