



# PARRI NEWS

The Pennsylvania Restraint Reduction Initiative

## Focus This Issue:

### Chemical Reduction Training Sites

## Teaming Up for Restraint-free Care in a Transitional Care Unit: Sacred Heart Hospital's Success Story

The Transitional Care Facility (TCF) at Sacred Heart Hospital is a licensed 22-bed unit with budgeted worked hours of 6.9 hours per patient day. The average length of stay ranges from 11 to 14 days. Facilities such as this are governed by the same regulations as more typical nursing facilities and have therefore been a part of Pennsylvania's Restraint Reduction Initiative since its inception.

In May of 1999, the staff cared for a severely demented and agitated resident, Mr. D., who had been restrained in acute care to "prevent falls and protect him." His physician wrote orders for continuation of the restraints during Mr. D.'s stay in the TCF. Almost with one voice, our multidisciplinary team concluded that continuing the restraints not only increased the risk of injury but also was an affront to his dignity, to our ability to deliver care, and to our professional skills. Little did we know that that decision would lead us to a formal commitment to be a restraint-free facility. Based on the care planning and alternatives to restraints that are now used, the team can state that there has not been a single restraint used in the TCF since May 1999. This includes any type of belt, lap tray, lap cushion, pelvic or chest tie. They just aren't used.

The Medical Director, Jose Garcia, M.D., has been committed to a restraint-free environment since the beginning, and has helped educate the physicians on staff. Collectively, the team has refused to agree to restraints, despite occasional physician and family insistence, even going so far as to provide one-on-one supervision for a resident as the means of getting a physician to discontinue the order for restraints.

What difference has all this made for the residents? Respect for the human person is now not just something that is talked about—it is the practice. It has increased the cohesiveness of the care team. The weekly resident care conference now includes the medical director, director of nursing, RNAC, administrator, and staff from physical therapy, occupational therapy, dietary, social work, and pharmacy; pastoral care and recreational therapy attend as requested. Invited are family practice residents and professional student nurses so that they can understand the process. Written summaries of the meetings are part of the care plan and are provided for use by everyone on staff, as well as the resident and family. Use of psychoactive drugs has decreased since each and every medication ordered for a resident is evaluated resulting in discontinuation of some drugs that have been carried over from acute care.

Another significant result of the restraint-free philosophy has been the extension into acute care. As physicians and nurses became more aware of the negative effects of physical restraints, they have utilized them less. The acute care clinical coordinator who chairs the restraint review committee leads the way in meeting JCAHO standards for restraint use and the evaluation of alternatives to the use of restraints. She has lectured at the monthly geriatric conference for continuing medical education on the use of physical restraints and on falls, and is also part of orientation for nursing personnel.

Staff are currently tracking the fall rate in both the TCF and in the acute care areas to determine the

## Sacred Heart's Success

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effectiveness of the fall prevention program and the relationship of falls to restraint use, and anticipate that both acute and skilled nursing fall rates will be decreasing. Through the process they have realized that as a team their creativeness, commitment, and interpersonal skills have been challenged by their philosophy on physical restraint use. However, when asked if they would go back to the old way, the response has always been, "Not in my lifetime!"

*The TCF at Sacred Heart Hospital continues to provide leadership and guidance to transitional care facilities in Pennsylvania. To arrange a visit, call Neil Beresin at 215-844-6139 or by e-mail, [nberesin@kcorp.kendal.org](mailto:nberesin@kcorp.kendal.org).*

## Mountain View Care Center: A New PARRI Chemical Reduction Training Site



PARRI is pleased to announce that Mountain View Care Center in Scranton is now providing a medication review and reduction program to facilities in the northeast region of our state. As outlined by Maryann Rubino, DON, medication review and reduction became a priority back in 1998. The review was triggered not only by reported psychoactive drug use rates, but by a renewed staff commitment to develop an individualized approach to each resident's plan of care. Having achieved success with physical restraint elimination, the staff had a solid foundation on which to build their team approach for the behavior and medication review process. As their training program points out, they faced the multiple barriers reported by other nursing facilities as they developed their own review process. Mountain View's training program outlines the administrative support, staff education, and team development that contributed to their successful process. As with all the PARRI training sites, the program presented by the Mountain View staff not only provides valuable insight and information, but has generated enthusiasm within those who attend the training sessions. If you would like to attend a chemical review educational session (at no cost) offered throughout the state at any of the PARRI training sites, please contact Sara Wright at 610-683-5839 (e-mail: [swright@kcorp.kendal.org](mailto:swright@kcorp.kendal.org)) to arrange a session.

## Presbyterian Home of Moshannon Valley Offers Training



The Presbyterian Home of Moshannon Valley (PHMV), located in Phillipsburg, has assumed the role of an active training site with PARRI. The Initiative welcomes the addition of this facility whose program focuses on the reduction of physical restraints. The staff at PHMV began aggressive work on restraint reduction in January 1999. Administrator Anne Ferguson, who was new to the facility at the time, saw restraint reduction as an excellent opportunity to promote teamwork through a project that would directly impact the quality of life for the residents. It was also a powerful way to establish a new philosophy for the way care was to be delivered at the facility. The strong foundation of teamwork and a philosophy based on the needs of the individual led to the successful creation of a safe, restraint-free environment. The staff at PHMV is eager to share their "recipe for success" with others working in long-term care. Members of the restraint reduction team at PHMV have prepared a two-hour program that provides a historical outline of their process, and includes information on policies, successful alternative interventions, falls, and side rail reduction. This program, as well as all programs offered at PARRI training sites, is free of charge. If you would like further information on the program offered at PHMV or other programs offered in the western part of Pennsylvania, contact Karen Russell at 814-375-6011, or by e-mail at [krussell@kcorp.kendal.org](mailto:krussell@kcorp.kendal.org).

