Strategies for Sustaining Improvement: are you good, lucky, or not looking?

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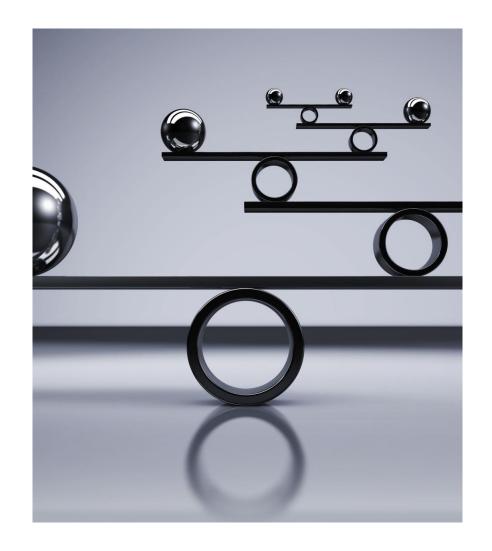
Disclosure of Conflicts of Interest

- Barbara DeBaun, MSN, RN, CIC is a clinical consultant to:
 - Magnolia Medical
 - SplashBlocker

Strategies for sustaining improvement



Has anyone ever lost 5 lbs and then gained it back?



Have you seen a reduction in an HAI but 'only for a short while'?



What's easier?

To make improvements

Sustain improvements



Keys to Long term success

Reliability

Sustainability

Five High Reliability Organization (HRO) Principles

1: Preoccupation with failure

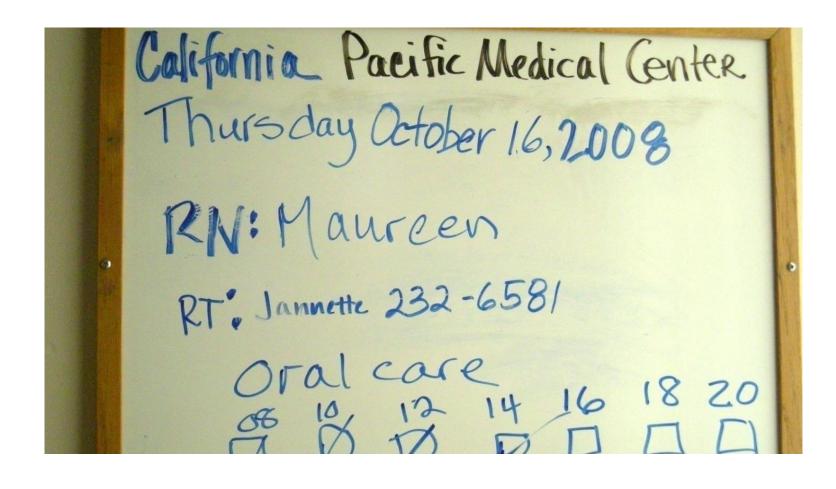
2: Reluctance to simplify

3: Sensitivity to operations

4: Commitment to resilience

5: Deference to expertise

Making Failure Obvious



Making Failure Obvious



- Use of every-4-hour oral care kit
 - Only toothbrush should be left at 4AM
 - Staff held each other accountable

