

Clinical Audit, a Valuable Tool to Improve Quality of Care:  
Impact of Clinical Audit on Compliance for Completeness of  
Fall Risk Screening in Emergency Department,  
IHH Healthcare Malaysia Hospitals.

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# CLINICAL REASON

20-30% of falls can be prevented by assessing risks and intervening to reduce these risks

It is essential to identify patients' risk at the first point of contact from the time patient arrives at the Emergency Department; for the healthcare provider to plan appropriate preventive strategies to minimize risk of injuries.



Falls are a leading cause of injury among older adults. Patients who experience a fall in the hospital have significantly longer hospital stays, incurring unnecessary medical costs.

In 2022, there was an increase of 2% falls from year 2021. This could possibly be due to failure to screen patients who are at risk of falls at the Emergency Department and focus for fall prevention were mainly for inpatient.

# OBJECTIVES

1. IHH Healthcare Malaysia has implemented clinical audit since January 2023, with the main aim of improving the quality of care delivered to patients and enhancing patient safety in the daily clinical practice; one of it being the fall screening.
2. To determine the discrepancies through clinical audit between actual and standard practise for fall screening protocol.
3. To identify areas for improvement. |

# CLINICAL PLANNING

## Pilot Stage

- Conducted over a period of 3 months in 2022 to assess the coherence of the measurement tool, evaluate the methodology, and determine the feasibility of data collection
- Trainings for medical officers, nurses, quality heads, clinical auditors on audit methodology and utilization of tools

## First Level Audit by Hospital team

- Audit carried out locally at IHH Malaysia Hospital level, between April to June 2023, after addressing the gaps and feedbacks obtained during the pilot exercise.
- The identified unit manager, will select 10 medical folders based on random sampling to be retrospectively analysed each month for three consecutive months, totalling 30 cases from April to June 2023.

## Second Level Validation by Group

- IHH Healthcare (Group) conduct a validation exercise with the objectives of aligning the audit methodology requirements and addressing any discrepancies from the original results
- The identified data validator than select 15 medical folders, from the audited medical folder by the hospital on random sampling to perform data quality check during the validation exercise.



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# Clinical Methodology

## 1<sup>st</sup> Level Audit by Hospital ED Manager

Formula	Numerator	Denominator	Method	Data Collection
$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$	Numerator: Number of audit items compliant with measures	Number of audit items reviewed	Retrospective, review 10 randomly selected records per month per hospital by the unit manager.	Unit Manager perform observational review of the patient medical folder on the fall screening form that was performed during ED visit.

## 2<sup>nd</sup> Level Validation Audit by IHH Healthcare (Group) :

1. Retrospective, review 15 randomly audited record by the hospital auditor between April to June 23.
2. The validation process serves as a check and balance on clinical care that may be missed by the healthcare providers in the intensity of their day-to-day duties. These includes cases where patients at high risk of falling are not adequately assessed, and the necessary interventions are not implemented.

## TARGET :

**Fully Met:** ≥ 90% "Met" if fall risk assessments are completed with fall risk category, and intervention strategies where applicable are undertaken according to risk level

