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Constant Care: A 21st Century Innovative Approach to Fall Reduction

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Statement of the Problem: Reducing patient harm resulting from a fall is a national patient safety goal. Patient falls continue to challenge the healthcare industry especially in inpatient units despite the implementation of evidence based practices. Video monitoring is a practice being used in other hospitals to reduce companion cost. The video surveillance programs used are limited by the number of patients that can be observed concurrently and do not decrease falls rate.

Methodology & Theoretical Orientation: The Constant Care program uses innovative technology to reduce falls. Constant Care consists of using video content analytics to monitor up to 40 patients at once with supporting staff workflows focusing on communication and staff notification. The total cost of the technology was \$74,000 for a 43 bed unit.

Findings: Two units in a comprehensive cancer center had successful results from Constant Care in 2017. The pilot began on a 43 bed inpatient adult surgical unit and a 38 bed (5 critical care beds) neurology, neurosurgery, and orthopedic unit. Since installation both units have seen a reduction in unassisted fall rate and a decrease in companion rate patient days. This program also resulted in zero falls with injury for six months in neuro/ortho unit. The cost benefit has also been demonstrated in the savings of companion dollars which has surpassed the cost of program development.

Conclusion & Significance: Patient falls continue to trouble most healthcare organizations. A patient fall with injury can be harmful and costly. Video monitoring technology with advanced video content analytics has proven successful in reducing falls and companion costs on acute care inpatient units for the oncology population. By exploring and leveraging innovative technology successfully pioneered in other industries, Constant Care has improved patient safety and increased patient satisfaction.

Biography

Eleni Stella Kalandranis is a Clinical Nurse at Memorial Sloan Kettering Cancer Center for ten years and Lead of the Constant Care project is dedicated to exploring innovative ways to increase positive patient outcomes. Her passion for patient advocacy and patient safety, in conjunction with her love for technology has developed a visionary program. She works on an inpatient oncology unit with specialty in neurology, neurosurgery and orthopedics and is dual certified in oncology and medical surgical nursing. She holds a Bachelor's degree in Nursing from Pace University and a Master's degree in Nursing Administration from Mercy College. Her education and clinical expertise was the foundation to develop the Constant Care program.

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