

## Improving staff response to skin injuries by creating a communication process for escalation

### PROJECT PLAN OVERVIEW:

After identifying the occurrence of a significant number of skin integrity issues, of which the majority had gone unrecognized for unknown lengths of time, it was determined that this initiative would be a priority. Further root cause analysis confirmed that there was not a clear communication process for escalation of skin integrity concerns or issues.

- Data collection initiated to identify baseline, while process and tools were created.
  - Care Calendars
- Process, communication tools, and mandatory training plan created with assistance from leadership.
  - Staff Meetings
  - 1:1 trainings
- Ongoing reliability audits of documentation (PointClickCare)
- Ongoing feedback to identify process improvement needs
  - Staff Surveys
  - Idea Boards
  - Dotmocracy

