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Going Beyond Control: Driving System-level Improvements in Infection Prevention

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How will we spend the next 45 minutes?




Challenges...

Change...

Partnerships...

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What are the biggest Challenges for paediatric IPAC?

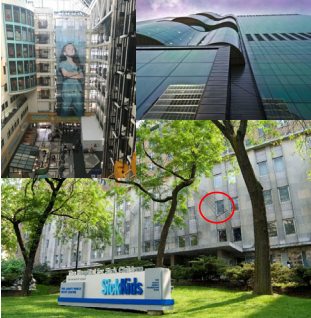
Are they the same for all of us?

Are they the same for other subject matter experts?

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Challenges on my mind...



- **External priorities**
 - Adult care driven
 - Miss-matched reporting requirements
- **Competing internal priorities**
- **Unplanned factors**
 - Outbreaks
 - Leadership change
- **Finite resources**
 - IPAC
 - Clinical teams
 - Leadership
- **Data gaps**
- **Complexity**

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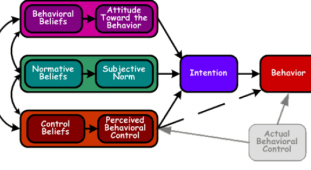


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Change Management

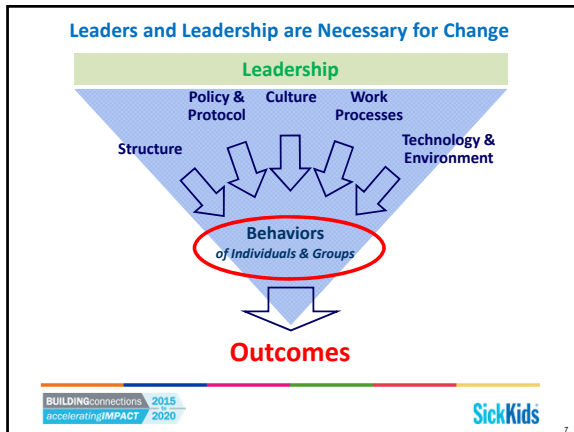
Figure 3: Theory of planned behaviour.

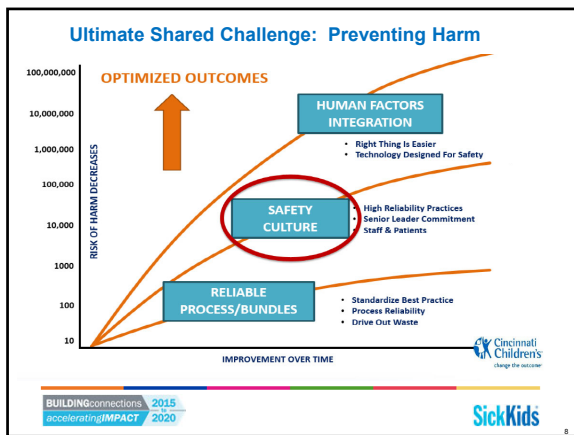


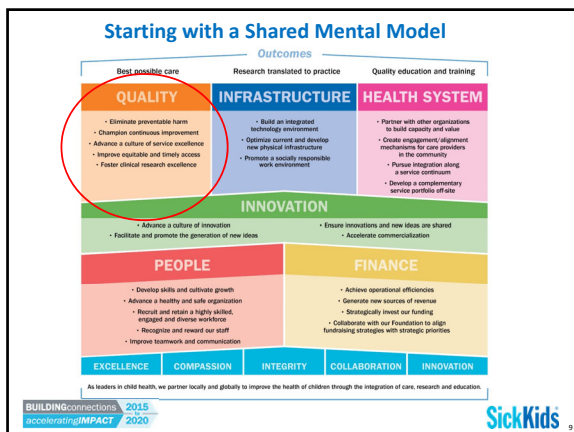
- Pick a theory... any theory?
- Take time to learn about change.
- Who are the experts in your workplace?
- Change without a roadmap will fail.

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Attention is the Currency of Leadership

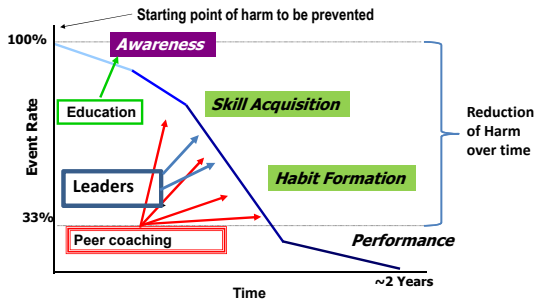


The value of intentional rounding:
Actions speak louder than words...
(and graphs)
Setting expectations and building accountability
Finding and fixing problems

