

Orange Star Program

By Tasha Alvarez Garnica

The ALP or action learning process this learner was fortunate to initiate was the Orange Star Program. Our home was experiencing numerous falls throughout the month and team accountability was shaky. Quality of life and safety were two high priority goals, so we knew we needed to solidify our falls system.

For this system to work and be ingrained in our home we knew we needed to start with reeducation on the basics. The first topic was QAPI (quality assurance and performance improvement) and how every team member played a part in the outcomes. The second was understanding quality measures; where we are and the vision as to where we needed to be. Next was root cause analysis training; we know the problems, but what are the root issues. The last was redefining teamwork; success is only capable if all departments are on-board.

After all the trainings were completed, we gave education of how each of the pieces went together. We utilized different outlets of learning such as online, visual posters, huddle communications because we knew being creative was a necessity. Understanding that everyone learns differently and that this system was a process was a key to our success. Over this last year, our team was able to decrease our fall quality measure by 30% and we are now under both state and national averages.