

# Fraser Health Falls Prevention Mobile Clinic

## REDUCING WAIT TIMES

### Background

**CONTEXT:** The Falls Prevention Mobile Clinic (FPMC) is organized by Fraser Health's Injury Prevention Team. During the 90-minute session, the client's fall risk is assessed and interventions are discussed.

**PROBLEM:** The FPMC receives an average of 11 referrals each week. Some of these clients may not meet the criteria of the FPMC. Additionally, the FPMC team services the entire Fraser Health region. Given this limited capacity, seeing the 'right clients' is imperative to reducing wait times. While waiting for an appointment, clients may experience more falls, move to long-term care, or pass away.

**AIM:** To reduce wait times for clients referred to the FPMC.

#### AT THE MOBILE CLINIC...



PPA TESTING



PHARMACIST



PHYSIOTHERAPIST



REVIEW

### Finding the right candidates

**REMINDERS:** No-show clients lose their own clinic spot and add to the waitlist length. The clinic team makes confirmation calls 1 week prior to the clinic and again 3 days prior to the appointment to reduce no-shows.

**ALTERNATIVES:** Various options are provided to clients unsuitable for the clinic. Seniors may be referred to other services (such as the Specialized Seniors Clinic), or be invited to attend a Falls Prevention presentation.

#### Clients unsuitable for the clinic:

- ⊗ Nonambulatory
- ⊗ Moderate to severe cognitive impairments
- ⊗ Currently residing in a long-term care facility
- ⊗ Very fit and healthy - no previous falls, exercises regularly, etc.

In 2019...  
**550**  
seniors attended a Falls Prevention presentation



**STAFF:** The goal of the staff education sessions is to explain the client referral criteria, in hopes of reducing unsuitable referrals.



**COMMUNITY:** Clients who are well-supported and active are taken off the waitlist and invited to attend a community presentation instead. The presentation shares the 4 pillars of falls prevention and encourages further discussion with their own health professionals.

- ⊗ MEDICATION
- ⊗ EXERCISE
- ⊗ HOME SAFETY
- ⊗ VISION

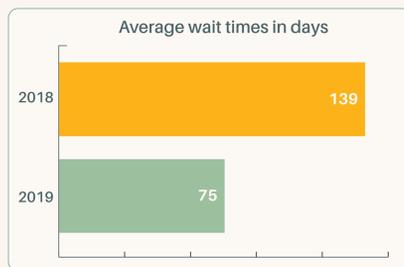
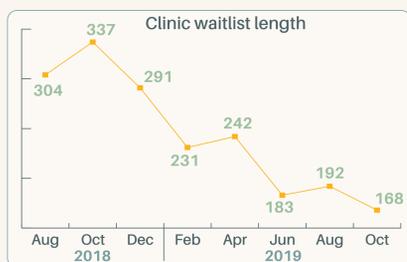
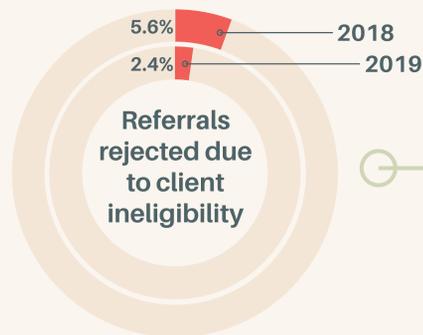
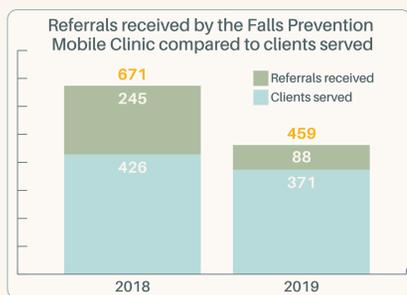
### Booking more clinics

**NEW SITES:** Since the clinic is hosted in spaces graciously loaned free-of-charge by community centres, there is a limit to the frequency of clinics that can be held in each location. To host more clinics, the FPMC team has reached out to partner with new community centres and locations.

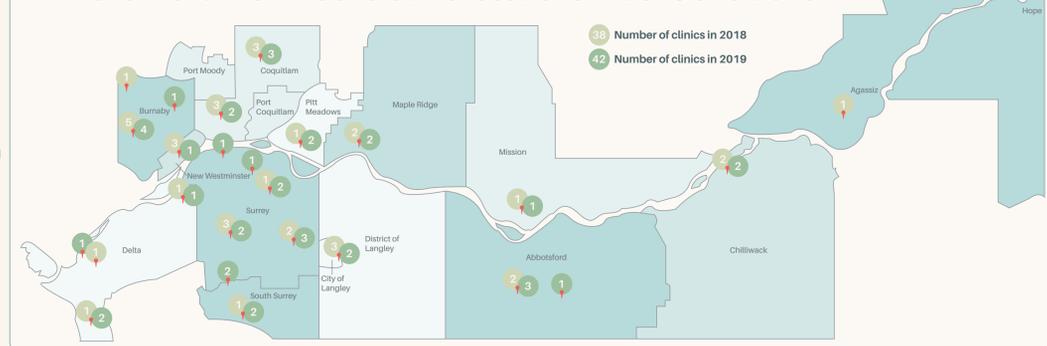


**BUSY AREAS:** In areas with longer waitlists, the FPMC team has been organizing more clinics to reduce wait times and serve more clients. Surrey is the largest city with a rapidly growing population. In this city, the number of clinics have been increased from 7 in 2018 to 13 in 2019.

### Results so far...



#### Falls Prevention Mobile Clinic locations in 2018 and 2019



**In 2019:** The FPMC held 4 more clinics this year (42, compared to 38 clinics in 2018), and an average of 4 community Falls Prevention presentations were held each month.

### What's next?

**SMALL COMMUNITIES:** Current initiatives focus on the bigger cities in the Fraser region. The FPMC team is working on strategies to reduce barriers in accessing Falls Prevention services in small communities, such as Hope.



**GOT IDEAS?:** If you have any ideas on how to further reduce wait times for the Falls Prevention Mobile Clinic, feel free to contact us!  
Email: [fallsprevention@fraserhealth.ca](mailto:fallsprevention@fraserhealth.ca) | Tel: 604-587-7866