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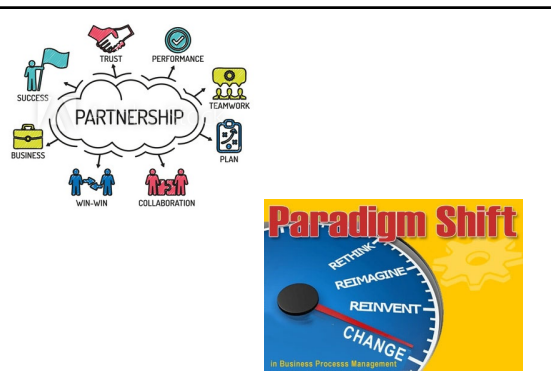
Synergy and Engaging Others in Improvement



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*Glen Bingle, CMO Community Health

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Quality & Safety:
They all about dashboards, Swiss cheese and flying a plane...aren't they?

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Quality Improvement, Patient Safety and IPAC Share Challenges

Why not share tools and methodology?

Change is rarely once size nor done once.

Model for Improvement

What are we trying to accomplish?
How will we know that a change is an improvement?
What change can we make that will result in improvement?

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Establishing Clear Aims

What are we trying to accomplish?

Understand the problem first (root cause)

Be as specific as possible

- What?
- For whom?
- How much?
- By when?

Be prepared to refine your aim as you learn more

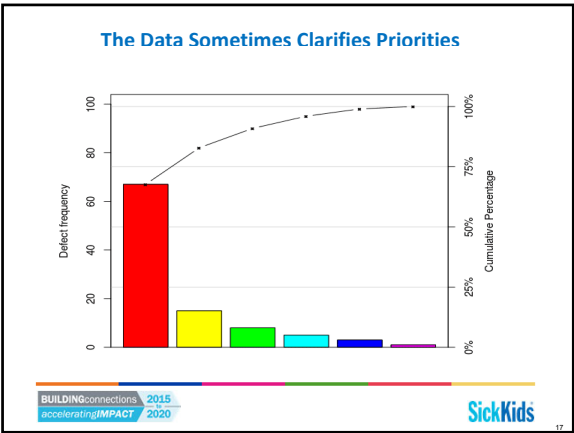
Tip: Use verbs like "increase" or "decrease"

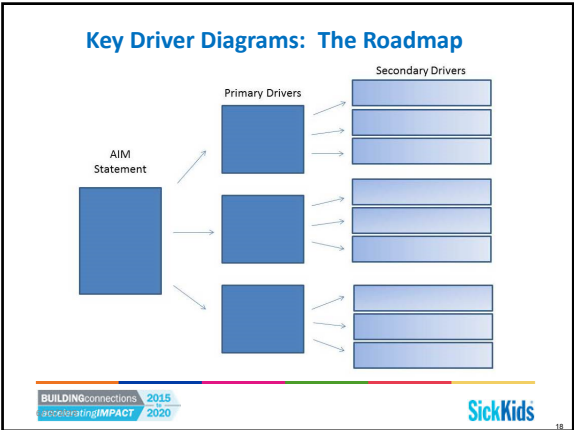
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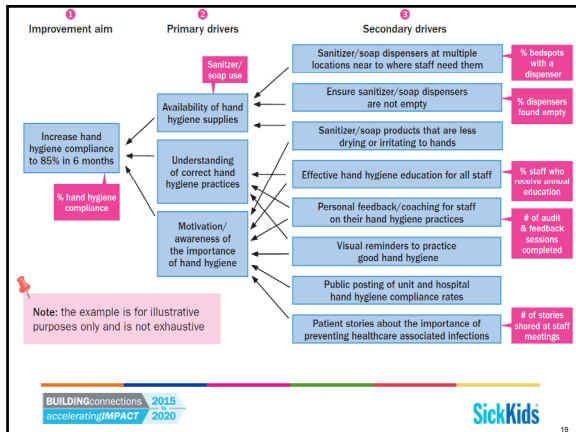
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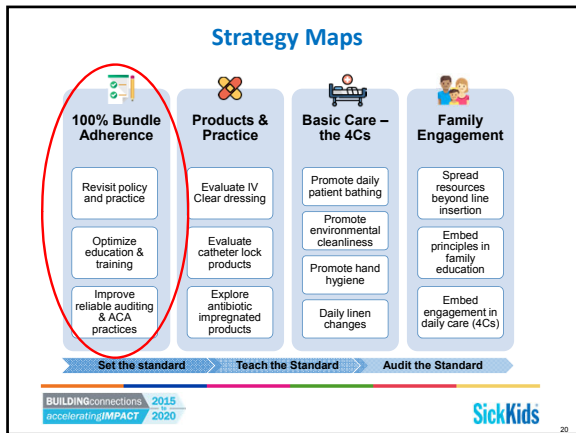
Understanding the Problem

