

Reinventing the 'Heel': implementation and reported outcomes of the Maxxcare Heel Pro Evolution

About this publication

This publication presents an independent quality improvement presentation developed by Anj Dickson of Counties Manukau Health in New Zealand and presented at the Health Roundtable HRT 1913 Nursing Improvement Group meeting in Sydney in September 2019.

The presentation describes the clinical and organisational reasons for reviewing the existing heel protection approach, the local evaluation of the Maxxcare Heel Pro Evolution, the organisation-wide implementation process and the subsequently reported clinical and economic outcomes.

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Publication details

Presentation

Reinventing the 'Heel'

Presenter

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Source

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Health Roundtable

Reinventing the 'Heel'

Counties Manukau Health

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Key Problem

Occurrence

- Heel Pressure injuries were one of the most common Hospital Acquire Pressure Injuries (HAPI) at Counties Manukau Health during 1st June 2017 – 30th June 2018

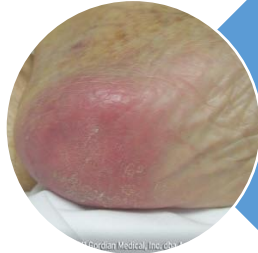
Accessibility

- There were Issue identified with accessibility of the current foam heel boots as they were supplied by Orthotics and they are not a 24hr service

Functionality

- The foam heel boots were bulky and often rolled on the patients foot
- Difficult for patients to apply themselves and not safe for mobilising
- Unable to be cleaned if contaminated

Aim of this Innovation



Reducing Heel Pressure injuries through early identification and intervention.



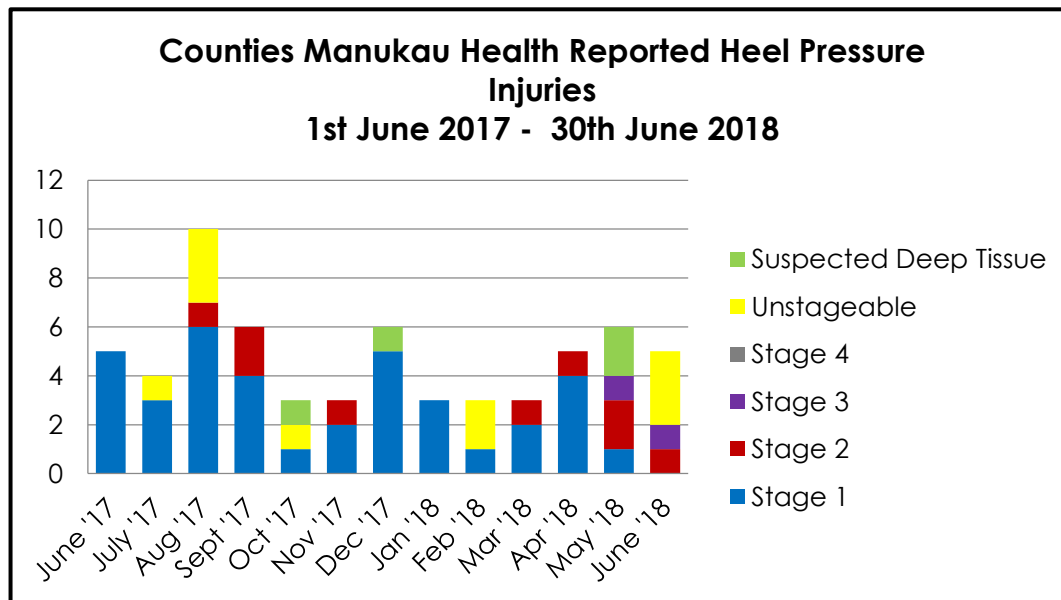
To ensure that the wards have access to the Heel protectors 24/7, promoting early intervention leading to better patient outcomes.



To identify a Heel protector that is comfortable to wear, as well as enabling patients to safely mobilise and easy application for staff.

Baseline Data / Current Situation

- Pressure Injuries (PI) are one leading causes of preventable harm in the inpatient setting. Hospital acquired pressure injuries (HAPI) can reduce the quality of life for those suffering from them, as well as negatively affecting their mental wellbeing.
- Counties Manukau Health (CMH) identified that Heel HAPI's were an on-going issue, and started looking into prevention strategies.



Key Changes Implemented



Established a working Group

- The group investigated the available heel relieving boots on the market and narrowed them down based on features and clinical efficacy.
- Clinical trial using MaxxCare Heel Pro was carried across Orthopaedics, General medicine and ARHOP comparing new heel boot with previous heel boot.
 - 21 at risk patient identified and 3 patients had pre-existing PI
 - Positive feedback from patients
 - No progression of identified PI

Accessibility

- Early identification and intervention is vital in preventing the progression of pressure injuries.
 - Ensuring that the MaxxCare Heel Pro boots are available on the ward enables access 24/7, to ensure that the staff can implement them when clinically indicated.



Key Changes Implemented



Education

- Awareness campaign informing of change
- 46 Education sessions organisation wide
- Hands on fitting and application teaching sessions where the staff got to trial the products themselves to see how function with a trouble shooting guide for common fitting errors.

