

AHRQ Safety Program for Long-term Care: HAIs/CAUTI

## Engaging Residents and Families in HAIs/CAUTI Prevention

National Content Webinar Series for Core Team

January 21, 2016

### Presenters



**Kathy Bradley, Family Member**  
CEO and Executive Director  
Our Mother's Voice



**Yvette Green, Resident**  
Member, Consumer Voice Governing Board



**Robyn Grant, MSW**  
Director of Public Policy and Advocacy  
National Consumer Voice for Quality Long-Term Care



**Sue Collier, RN, MSN, FABC**  
Clinical Content Development Lead  
Health Research & Education Trust  
American Hospital Association

## Overall Learning Objectives

- All team members will understand the importance of their role in recognizing and reporting information that will help YOUR FACILITY improve resident safety.
- All team members will understand how HAI/CAUTI elimination efforts connect to overall safety and quality of care for residents and staff.
- All staff will recognize their value as a member of the HAI/CAUTI safety team.

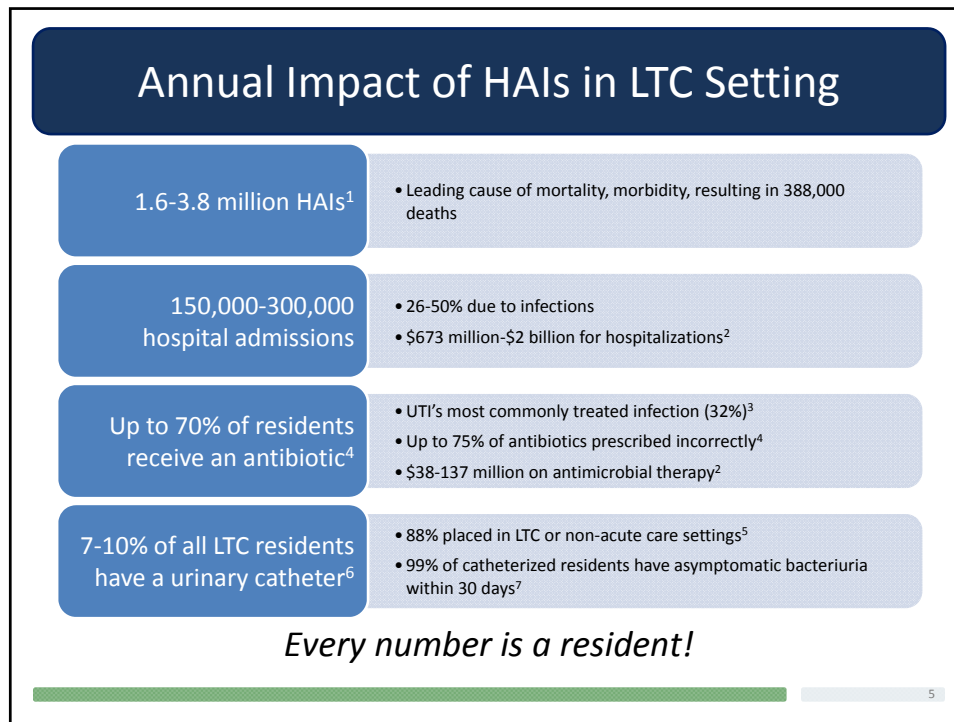
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## Learning Objectives

Upon completion of this session, participants will be able to:


- Define resident-centered care;
- Review the benefits of engaging residents and families as partners in care;
- Describe examples of how to engage residents and families in reducing HAIs/CAUTIs; and
- Identify tools and resources you can use to educate staff, residents and families.

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## Resident's Perspective

**Yvette Green**  
Resident Member  
Consumer Voice Governing Board



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## What is Person-Centered Care?

Person-Centered Care:

- Keeps YOU, the person, at the center of every decision-making process
- Gives YOU control and choices
- Honors YOUR preferences

*The focus is on YOU!*

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## What is Resident and Family Engagement?

**Involve residents/families in all aspects of care and life in the facility.**

- Informing and educating residents/families
- Asking and encouraging residents/families to share observations, concerns, questions, their experiences and their perspectives
- Getting their input, feedback and ideas
- Involving them in all levels of decision-making
- Making them part of the team—collaborating
- Partnering with them



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## Benefits to Staff of Engaging Residents/Families

- Better health outcomes!
- Increases resident, family, and staff satisfaction
- Identifies issues/concerns staff may not know about so they can be addressed
- Generates ideas for solving problems

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## Benefits To Engaging Residents



**What are some benefits to engaging residents and families in infection prevention?**

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## Achieving a Culture of Safety with C.A.U.T.I. and T.E.A.M.S.