**Partially Met:** ≤ 89% to 50%

**Not Met:** ≤ 49% "Not Met" if any component of assessments and applicable intervention strategies is missing.

# Clinical Criteria

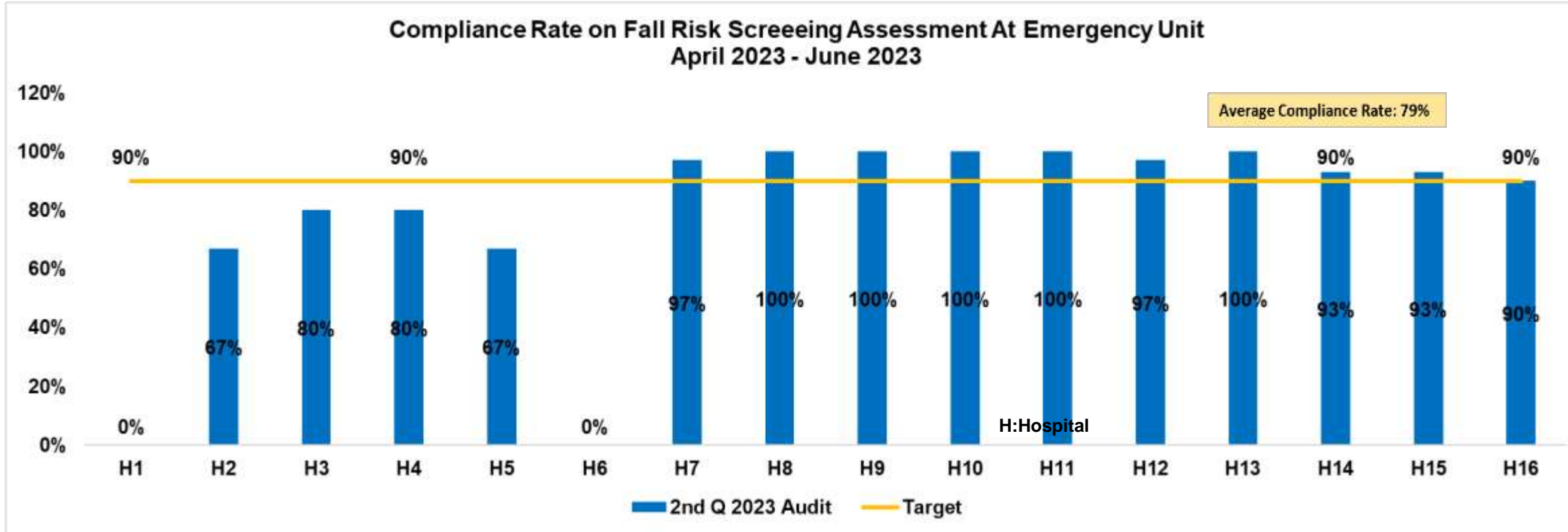
Fall Risk Screening			
No	Fall Risk Criteria (Please ✓ if criteria is met)	Yes	No
1	History of fall within the last 3 months		
2	Age more than 65 years old		
3	Impaired Mobility or gait		
4	Visually Impaired		
5	Medication used associated with increase fall risk		
Fall Prevention Intervention (Please ✓ if done)			
1	Fall prevention education and pamphlet / QR code given		
2	Lower down bed with bed rail raised and wheel locked (if applicable)		
3	Wheelchair wheel in locked position (if applicable)		
4	Call bell available for patient and within reach (if applicable)		

Inclusion	Exclusion
All patients that walks into the ED and reviewed by medical officer or resident physician	Patients that comes to the ED for dressing, lab and diagnostic tests without resident physician review
Dependent variable	Independent Variable
the fall risk screening conducted for all ED patients with preventive measures implemented according to the identified risk level	patient age, history of fall within the last 3 months, impaired mobility, visually impaired, medication used associated with increase falls risk.

**Upon identifying any one of the above elements in the fall risk screening is present, immediate intervention to be implemented as follows:**

- Fall prevention education and pamphlet / QR code to assess to fall education given
- Lower down bed with bed rail raised and wheel locked
- Wheelchair wheel in locked position
- Call bell available for patient and within reach

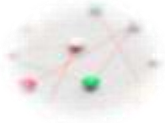
# Clinical Evaluation



- Following the first level of hospitals audit, the average compliance rate achieved was at 79% with 5 hospitals performing below the target of 90%



# Clinical Recommendation



## Multidisciplinary Approach

A multidisciplinary approach has been undertaken to mitigate the non-compliance to fall screening assessment, involving the Emergency Physician, Nursing Department, and Information Technology department.



