



Reducing Facility-Acquired Pressure Ulcers Through Targeted Staff Training and Orientation

Since the launch of the **Culture of Safety Center (CSC) Project** in January 2023, a facility Qsource has worked with has made significant progress in enhancing resident care outcomes—most notably in the area of pressure ulcer prevention. While the facility's target was to reduce facility-acquired pressure ulcers by 2.4%, it surpassed expectations by achieving a 1.6% rate—well below the established benchmark.

Root Cause Analysis and Challenges Identified

Following a detailed analysis of care processes, two primary issues were identified:

- Lack of targeted training for new staff around pressure ulcer prevention protocols
- Time management barriers preventing consistent implementation of repositioning regimens and device use

These insights revealed that frontline knowledge gaps and onboarding inconsistencies were contributing to preventable resident harm.

Strategic Actions Implemented

To address these challenges, the facility launched a structured, multi-layered response:

Train-the-Trainer Program

A tailored orientation module was developed and implemented specifically for new hires, focusing on pressure ulcer prevention best practices and hands-on protocol review.

Updated In-Service Training

All existing staff received updated education to reinforce expectations and prepare them to support and guide new hires during floor orientation.

Protocol Reinforcement

Emphasis was placed on turning and repositioning routines, and the strategic use of anti-pressure boots and wedges became a standard element of resident care plans for those at risk.

Results

- Facility-acquired pressure ulcers **reduced to 1.6%**, surpassing the targeted goal
- Enhanced staff confidence and consistency in preventive practices
- Stronger team alignment on wound prevention and resident safety

Key Insight

Quality outcomes improve when prevention is embedded into orientation, reinforced in practice, and supported by the right tools. A Train-the-Trainer approach ensures knowledge transfer is consistent, sustainable, and actionable.

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