**REMEMBER C.A.U.T.I. TO PREVENT CAUTI**

**C** **A** **U** **T** **I**

**Catheter Removal**  
Think about whether to insert a catheter. If you do, use the lowest number of catheters possible. Remove the catheter as soon as possible. Use the lowest number of catheters possible. Use the lowest number of catheters possible.

**Aseptic Insertion**  
Only trained personnel should insert catheters. Use hand hygiene and wear sterile gloves. Use the aseptic technique. Use the aseptic technique. Use the aseptic technique.

**Use Regular Assessments**  
Insert one urinary catheter only when there is a good reason. Consider alternatives to using urinary catheters. Use a bladder scanner to guide management. Reassess catheter use at least every 24 hours.

**Training for Catheter Care**  
Train staff, residents, and family. Monitor a closed drainage system, and use aseptic technique. Use aseptic technique. Use aseptic technique.

**Incontinence Care Planning**  
Consider alternatives to using urinary catheters. Consider alternatives to using urinary catheters. Consider alternatives to using urinary catheters.

**Remember: No catheter means no CAUTI!**

**Appropriate Indications for a Urinary Catheter**  
To assist feeding of stage III or stage IV persons and avoid incontinence in incontinent residents. Check and score sensory response to observations. Report or palliative care associated with incontinence care.

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**T.E.A.M.S.**

**T** Team Formation

**E** Excellent Communication

**A** Assess What's Working

**M** Meet Monthly

**S** Sustain Efforts

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## Using T.E.A.M.S. To Engage Residents/Families

**T.E.A.M.S.**

**T** Team Formation

**E** Excellent Communication

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**M** Meet Monthly

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<b>T</b> <u>Team Formation</u>	<ul style="list-style-type: none"> <li>• Include residents/families</li> <li>• Invite residents/families to all meetings; facilitate participation</li> </ul>
<b>E</b> <u>Excellent Communication</u>	<ul style="list-style-type: none"> <li>• Encourage residents/families to speak up</li> <li>• Educate, inform residents/families concerning HAI/CAUTI prevention efforts</li> </ul>
<b>A</b> <u>Assess What's Working</u>	<ul style="list-style-type: none"> <li>• Share performance, successes, barriers</li> </ul>
<b>M</b> <u>Meet Monthly</u>	<ul style="list-style-type: none"> <li>• Ask for feedback (stories, observations)</li> <li>• Provide updates concerning HAI/CAUTI prevention efforts at resident/family council meetings</li> <li>• Ask for ideas to overcome barriers, solve problems</li> </ul>
<b>S</b> <u>Sustain Efforts</u>	<ul style="list-style-type: none"> <li>• Include stories</li> <li>• Include residents in new staff orientation and education</li> <li>• Provide CAUTI prevention information at care plans</li> </ul>

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## Using C.A.U.T.I. To Engage Residents/Families



- C**atheter Removal
- Tell residents/families you will work together to try to remove the catheter if possible
  - Educate about catheters and UTIs

- A**septic Insertion
- Explain how catheters are inserted properly to avoid infection

- U**sing Regular Assessments
- Explain the process to assess whether a resident needs a catheter
  - Discuss alternatives to an indwelling catheter

- T**raining for Catheter Care
- Train residents/families in catheter care hygiene
  - Explain the signs and symptoms of UTI
  - Involve residents/families in noting and reporting any signs/symptoms to staff

- I**ncontinence Care Planning
- Ask residents and/or family members their preferences, needs and concerns
  - Explore alternatives to catheters
  - Encourage active participation in all aspects of planning

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## Preventing HAIs/CAUTI



**What are you doing now to engage residents and families in preventing CAUTI or any infections?**

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## Challenges To Engaging Residents



**What challenges have you had when engaging residents and families in HAIs/CAUTI prevention?**

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## Summary of Key Elements of Resident/Family Engagement

- Involve residents and families as part of team!
- Provide information and education
- Seek resident and family perspective, ideas, suggestions for solving problems; act on them whenever possible
- Actively create and provide meaningful opportunities for residents and families to be engaged

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## LTC Safety Toolkit: Module 5 Resident and Family Engagement

Methods and tools to increase safety, improve satisfaction and optimize resident outcomes

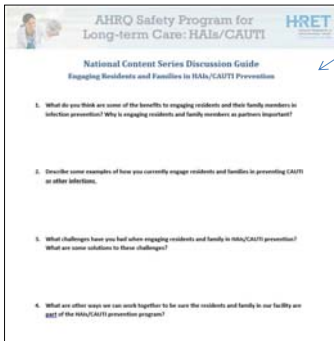
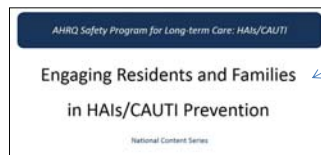


