

BEEBE NOW

When It Comes to Preventing Inpatient Falls, Beebe Ranks Top 10% Nationwide

BY MARCY JACK, JD, BSN, CPHRM

Several years ago, Beebe Healthcare team members started noticing a trend in patients falling while they were staying in the hospital. People who normally wouldn't be at risk of falling were losing their balance because of weakness caused by illness, dizziness from new medication, or from physical instability while recovering from surgery.

The Quality Commitment Department—with the assistance of others—was determined to improve patient safety. The group took action to find ways to prevent patients from falling and incurring additional injuries during their hospital stay. Beebe implemented several new safety procedures and has had a 31% reduction in inpatient fall rates since 2015.

Beebe Healthcare has been in the top 10% of the country for the lowest hospital inpatient fall rates nationwide during the past year, according to the National Database for Nursing Quality Indicators.

To reduce the inpatient fall rate, Beebe made several changes in protocol. A multidisciplinary Core Fall Prevention Team designed and implemented process improvements to positively impact the quality of patient care and reduce patient falls for those who have been admitted to the medical center at the Lewes Campus.

To improve patient safety, nursing leaders at Beebe also created a Lift

Team to help turn, move, transfer, mobilize, and transport patients. The Lift Team receives special training and uses specialized equipment to help move patients safely and prevent falls. They are available 24 hours a day to assist with any patients who need help moving.

The Lift Team also helps to prevent staff injuries related to moving patients, such as sprains or strains. Since the implementation of the Lift Team, employee injuries related to sprains and strains have decreased by 50%.

A GOAL OF ZERO FALLS

When people are in the hospital, they are typically weak from illness or have limited mobility. A trip to the restroom may be an easy task at home, but it could be troublesome when a patient is in a hospital room. A lot of inpatient falls are related to visits to the restroom, so our nursing teams round hourly, which means nurses check on patients hourly to offer assistance to the bathroom.

Above most hospital beds here at Beebe, there is a sign on the ceiling that says, "For your safety, don't get up without us. Call, don't fall." That message reminds patients to use their call button to request assistance whenever they need help getting out of bed.

Every team member working for Beebe, both clinical and non-clinical employees, has education on how to

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help prevent patients from falling. Nurses will ask visitors to use the call button if a patient is trying to get up unassisted.

Beebe has leveraged technology in the form of specialized hospital beds that have built-in alarms to alert staff of a patient getting out of bed as well as personal alarms that can be placed in chairs to do the same. Beebe has also launched advanced technology in the form of "telesitters," which are video-monitoring devices that transmit patient images so staff can see the patient.

Although we are proud to have inpatient fall reduction rates that are among the lowest in the nation, Beebe is continuing efforts toward a goal of zero patients experiencing a fall while receiving care and services at Beebe locations.



Marcy Jack, JD, BSN, CPHRM, is a Vice President and the Chief Quality & Safety Officer at Beebe Healthcare.

For more information on quality care at Beebe: www.beebehealthcare.org/quality.

LETTER FROM DR. HAWTOF

Training Medical Staff Members

There are just so many things that we don't learn in school. Beebe's Leadership and Medical Staff are all a part of Beebe's Leadership Development Institute (LDI). Sessions occur every quarter on leadership skills, patient engagement, and management skills. As medical providers, you are all leaders, formally or informally!

Leadership is not something we are all taught, but it has become ever more important in healthcare for physicians to become leaders. Here at Beebe Healthcare, we are developing our medical staff to become the next generation of leaders in Sussex County.



Jeffrey Hawtof, MD,
Vice President of
Medical Operations



Helping Your Patients Stay Safe This Summer

Summer months are upon us, and that means your patients will be enjoying more outdoor activities, traveling, and potentially ending up in Beebe's Emergency Department.

The rate of emergency visits goes up in the summer months because more people are on the roads, on the beaches, and taking vacations. Beebe team members and physicians want to help keep your patients safe this summer with the following tips.

TALK TO PATIENTS ABOUT SUMMER SAFETY MEASURES

Remind patients to wear sunscreen, insect repellent, and practice beach safety. Sand on the beaches can get hot and may result in burns on sensitive feet. Your patients should be aware of their physical capabilities and be prepared with shoes



and beach carts to safely walk onto and off of the beach. Beebe's emergency teams continue to see many surf injuries due to the waves at the beach. Remind patients to never turn their backs on the waves and to always keep an eye on family members when they are playing near the waves.

