



## ***PACE Exchange Scenario Three: It's all in the data.***

### **Scenario three: it's all in the data.**

*As a senior leader in your organization you've noticed some alarming trends in your patient experience data that suggest your patients and their families have increasing concerns about patient safety, and some concurrent trends in your patient safety reporting that suggest your rates of falls have increased and your hand hygiene results have declined in each of the last 3 quarters.*

**What steps would you take to begin to address these areas of concern?**

<p><b>1. Discuss the case in your group and identify the issue. Patients and families are telling us that their safety is at risk (increase in falls and hand hygiene has declined). Data is backing up the experience.</b></p>		
<p><b>2. If we could improve the situation, what specifically would you like to improve?</b></p> <ul style="list-style-type: none"> <li>- decrease falls and increase hand hygiene</li> <li>- improve patient's confidence in their safety</li> </ul>		
<p><b>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</b></p> <ul style="list-style-type: none"> <li>- investigating with staff and patients about the issues - dig deeper to understand - where is it happening?</li> <li>- Engage clinical leaders in the area, is there a change in environment, change in staff</li> <li>- Getting more information from patients and families - depending on the infrastructure you have - form a committee and invite patient advisors or if not have the infrastructure - do real time engagement with patients on the unit</li> <li>- engage with health and safety committee</li> <li>- Contact patients and families involved in the incident</li> <li>- repeating the collection data in three months to see if it is the same or improved</li> </ul>		
<p><b>3a) Action 1: What you will do?</b></p> <p>Storytelling, look at education, look at how patients are being engaged in their own care, also see above</p>		
<p><b>When?</b></p> <ul style="list-style-type: none"> <li>- right away</li> </ul>	<p><b>Who will you engage?</b></p> <ul style="list-style-type: none"> <li>- patients and families</li> <li>- staff</li> <li>- quality and safety committee</li> <li>- clinics</li> <li>- communication department</li> <li>- patient and family education</li> </ul>	<p><b>How?</b></p> <ul style="list-style-type: none"> <li>- real time engagements, contact patients involved in the fall, advisors on project work spearheaded by this issue</li> </ul>



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<b>3b) Action 2: What you will do?</b>		
<b>When?</b>	<b>Who will you engage?</b>	<b>How?</b>
<b>3c) Action 3: What you will do?</b>		
<b>When?</b>	<b>Who will you engage?</b>	<b>How?</b>
<b>4. How will we measure success?</b> <ul style="list-style-type: none"><li>- repeat the data collection</li><li>- focus groups</li><li>- random real time engagements</li><li>- share success stories</li></ul>		

**Thank you for lending your voice to the PACE Forum!**