



Sustained Focus Amid Change: Reducing Resident Falls During Leadership Transitions

During its participation in Qsource's **Culture of Safety Center (CSC) Performance Improvement Project (PIP)**, one facility Qsource worked with experienced significant leadership changes, including the onboarding of a new Interim Administrator and Director of Nursing. Despite the transition, the facility remained committed to its quality goals — particularly, reducing resident falls.

The facility also successfully completed a rigorous **state survey**, which required a comprehensive **Plan of Correction (POC) Summary**. The survey's timing coincided with the height of the PIP activities, testing the team's resilience and focus.

Strategic Actions Taken

Enhanced Admission Assessment:

A new protocol was introduced to thoroughly document each incoming resident's fall history. This allowed staff to proactively identify fall risk patterns and embed those findings into personalized care plans from day one.

Risk Watch Program Launch:

The facility developed and implemented a Risk Watch program, a structured process for identifying root causes of resident falls, monitoring interventions, and refining strategies based on outcomes and trends.

Multidisciplinary Collaboration:

Even amid leadership changes, staff across departments remained engaged in weekly fall reviews, care plan updates, and QAPI meetings focused on reducing risks.

Results

- **16.8% reduction** in resident falls since the beginning of the CSC PIP Project
- POC Summary completed during a successful State survey period
- Improved care planning processes through individualized interventions
- Facility-wide alignment on resident safety and continuous quality improvement

Key Insight

Strong systems — like detailed assessments and structured monitoring programs — can withstand leadership transitions and still drive measurable improvements. Empowering frontline teams and embedding fall prevention into daily workflows ensures resilience and results.

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