Recognize Signs of Dehydration

Talk to patients about their potential for dehydration. Some people are at higher risk of dehydration, including people who exercise at a high intensity (or in hot weather) for too long, have certain medical conditions (kidney stones, bladder infection), are sick (fever, vomiting, diarrhea), are pregnant or breastfeeding, are trying to lose weight, or are not able to get enough fluids during the day. Older adults are also at higher risk. As your patients get older, their brains may not be able to sense dehydration because it no longer sends signals for thirst.

Some symptoms include:

- Little or no urine
- Dizziness or lightheadedness
- Headache
- Urine that is darker than usual
- Sleepiness or fatigue
- Confusion
- Dry mouth
- Extreme thirst
- No tears when crying

Tell your patients to drink regularly and not to wait until they notice symptoms of dehydration. Drinking small sips of water throughout the day can prevent dehydration.

If your staff or patients need additional resources on summer safety, contact a Beebe Physician Liaison: Jeff Peirce, jpeirce@beebehealthcare.org or Lauren Walsh, lwalsh@beebehealthcare.org.



“Those who are severely dehydrated could faint or temporarily lose consciousness. If patients have other medical conditions, those may worsen if they are dehydrated. Some studies have also shown a connection between dehydration and the body's ability to recover from transient ischemic attack (TIA or mini-stroke).”

—Kevin Bristowe, MD, Beebe Emergency Services

ACTIVITY-RELATED INJURIES

Summer is also a time when patients do more physical activities such as gardening, sports, fishing, or dancing. Talk to patients about their limitations and stress the importance of warming up, taking it slow with any activity, hydrating, and resting. Remind them to always wear a helmet when bicycling and to observe regular rules of the road as they would in a car. Stop signs mean stop—both for cars and bicycles. Hand signals should also be used to show intent to other bicyclists and motorists on the road.

ALCOHOL-RELATED INJURIES

Summer is also a time for backyard parties and gatherings. Alcohol can pose a safety risk for adults in these situations. Remind patients to never drink and drive. Also, even if they haven't overdone themselves with alcohol, driving at night can be dangerous for some patients. Caution them about going slowly in the dark and

Tips on Staying Safe at the Beach

Beebe Healthcare emergency personnel often see injuries sustained by rough surf. Here are tips to share with your patients so they stay safe while enjoying our area beaches this summer.

- Swim near a lifeguard and pay attention to safety instructions. Lifeguards are the local experts regarding swimming hazards. Swim between flags.
- When standing in shallow water, avoid turning your back on the waves as you walk back to your towel. A wave can hit you unexpectedly and knock you down, causing you to dislocate a joint or break a bone. In fact, a small wave can carry as much force as a pick-up truck.
- When you are in the surf, be aware of who is in the water around you.
- Be aware of the depth of the water before swimming or diving. Diving into shallow water under the breaking waves can cause a broken neck.
- Never swim alone.
- Learn the signs of a rip tide and avoid the area. If you are caught in one, relax and float. Remember to breathe. Lift your arm up to signal to the lifeguard. If you believe you are a strong swimmer, do not swim against the rip tide but swim parallel with the beach until you are out of it.



“Each summer season, hundreds of beachgoers end up in Beebe’s Emergency Department because of injuries they sustained while in the ocean. Those injuries can be as benign as a sprained toe, or as serious as a broken neck. Surprisingly, the people who sustain the most injuries are those who are standing in about ankle-deep water.”

—Paul Cowan, DO, Beebe Emergency Services

keeping an eye out for bicyclists. If they ever feel unsafe to drive, remind them they can call a friend or a car service to pick them up.

WHEN TO VISIT THE EMERGENCY DEPARTMENT

All of these increased fun times of summer can land patients in the Emergency Department. One of the common questions our medical teams hear is—how do patients know whether to go to a Walk-In Care or to the Emergency Department?

Remind patients: the Emergency Department is for high-risk illnesses and injuries such as heart attack, stroke, broken bones, and severe sunburns or dehydration.

A Walk-In Care location is a better bet

for insect bites, ear infections, respiratory infections, gastrointestinal illnesses, minor rashes or burns, or sprains.