## Fall Screening Protocol

A standardized protocol for fall risk screening is established, which further tightens the process across IHH Healthcare Malaysia hospitals.



## Training

Refresher training on fall risk screening was conducted to enhance awareness. Additionally, this component was added as a competency assessment for all new staff upon joining the organization.



## Technology

Use of standardized triage form, integrated with a mandatory section for fall risk screening, and supported by a prompt from the A&E tracker, has significantly reduced incompleteness attributed to human error.



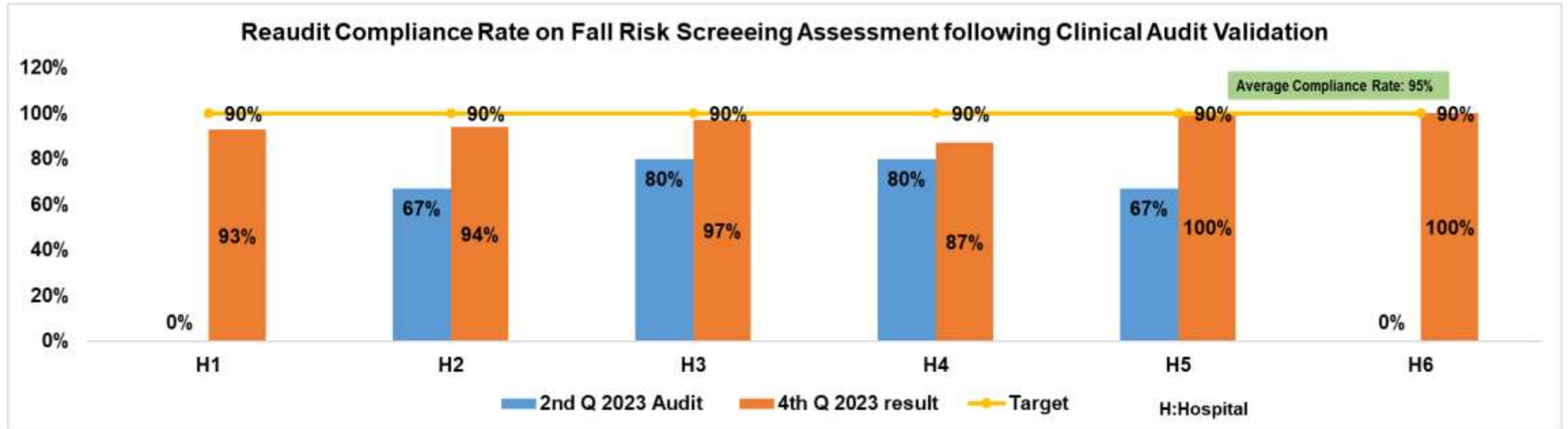
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# Clinical Impact



- Following data validation and the implementation of corrective measures in Q3 2023, a meticulous re-audit was conducted throughout Q4 2023, employing a data collection methodology like the initial audit for a comprehensive 'like-for-like' comparison for the hospitals with below the target.
- The validation audit provides a pivotal role in the continuous improvement and assurance that previously identified gaps are addressed and closed. The average reaudit compliance rate achieved was at 95% from the 6 identified hospitals.

# Clinical Conclusion

The impact of the clinical audit on Completeness of fall assessment helps to determine the best clinical practices are being provided to the patients. The validation process serves as a check and balance on clinical care that may be missed by the healthcare providers in the intensity of their day-to-day duties.



Clinical Audit has proven its effectiveness in ensuring the compliance of completeness of fall risk screening at the Emergency Department.

IHH Healthcare Malaysia is heading for a permanent solution whereby the fall risk screening tool would be incorporated into the Electronic Medical Records (EMR) and making it mandatory for the triage personnel to perform.

← **WAY FORWARD** →

In addition, leveraging cutting-edge technology to prompt alerts and force functions, IHH Healthcare Malaysia hospitals successfully achieved exemplary results in the re-audit.