Ways to use the toolkit include:

- ✓ Share videos with teams to spark engagement in staff safety assessments
- ✓ Provide templates and discussion guides to project leads
- ✓ Educate teams on T.E.A.M.S. and Just Culture
- ✓ Use videos and training modules to orient new staff
- ✓ Train teams in using teamwork and communication tools
- ✓ Engage senior leaders and project champions

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## Educating All Staff in Resident And Family Engagement in a Culture of Safety



- Use slide set with facilitator's notes
- Share recorded session for all staff
- Use Discussion Guide with key questions to spark conversations
- Provide copies of T.E.A.M.S. and C.A.U.T.I Infographics
- Provide Evaluation Form and Certificate of Completion

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### Your Role in Supporting Resident & Family Engagement in HAI/CAUTI Prevention (T.E.A.M.S.)

- Participate in the training on HAI/CAUTI Prevention
- Share information with all staff/teammates
- Help educate residents and family members about HAI/CAUTI prevention
- Include physicians and non-physician providers in the education
- Remember to include volunteers and community members



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### Your Role in Supporting Resident & Family Engagement in HAI/CAUTI Prevention (C.A.U.T.I.)

- Monitor and report small changes in a resident's condition
- Ensure proper catheter insertion and maintenance
- Train residents/family in catheter care hygiene
- Explain the signs and symptoms of UTI
- Discuss alternatives to an indwelling catheter
- Include family in catheter assessments



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## ACTION: Engage Residents




### What will you do to engage residents and families in the HAIs/CAUTI prevention program?

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## Resident & Family Engagement Brochure

**RESIDENT AND FAMILY ENGAGEMENT:**  
**What is my role as a leader?**



**What is resident and family engagement?**

- Resident and family engagement is one component of person-centered care, a philosophy that recognizes residents as individuals and as partners.
- Effective resident and family partnerships are demonstrated by including the residents and family as active members of the health care team.
- Accommodating residents' choices and preferences in their plan of care is one way facilities can reflect a commitment to resident and family centered care.
- Resident advisers, advocates, and long-term care ombudsmen are examples of formal roles in long-term care facilities that promote shared decision making and active partnerships.

**How can resident and family engagement improve the culture of safety and prevent healthcare-associated infections?**

Healthcare associated infections (HAIs) occur far too often in nursing homes. There are many contributing factors to the high incidence of HAIs in nursing homes, and most HAIs are preventable. HAIs can have numerous negative effects on the resident's quality of life and outcomes. HAIs have also been linked to increased rates for acute hospitalizations, with associated morbidities and mortality.

Reducing HAIs requires a team effort and should include the resident and family as part of the safety improvement team. Involving residents and family members in team prevention efforts—

- Promotes a comprehensive approach to reducing all infections in nursing homes
- Improves resident engagement
- Improves staff experience


**What is my role as a leader?**

**Encourage resident and family input in day-to-day care.**

- Establish a relationship with residents and their family members so you can understand their needs and preferences.
- Encourage residents and families to participate actively in care plans.
- Share concerns and needs of residents and families with the care team.
- Ask residents and family members to provide feedback on their experiences.

**Formally engage residents and families.**

- Invite residents to participate in decisions involving new programs and services, staff and resident education and orientation, and policy development.
- Provide opportunities for resident advisers or advocates to serve on quality and patient safety teams.



**Where can I find more information?**

1. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)
2. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)
3. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)
4. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)
5. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)
6. [www.aahrq.org/longtermcare](http://www.aahrq.org/longtermcare)

**Ask leaders, staff, and clinicians to support resident and family engagement.**

- Conduct leader, staff, and physician education programs on resident and family engagement.
- Coach leaders, staff, and physicians to develop effective communications and partnerships with residents and families.
- Include goals related to resident and family engagement in short- and long-term plans for the facility.
- Establish policies that promote active resident and family engagement in all aspects of the long-term care facility operations.


**Develop resident councils.**

- Recruit, orient, and support residents and family members to serve on councils.
- Ask resident councils for input on all aspects of the facility's operations.
- Provide education to help residents and family members build skills, knowledge, and confidence to be effective team members.

**AHRQ Safety Program for Long-Term Care: HAIs/CAUTI**


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QUESTIONS?

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Stay Updated with Useful Resources

[AHRQ Safety Program for Long-term Care: HAIs/CAUTI website](#)

Login information

**Username:** Itcsafety

**Password:** Itcsafety

[TeamSTEPPS® for Long-term Care](#)

[LTC Safety Toolkit](#)

[Resident and Family Engagement Brochure](#)

[C.A.U.T.I. Infographic](#)

[T.E.A.M.S. Infographic](#)

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