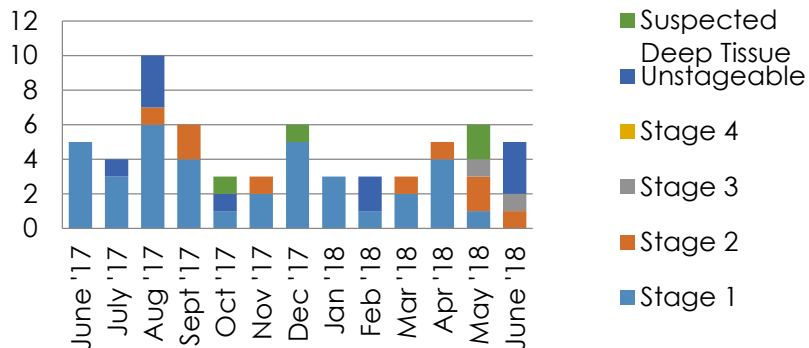
Criteria

- A criteria for use was established to ensure that it was clear when the Heel boots would need to be implemented.
 - A patient with a Waterlow Score ≥ 15
 - Any pre-existing Heel Pressure Injury
 - Fragile/Tissue paper skin



Outcomes so far

Counties Manukau Health Reported Heel Pressure Injuries
1st June 2017 - 30th June 2018



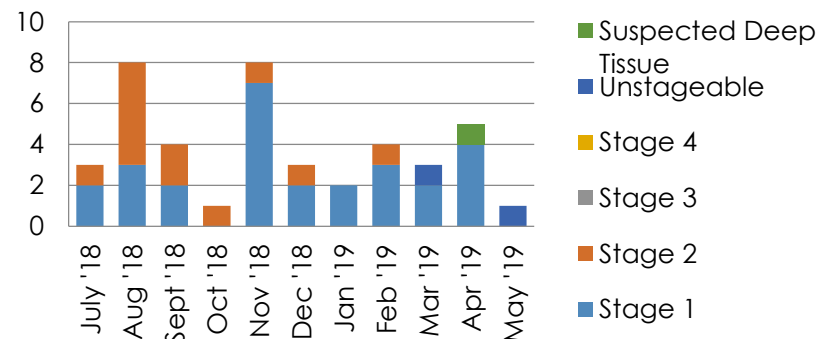
30% reduction in overall Heel Pressure Injuries from Year 1 to Year 2

No Stage 3 Pressure injuries reported post Heel boot implementation

70% reduction in Unstageable and Suspected Deep Tissue Pressure Injuries reported in Year 2

Savings of NZ \$30,000 since implementation

Counties Manukau Health Reported Heel Pressure Injuries
1st June 2018 - 31st May 2019



Lessons Learnt

- **Embedding Change**

- The process of implementing the Heel boots took over 12 months, which was frustrating considering the projected savings. The issues faced related to the congestion of initiatives being presented to the PSIG, which caused delay of getting approval. A proposal to streamline the PSIG based on whether the product has been successfully implemented in other Regional DHB's was adopted and the TOR changed.

- **Tread Carefully**

- Orthotics had been providing Foam Heel boots for years, and when noticed was given that we would no longer need them to supply the heel boots, they stated that they were highly skilled in their field and they felt that they provided a specialised service which couldn't be replicated.
- CMH felt that the increased accessibility to the new heel boots, as well as the uncomplicated fitting process, would mean that appropriate pressure injury interventions would be implemented earlier, stopping pressure injury progression.

- **Reinventing the Heel**

- Solutions don't always have to be complicated; the new heel boots are easy to measure and fit, but with superior features.
- Ensuring that the Heel boots are available 24/7 means that intervention can occur at the time of intervention.
- Sometimes change can be positive, as the MaxxCare Heel Pro are not only reducing the instances of preventable harm, providing more comfort and independence to the patient, while saving the organisation money.

Innovation Summary Slide

Title: Reinventing the 'Heel'

Health Service: Counties Manukau Health

Problem:

Pressure Injuries (PI) are one leading causes of preventable harm in the inpatient setting. Heel Pressure injuries were identified as one of the most common Hospital Acquire Pressure Injuries (HAPI) at Counties Manukau Health, so it was important to investigate strategies for prevention organisation wide.

Solution:

We substituted our usual Heel Protector for a Clinically superior and less expensive product MaxxCare Heel Pro.

1. Creating a product criteria to ensure that the staff are aware of what patients would benefit from the new heel boots.
2. Making the new Heel Boot organisation wide, has meant that the Heel boots can be implemented as soon as the pressure is noted, stopping progression of Heel PI.
3. The new MaxxCare Heel Pro boots enable patients to mobilise with the Heel boots on, as they have a non-slip sole, and promote independence.

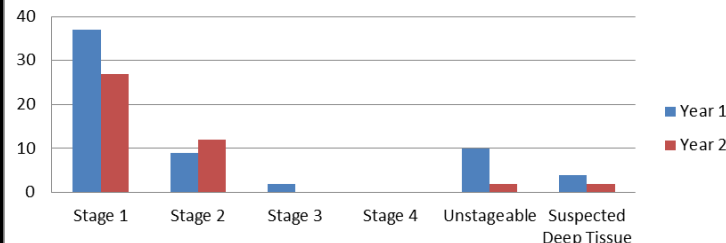
Results:

- **30% reduction** in overall **Heel Pressure Injuries** from Year 1 to Year 2
- **No Stage 3 Pressure injuries** reported post Heel boot implementation
- **70% reduction** in **Unstageable** and **Suspected Deep Tissue** Pressure Injuries reported post Heel boot implementation
- **NZ \$30,000 Savings** to date

Counties Manukau Health Reported Heel Pressure Injuries

Year 1 (1st June 2017 - 31st May 2018)

Year 2 (1st June 2018 - 31st May 2019)



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