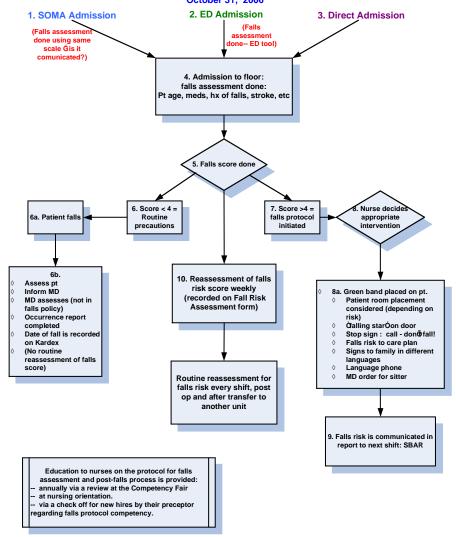


Making Failure Obvious



Flowchart your current process

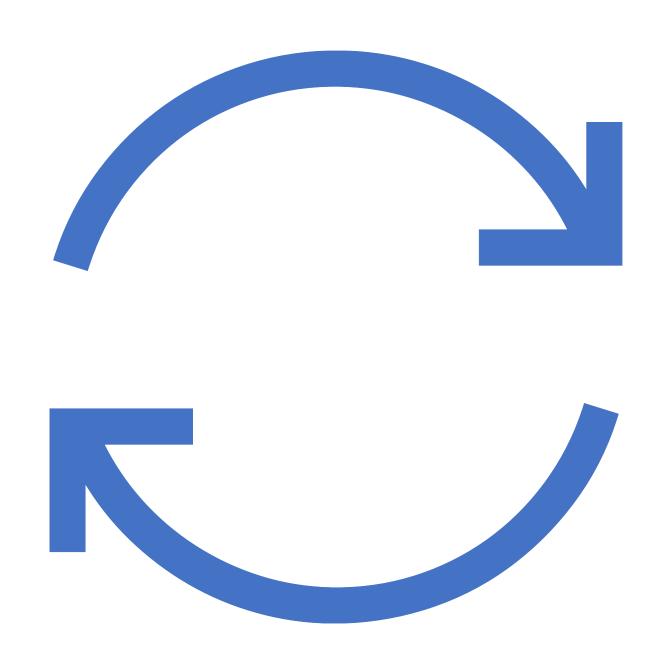
St Luke® Hospital Falls Assessment and Falls Risk Process October 31, 2006



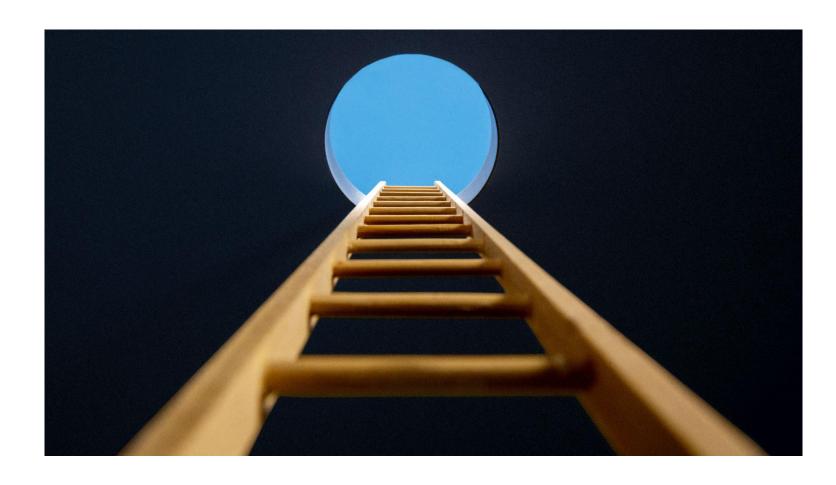
DLT QI 11/17/06

Facts About Flowcharts

- Used to visually explain a process and the interrelationship between process steps
- Allows analysis and better understanding of a process
- Great way for a workgroup to better understand their environment
- Excellent training documents



Are there gaps?



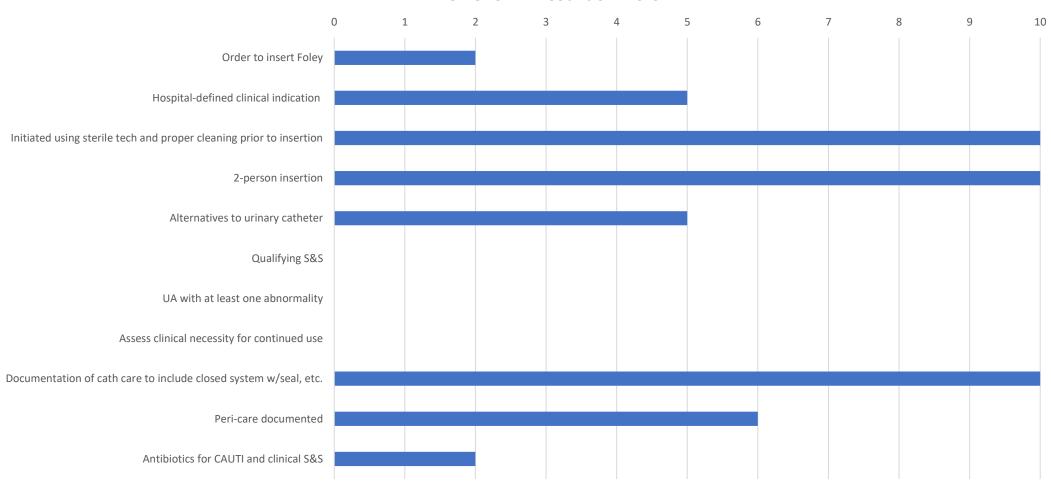
DISCOVERY TOOLS - Cynosure Health

Cynosure

CAUTI Process Improvement Discovery Tool

Chart Identifier		Pt A	Pt B	Pt C	Pt D	Pt E	Pt F	Pt G	Pt H	Pt I	Pt J
(INSERTION) The patient had:											
	An order to insert a urinary catheter										
	A hospital-defined clinical indication for a urinary catheter										
	Urinary catheter inserted using sterile technique. Perineal wash and meatal cleansing performed prior to insertion										
	A two-person insertion (e.g., two nurses)										
	Alternatives to urinary catheter (e.g., external catheter) considered and documented										

Mini RCA CAUTI PI: Count of "No"s



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