GETTING STARTED: IMPLEMENTATION STRATEGIES WORKSHOP

Antimicrobial Stewardship in Long-Term Care Facilities

Kick-Off Summit

Quality Assurance and Performance Improvement (QAPI)

- A comprehensive approach to ensuring high quality care
- A data-driven, proactive approach to improving the quality of life, care, and services in nursing homes

12 Steps to QAPI

1. Define leadership responsibility & accountability
2. Develop deliberate approach to teamwork
3. Conduct a self-evaluation
4. Identify organizational guiding principles
5. Develop a QAPI plan
6. Conduct QAPI awareness campaign
7. Develop strategy for collecting and using QAPI data
8. Identify gaps and opportunities
9. Prioritize and charter projects
10. Plan, conduct, and document project management/implementation plans
11. Identify the root cause of problems
12. Take systematic actions

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Team work rules and instructions

- You can find your group's team number in your badge
- Teams will have an assigned facilitator
- Teams will select a scribe and a spokesperson
- Teams must stay on task
  - 4 activities
    - Assigned time to complete and discuss each individual exercise as a small group
    - Assigned time to discuss as a whole group
      - Be ready to share your work!
      - We will randomly rotate between the groups
- These activities are meant to be an introduction/refresher of QAPI, they are not meant to be exhaustive
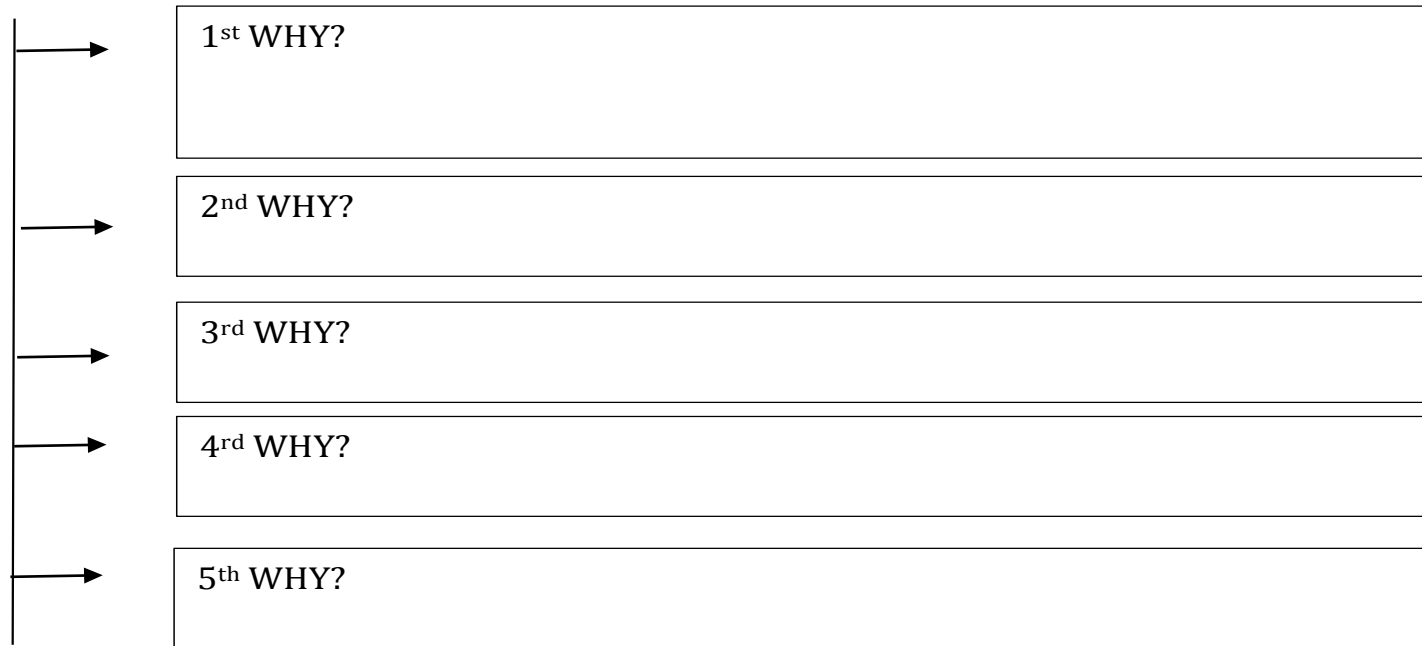
Introduce yourselves and choose a team's spokesperson and scriber

ACTIVITY #1. ROOT CAUSE ANALYSIS

Strategy #1a : Five Whys (10 minutes)

