

## Excellence in Action

### An End to Comfort Zones

A success story as told by Lauren Ikerd, OTR/L in Greenville, MS



I participated in a training webinar with Shonda Brandon, our ACE Clinical Leader who specializes in urinary incontinence. I was able to gain the confidence and knowledge needed to initiate the PRIDE Program in my community. Following my training, I provided an in-service with the entire nursing staff to explain the program, as well as identify residents who could benefit from it.

While reviewing the CASPER Report, I identified a resident with incontinence, but discovered no diagnosis in her chart. After reaching out to her doctor and describing her symptoms, she was diagnosed with urge incontinence. During screening, she acknowledged having issues for several years, which had recently gotten much worse, causing depression and social anxiety.

I told her about the PRIDE Program and how therapy could help her. She was happy that there was hope for her problem and that I cared so much about her well-being. Various exercises were implemented to strengthen the pelvic floor, as well as bladder retaining techniques, a toileting program, and a voiding diary. In the diary, she tracks how many continent/incontinent episodes she is having each day, and how many briefs she uses.

After four weeks of therapy, she is now able to control her urges and has reduced the number of accidents she has throughout the day. She is no longer worried about avoiding activities due to having soiled clothes. Not a day goes by where she doesn't show off her diary, or talk to others about how much therapy has done for her self-esteem and confidence.

I am so glad I stepped out of my comfort zone and initiated the program. I am truly humbled to share this story with others in hopes that it will motivate them to reach out to residents facing these issues.

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***Stay tuned for next month's Excellence in Action Story from more of our teams in the field!***