## Commitment: Revised Chemical Reduction Training Site Schedules 2002



As we approach the completion of the first full year of PARRI's ability to provide chemical reduction training sessions at four facilities within the state, it is a good time to evaluate how these programs are currently offered and how they meet the needs of the facilities. All four of the chemical reduction training sites have exceeded their pledge to develop a quality training program and have committed valuable staff time to accommodate training sessions. This involves scheduling, announcing, preparing for, and registering for sessions which have been offered periodically—usually every other month. What is remarkable is that the training sites are faced with all the daily needs presented to any other nursing facility in these times

of change and challenge, yet have never once refused a PARRI request to schedule a training session. It is PARRI's obligation to balance the needs of a facility seeking assistance with medication review processes with the needs of the chemical training sites. It is the four training sites which provide the essentials to developing a foundation for a successful medication review process for behavioral management. It is in this spirit of commitment that PARRI has revised the chemical training session schedule for 2002. Any facility interested in attending a chemical training site session, or wishing assistance with developing a medication review process, should contact Sara Wright. This will enhance PARRI's support of the commitment made by the chemical training sites and facilitate Sara's ability to meet the growing interest and educational needs that are evolving as PARRI continues its mission through the upcoming year. To schedule a chemical reduction training session in your area, please contact Sara Wright at 610-683-5839; e-mail: [swright@kcorp.kendal.org](mailto:swright@kcorp.kendal.org).

## The Pennsylvania Restraint Reduction Initiative (PARRI): The Keystone Uniting Successful Restraint Elimination



The training team—Neil Beresin, Janet Davis, Karen Russell, and Sara Wright, along with project director Beryl Goldman—traveled to San Diego, California in November 2001 to present a program at the American Association of Homes and Services for the Aging's 40<sup>th</sup> Annual Meeting and Exposition. The two-hour educational session outlined the administrative approaches taken to implement the statewide initiative, from the gathering of stakeholders, establishment of partnerships, identification of funding source, to the facility selection process. Kurt Lewin's theory of unfreezing, moving and refreezing illustrated the stages of change process. A case analysis from both the "trainer" and "trainee" perspectives further detailed the change process of one of the original facilities in achieving restraint free status. The emphasis on resident-focused, individualized care enabled facilities to reduce their physical restraint use from a rate of 28.6% at the start of the Initiative in 1996, to 8.7% in June 2001. Compared to these percentages, the national average was 10.2%. The presentation also demonstrated how several facilities expanded their restraint elimination programs to include other complementary resident-centered practices.

## Training Team Activities for 2002



- Seven full-day educational sessions—"Falls Got You Down? Balancing Resident Autonomy and Safety" will be offered from March through October, 2002 in Philadelphia, Wilkes Barre, Erie, Altoona/Johnstown, Pittsburgh, Hershey, and Williamsport.
- Two full-day sessions for occupational therapists, physical therapists, and restorative nursing staff will be offered in May (Pittsburgh) and September (Conshohocken).
- Continuation of work on chemical reduction, both with individual facilities and through formal training sessions facilitated by the Chemical Reduction Training Sites or Sara Wright from the Training Team.
- Development of an assessment tool booklet on alternative solutions to a wide spectrum of challenges faced by caregivers in long-term care facilities.

## Snippets—Items of Interest Gleaned Through PARRI's Travels



As those of you familiar with PARRI know, our team has contact with many facilities throughout Pennsylvania. This contact gives us an opportunity to hear about the accomplishments of both individuals and facilities. Nancy Sagers, a CNA at St. John Neumann Nursing Home in Philadelphia, was recently recognized with a NeighborCare Pharmacy Frontline Caregiver of Excellence Award. Nancy was instrumental in the success of the cognitively impaired program (CIP) at St. John Neumann.

The issue of bed safety also seems to be receiving increased recognition, thanks in part to the efforts of the Hospital Bed Safety Work Group and the development of the brochure, *A Guide to Bed Safety*. To receive brochures, contact Mary Scharf at 610-388-5580 or by e-mail at [mscharf@kcorp.kendal.org](mailto:mscharf@kcorp.kendal.org).



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The Pennsylvania Restraint Reduction Initiative (PARRI) is made possible by intergovernmental transfer funding from the County Commissioners Association of Pennsylvania with the intent of improving the quality of care at long-term care facilities in the Commonwealth of Pennsylvania. The Grantor has determined that the use of physical restraints in long-term care facilities is a widespread practice that diminishes the quality of care delivered. For the past five and one-half years, the Initiative's training team has provided assistance to individual Pennsylvania long-term care providers, has mentored facilities pursuing training site status, and has offered full day and half-day educational sessions statewide on a variety of topics related to resident-focused care.

**REMINDER:** *The PARRI initiative provides services to all Pennsylvania nursing facilities striving to deliver quality care to their residents. Do not hesitate to contact any member of the training team for assistance. For more information or to submit a newsletter article, contact Mary Scharf at 610-388-5580, or by e-mail at [mscharf@kcorp.kendal.org](mailto:mscharf@kcorp.kendal.org).*

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