PRACTICE MEDICATION SAFETY WHEN TRAVELING

Travel is a huge part of summer for many patients; however, are they practicing medication safety as they journey away from home? Talk to them about keeping an updated list of all medications and doses in their travel bag. They should also make sure to travel with the original prescription bottles—instead of placing the pills into plastic bags or pill containers. This will ensure they know what each pill is and also have the official documentation available if any law enforcement agency asks questions.

WELCOME TO BEEBE

PHYSICIANS

▶ Harvey Y. Lee, MD *Beebe Hospitalist*

ALLIED HEALTH

▶ Diamond Micielli, FNP *Clinic by the Sea*

▶ Jessica Riffle, FNP *Beebe Family Practice—Lewes*

To contact the Beebe Medical Staff office, call (302) 645-3499.

BEEBE WALK-IN CARE

Open daily: 9 a.m.–7 p.m.

Four locations: Rehoboth Beach, Georgetown, Millsboro, and Millville.

FIND A PHYSICIAN

The Best Way to Find a Care Provider for Your Patients

The online Find-a-Doc directory should be your first stop when searching for physician information for your patients. Visit www.beebehealthcare.org/find-a-doc for the most up-to-date medical staff information year-round!



BEEBE EXPANSION

Stay up to date with Beebe Healthcare’s expansion: www.nextgenerationofcare.org

CONNECT WITH BEEBE:    

“Whether traveling or not, patients should always keep a medication list in their wallet or purse. The list should not only include the medication name, but also the dose, time of administration, and reason they take each one. It is also very important to include all over-the-counter medications, supplements, and herbal products.”



—Lisa Deal, PharmD, BCPS, BSN, RN

Specialty Care Throughout Southern Delaware

Beebe Healthcare specialists are rounding throughout southern Delaware to make it easier for your patients to make an appointment.

Beebe vascular surgeons, bariatric and general surgeons, OB/GYNs, and urologists are seeing patients at multiple locations to better meet patients close to where they live, work, and travel.

When you refer a patient to one of these specialty practices, they can still make their appointment by calling the main office. Our team will work with them to determine the most convenient location for their appointment.

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| Beebe Vascular:
(302) 644-4954 | Beebe OB/GYN:
(302) 480-1919 |
| Beebe Bariatric Surgery:
(302) 313-2000 | Beebe GYN:
(302) 645-4700 |
| Beebe General Surgery:
(302) 645-7050 | Beebe Urology:
(302) 645-2666 |

If you have questions or need more information on any of these practices, please contact your Beebe Physician Liaison: Jeff Peirce, jpeirce@beebehealthcare.org or Lauren Walsh, lwalsh@beebehealthcare.org.



- B **VASCULAR** Seeing patients in Millford, Georgetown, Millsboro, Millville, and Lewes
- B **BARIATRIC** Seeing patients in Georgetown and Rehoboth
- B **GENERAL SURGERY** Seeing patients in Lewes, Rehoboth, and Millville
- B **OB/GYN** Seeing patients in Lewes (*GYN only), Rehoboth, and Georgetown
- B **UROLOGY** Seeing patients in Lewes and Millford

What the Next Generation of Care Means

BY RICK SCHAFFNER, RN, *Interim CEO, Executive Vice President & COO*



Rick Schaffner, RN

With hospitals investing in better equipment, training, and capabilities, inpatient stays became the best solution to getting as many patients as possible well and on their way. But today's patient cares about maximizing time for family, work, and leisure. We don't want to just "get better," we want to be as good as we possibly can without long hospital stays and long recovery periods.

Over the next several years, you'll see Beebe Healthcare become a pillar of this Next Generation of Care and continue to pursue the paths that made us

successful in reducing the number of overnight hospital-stays and shortening patients' length of stay in the hospital. Our expansion project includes a new South Coastal Campus in Millville, with a freestanding Emergency Department and second location for our comprehensive cancer center; Beebe's new Specialty Surgical Hospital on our Rehoboth Beach Health Campus, designed specifically to support shorter stays and faster recovery times; and significant renovations at our Margaret H. Rollins Lewes Campus, aimed at increasing efficiencies for patients, visitors, and caregivers.

Read more: www.nextgenerationofcare.org/updates.



CREATING THE NEXT
GENERATION
of CARE

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www.beebehealthcare.org

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