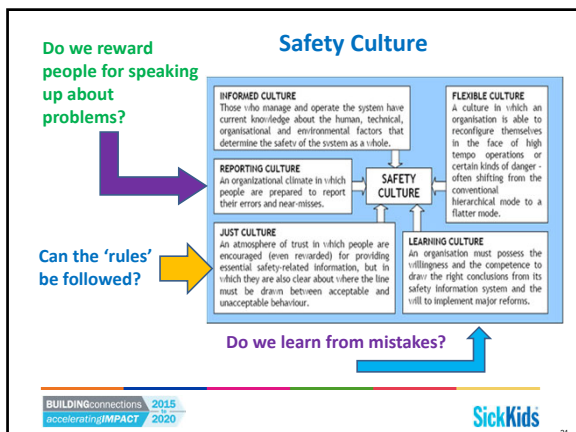
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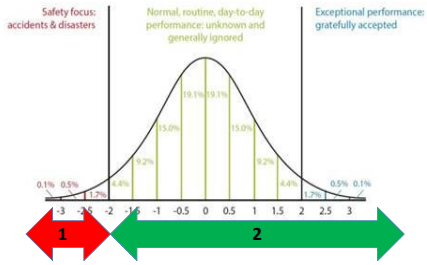








We can learn as much from what goes right as what goes wrong:
'Safety 1 and Safety 2'



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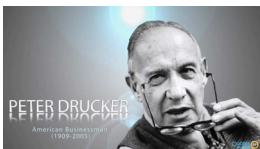
Catching people doing the right thing



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Quality Indicators

The development of meaningful measures of performance is the core of any quality management program



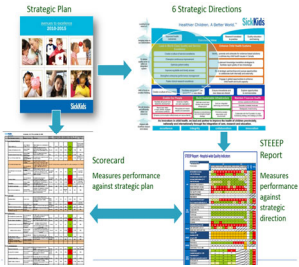
"What gets measured, gets improved (managed)"

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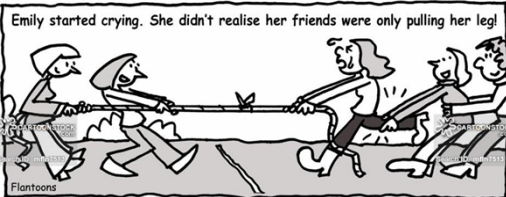
Measuring improvement

How will we know that the change is an improvement?

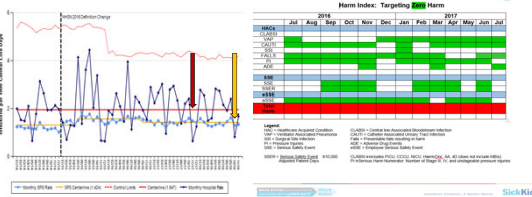
- Seek usefulness, not perfection – measurement is **not** the goal
- Plot data over time
- Purposeful sampling if needed
- Use a mix of quantitative and qualitative measures
- Should include a “family” of measures – outcome, process and balancing



Everyone is asking for different data...



Transparency and Speaking the Same Language



- Understanding the target audience needs
- Breaking 'tradition' – it isn't about us

Process Data Drives Improvement

Hand Hygiene Monthly Report – February 2018

Traditional reporting

Key Messages serve Leaders' needs

Clean Hands Prevent Harm

Real time data is useful

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Data doesn't always come from charts and lab reports

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Make Friends with Communications/Public Affairs

communications experts are critical to the success.

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Engaging patients and families

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Innovations and Updates

15 Second Hub Scrub poster now available!

Visit the [CLABSI webpage](#) or [click here](#) to download your copies

CLABSI Prevention
Let's work together to reduce the risk of CLABSI

If we ask patients and families to 'speak up' we need to teach them how...

And we need to listen.

Expectations of staff need to be known and aligned with what we teach families

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Patients and families telling safety stories

https://www.youtube.com/watch?v=5_WUipJpVC4
Geoffrey's story

<https://www.youtube.com/watch?v=l-HdogjCjH0>
Jake's story

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Learning from Leaders in Related Fields



“Improvement is, an inborn human endeavour... all human organisations contain in their workforce an internal demand to improve their work. It saddens me how few organisations seem to know that, and fewer still act on it. **Improvement is not forcing something; it is releasing something.**”

Berwick, BMJ 2004;328:1124-1129

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Where To Learn More

- Quality Improvement experts in your workplace
- <http://www.ihl.org>
- Health Quality Ontario - Quality Improvement Guide
<http://www.hqontario.ca/portals/0/Documents/qi/qi-quality-improve-guide-2012-en.pdf>

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QUESTIONS?



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