HRET HIIN PFE Fellowship
Session 5
When the Rubber Hits the Road: Action Planning

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Martha Hayward
Welcome and Introductions

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PFE Faculty Introductions

Tiffany Christensen

Martha Hayward

Tanya Lord
Where Are The Outcomes?

• Usually program-specific but they are out there
• Issue to address: inadequate prep for colonoscopies
• 20% reduction in repeat colonoscopy due to inadequate prep (Kaiser, DC, Capitol Hill Outpatient Surgery Team)
Overview of PFE Strategies

• Discharge Checklist
• PFA on Committees/ PFACs
• PFA Safety Rounds or Quality Observers
• Storytelling
• Teach backs
• Bedside Shift Report
• Peer Rounding
• TeamSTEPPS for Patients
HIIN Hospital Acquired Conditions and Topics w/ Correlated Recommended PFE Strategies

- **Adverse drug events**
  - Story Telling
  - Patient Activation w/ MI
  - Patient/Family Education
  - PFA Education Development
  - PFA Committee Work
  - TeamSTEPPS for Pts (Time-Out Tool)
  - PFA Rounding
  - Teach Back

- **Antibiotic Stewardship**
  - Patient/Family Education
  - Teach Back

- **Culture of Safety**
  - PFAC
  - PFA on Safety Rounds
  - Quality Observers

- **Central line-associated bloodstream infections**
  - Story Telling
  - Patient Activation w/ MI
  - Patient/Family Education
  - PFA Education Development

- **Clostridium difficile**
  - Story Telling
  - Patient Activation w/ MI
  - Patient/Family Education
  - PFA Education Development
  - Teach Back (re symptoms of concern)
  - TeamSTEPPS for Pts (CUS re hand washing)
  - PFA Rounding re hand washing

- **Injury from falls and immobility**
  - Story Telling
  - Patient Activation w/ MI
  - Patient/Family Education
  - PFA Education Development
  - Bedside rounding, shift changes, huddles
  - PFA on committee
  - PFA Rounding
  - Teach Back (including family)

- **Pressure ulcers**
Action Plan
2017 HRET HIIN PFE Fellowship Action Plan

Organization:
Project Title:

Team members including PFAs that are a part of your HIIN Fellowship. Complete the orientation plan. Implement orientation.
March 1, 2017

Which HAC or other topic area will the team focus on? What are you hoping to accomplish?
March 17, 2017

Which PFE strategy will be used?
April 5, 2017
<table>
<thead>
<tr>
<th>SMART Goal: Specific</th>
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<tbody>
<tr>
<td>What specifically are you going to change?</td>
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<table>
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<tr>
<th>SMART Goal: Measurable</th>
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<tr>
<td>How will you know that the change was an improvement?</td>
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<tr>
<th>SMART Goal: Attainable</th>
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<tr>
<td>Can this goal be achieved?</td>
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<tr>
<th>SMART Goal: Relevant</th>
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<td>Is this in line with the strategic plan, does this matter to patients, families, staff and clinicians</td>
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SMART: Time bound, When will this occur, how long will it last

- **Specific**
- **Measurable**
- **Achievable**
- **Relevant**
- **Time-Bound**
Implementation and Sustainability

Implementation: Who needs to be involved, what unit, patient population etc.

Sustainability Plan: How will this project continue? How will this project inspire other projects that use PFE strategies?
Choosing Which Strategy and Which HAC

• Things to consider:
  – What are you trying to improve? Specifically
    • Falls?
      – Education: Patient/Family Education
      – Education materials: PFA Review, Teach Back
      – Timing of education materials: Bedside Shift Report
      – Patient and Family at the bedside: Peer Rounder
      – Clinician and/or hospital staff behavior: Quality Observer
Thinking through Measurement Strategy
Process Measure

• The number of PFAs on a project
• The number of projects that have PFAs
• Number of patients who receive fall prevention education
Outcome Measures

• Reduced fall rates
• Amount of time without a fall
• Reduced injuries from falls
Balance Measures

• Was something else made worse with the improvement?
PDSA
# PDSA Worksheet for Testing Change

**Aim:** (overall goal you wish to achieve)

*Every goal will require multiple smaller tests of change*

<table>
<thead>
<tr>
<th>Describe your first (or next) test of change:</th>
<th>Person responsible</th>
<th>When to be done</th>
<th>Where to be done</th>
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**Plan**

<table>
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<tr>
<th>List the tasks needed to set up this test of change</th>
<th>Person responsible</th>
<th>When to be done</th>
<th>Where to be done</th>
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<tr>
<th>Predict what will happen when the test is carried out</th>
<th>Measures to determine if prediction succeeds</th>
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**Do**

Describe what actually happened when you ran the test

**Study**

Describe the measured results and how they compared to the predictions

**Act**

Describe what modifications to the plan will be made for the next cycle from what you learned
There are risks and costs to action. But they are far less than the long range risks of comfortable inaction. ~John F. Kennedy
More PFE Opportunities

• Listserv – you should now be enrolled!
• Coaching calls – the first one is April 17!
Upcoming Events

• HRET HIIN Readmissions | Connecting the Patient Voice to Readmissions Reduction Approaches Webinar: April 6, 2017 1:00pm - 2:00pm (CST)
  Register here!

• HRET HIIN | What's New in ICU for Sepsis, CAUTI and CLABSI: Less May Be Better Webinar: April 11, 2017 11:00am-12:00pm (CST)
  Register here!

• Partnership for Patients PFE | Improving Health Equity: How to Make REaL Data Actionable Webinar: April 11, 2017 1:00pm - 2:00pm (CST)
  Register here!
THANK YOU!