

# The Sutherland Hospital Falls Prevention and Management Online Portal

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**Health**  
South Eastern Sydney  
Local Health District



The Sutherland Hospital &  
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## Introduction

Falls is identified as a patient safety risk for the Sutherland Hospital. On investigation of the Falls with Harm in 2018, risk areas were identified and included the hybrid documentation system, lack of falls information, lack of information on a collective location, and nil resources that incorporated all admitted and non-admitted patients areas. Initial survey of nursing and allied health staff indicated that there was limited access to reliable falls prevention and management information for staff. The falls information available was scattered in multiple different locations. These included procedures and guidelines available on intranet, falls modules on My Health Learning, falls prevention information on CEC website and NSW falls Prevention network. A staff survey conducted in 2018 on falls information resources showed that 65% of the staff rated available resources as average and below average; other issues identified included staff having difficulty finding falls information all in one place; In focus group discussions conducted with clinicians from different clinical areas, staff mentioned “they have nothing to go off apart from other nurses” or “usually just access CEC website for patient and family education but limited information available for staff”. Above mentioned as well as anecdotal evidence and review of the SAC investigation indicated the need for the development of a comprehensive and multidisciplinary online resource that is accessible to all clinicians at the Sutherland Hospital.

## Aim

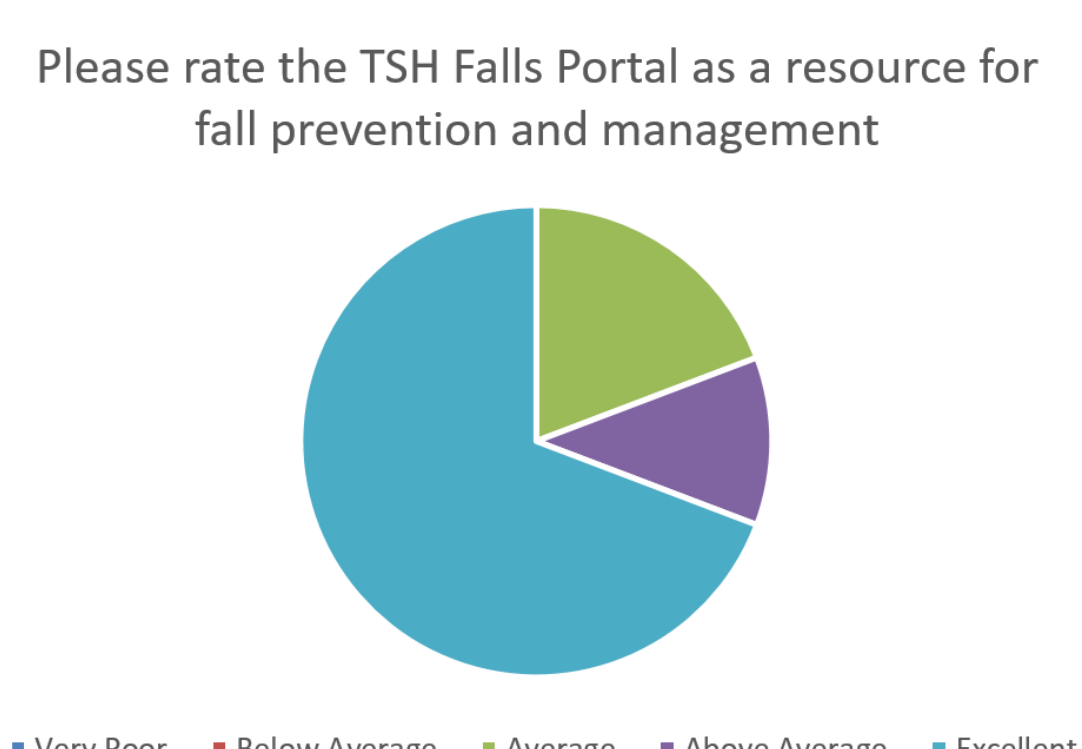
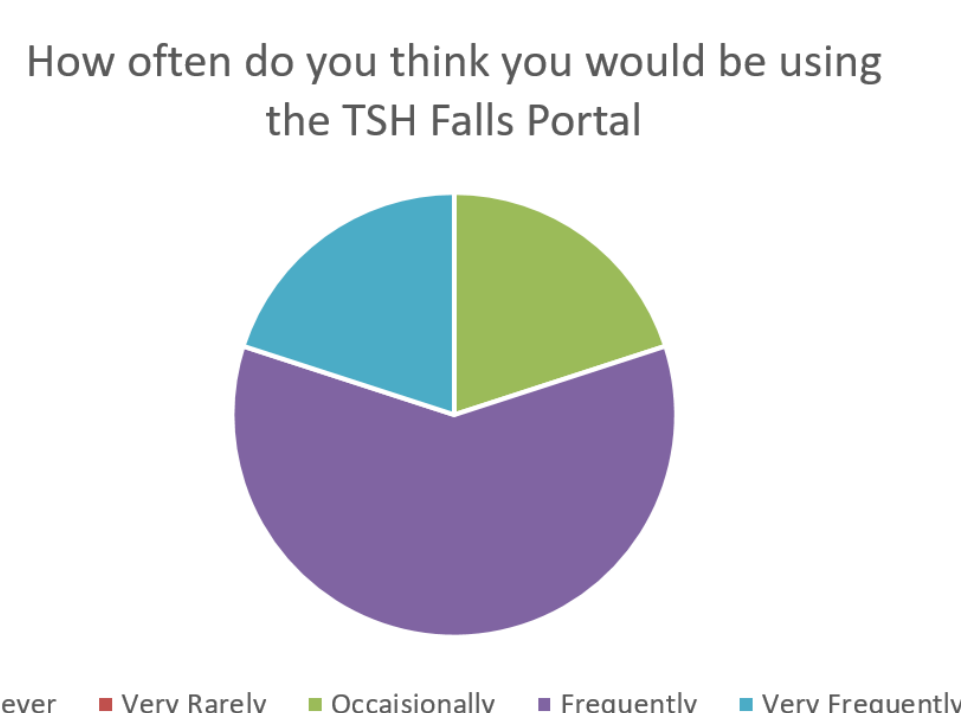
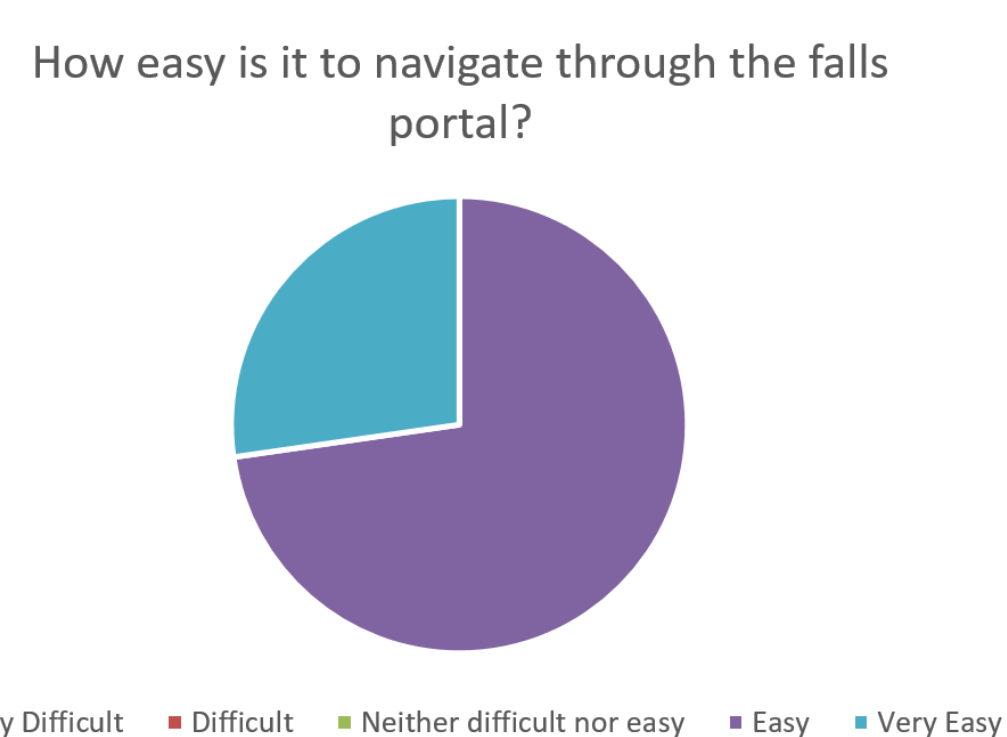
