A common problem at long term care facilities, incontinence often results in skin breakdown, falls and other injury, as well as injury to staff. Sea View’s incontinence rates were about 41 percent above the mean reported by the Centers for Medicare & Medicaid Services. Staff at Sea View decided to implement an enhanced toileting program to help decrease their incontinence rates and improve their resident’s dignity and quality of life.

Over a three-year period, staff at Sea View implemented a number of performance improvements, including revised documentation to improve assessment and evaluation of the program; creation of a bowel and bladder incontinent assessment tool to detail the toileting needs of each resident; integration of a new “lift” device to transfer residents to the toilet; and hospital-wide in-service on incontinence and toileting, including the relationship between incontinence and falls and pressure ulcers.

Achievements

- Reduced incontinence rates to 38 percent in 2006 from 79 percent in 2003.
- Decreased pressure injuries to 8 percent in 2006 from 12.4 percent in 2003.
- Reduced falls to 6.1 percent in 2006 from 8.3 percent in 2003.
- Improved quality of life and maintained dignity of residents—one of the most satisfying results of the initiative.
- Decreased staff injuries related to toileting.