5 Whys

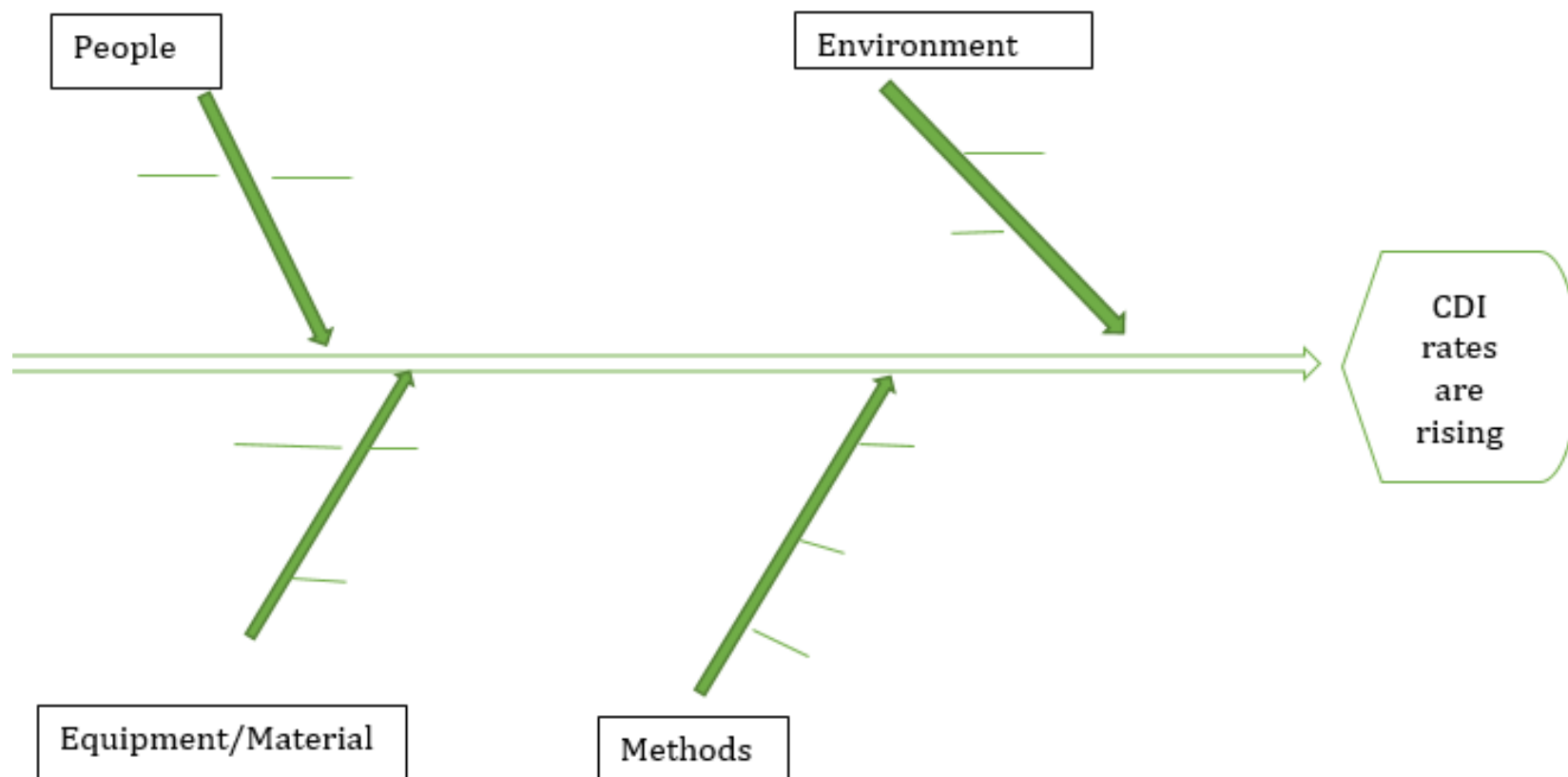Problem statement: *C. difficile* rates are increasing

1st WHY?

2nd WHY?

3rd WHY?

4rd WHY?

5th WHY?

Root cause:

ACTIVITY #1. ROOT CAUSE ANALYSIS

Strategy #1b: Fishbone diagram (10 minutes)

Program Management Plan

- **Problem Statement:** *C. difficile* infection rate is increasing and poor hand hygiene is identified as a critical root cause.

- **Aim statement:** We want to improve hand hygiene compliance (to above 80%) to help reduce our facility CDI rate by December of 2018

- **Intervention:** Implement an hand hygiene education strategy for increasing hand washing compliance by healthcare personnel, residents and family

ACTIVITY #2: TEAM ENGAGEMENT

Who?	What could motivate them?	What can they do?
Executive leadership	Data, dollars: bottom line focus Focusing in QAPI can improve nursing home Compare Ratings and Quality Measure composite scores	Buy-in for the work at the top level, convey institutional priority

ACTIVITY #3: COMMUNICATION

	Nurses	Residents/ Families
Purpose: Why is it important to communicate to this audience? What is the goal of your communication? Do you have a specific need or request?		
Values: What does this audience most value when it comes to this topic? How will you incorporate or include this?		
Concerns: What is the audience's greatest concerns when it comes to this topic? How can you address their concerns?		

	Nurses	Residents/ Families
Message: What is the key message you want to deliver? Make sure to tie their values and concerns		
Channels: Which communication channel will you use?		
Messenger: Who will deliver the message? Should it be different for each used channel?		
Evaluation: How will you know you were successful? What output will you track? How will you monitor the effectiveness?		

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