The TSH Falls Prevention and Management Portal has been developed to address the risks identified and provide a ‘one stop’ resource for the admitted and non-admitted patient services for use by TSH clinicians. The online portal is available on the TSH intranet page and includes extensive education resources, videos, presentations, case studies, falls prevention equipment log, and referral information for adult, paediatric, neonate, maternity and non-admitted patients. Some of the other unique aspects of the portal are inclusion of FRID (Falls Risk Increasing Drugs Database) as well as interactive trainings and step by step tutorial on risk assessment and documentation. The TSH Falls Portal acts as a central source of information for falls prevention and management and provides easy access to the falls information for clinicians across the organisation.

## Method

In 2018, The Sutherland Hospital Falls Prevention Working Party commenced in order to develop a comprehensive and multidisciplinary online resources for falls prevention and management. The working party met fortnightly and engaged with multiple clinicians and experts across the hospital. Multiple staff focus group discussions and user testing groups were held and a final expert review were completed prior to the portal launch.

## Results

The TSH Falls Prevention and Management Portal was launched on April Falls Day 2019. Staff survey which was undertaken to evaluate the portal showed that more than 80% of the nursing and allied health staff rated the portal as an excellent and above average resource. Moreover, 100% of the staff rated the portal is easy or very easy to navigate through. Staff feedback on the portal content and usage also showed they have found the portal very informative, interactive and consistent across the organisation.



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## Conclusion

Following successful ‘Go Live’ on April Falls Day, an education plan has been developed as part of the portal roll out. Multiple education sessions across the organisation will be held in order to ensure the staff including new starters are aware of the resource and provide them with opportunities to ask questions. Opportunities for staff to further feedback and comment is also available on the portal main page and regularly is monitored to improve the content.

