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

A Farewell to Harms:
Turbocharged Walking Rounds

National Content Webinar Series
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Learning Objectives

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

- Describe the advantages of regularly performing walking rounds to prevent infection and promote resident safety;
- Select strategies to ensure effective walking rounds;
- Describe approaches to present outcome data to the leadership team; and
- Identify methods to communicate improvement opportunities with the front-line staff.
What Are Walking Rounds?

Walking rounds are going to the bedside, with a structured focus, and assessing the resident and their environment for potential improvement opportunities and to prevent harm.

Why Walking Rounds?

- Infection prevention and a culture of safety cannot be totally improved from behind a desk
- The regulators and your co-workers expect you to be more visible
- “For me to walk in your shoes, I have to get out of my chair” and have a presence in the clinical areas
C.A.U.T.I. Infographic

The AHRQ Safety Program for Long-Term Care: CAUTI
Funded by the Agency for Healthcare Research and Quality

CHAT Advantages of Walking Rounds

Do you currently perform CAUTI prevention walking rounds?

What are the advantages of performing walking rounds?
Feedback

“Feedback is the giving, seeking, and receiving of performance-related information among the members of a team.”

(Dickinson and McIntyre, 1997)

Why Perform Walking Rounds?

• To minimize risk and protect the resident from infection
• Identify safety, educational and compliance improvement opportunities
• Demonstrate the organization’s safety commitment
• Having the resident become more engaged in their care
### What Should You Look For?

- Does the order match what’s inserted?
- Reason for the catheter?
- Is there a securement device in place?
- Is the tubing kinked?
- Is the urine collection bag off the floor?
- How is the leg bag cared for?
- What does the resident’s bathroom look like?
- Is the dignity cover being used on the collection bag?
- Is there a dedicated urine collection device? Resident identifier? Dated?

Walking rounding can also be modified to include other resident safety concerns

### Develop a Walking Rounds Tool

<table>
<thead>
<tr>
<th>Name</th>
<th>MR#</th>
<th>Location</th>
<th>Order Matches Insertion</th>
<th>Securement Device Being Used</th>
<th>Tubing Not Kinked</th>
<th>Collection Bag Off Floor</th>
<th>Dignity Cover in Place</th>
</tr>
</thead>
</table>
What has been your biggest challenge when performing walking rounds?

How did you address it?

T.E.A.M.S. Infographic

Excellent Communication
Effective Communication

- Complete
- Clear
- Brief
- Timely

Communication and Teamwork

- Prevents errors
- Minimizes strain
- Builds trust
- Increases effectiveness
- Fosters team adaptability
- Strengthens the team
Effective Feedback

Characteristics

- Timely
- Respectful
- Specific
- Directed toward improvement
  - Helps prevent the same problem from occurring in the future
  - Considerate

How to Give and Receive Feedback

Giving Feedback

- Be tactful, speak softly, use objective findings
- Share reasons why the correction is needed
- Keep emotion out of discussion

Receiving Feedback

- Relax
- Be genuine and open, walking rounds are about improving resident safety, not handing out punishments
- Answer questions honestly
- Active listening
- Request feedback
- Show appreciation
Check Back

Sender initiates message

Sender verifies message was received

CLOSED

Receiver accepts message, provides feedback confirmation

COMMUNICATION

LOOP

Identify the Improvement Opportunity
Two-Challenge Rule

Information Conflict
(We have different information!)

Two-Challenge Rule

Identify the Improvement Opportunity
Keeping an ‘eye’ on things

Photography Disclosures

- Pictures are an accumulation of 20 years as an infection preventionist
- Must know, and adhere to, your facility’s photography policy and procedure
- Sometimes, you might have to recreate the pictures to preserve the resident’s dignity

Identify the Improvement Opportunity
Identify the Improvement Opportunity

Identify the Improvement Opportunity
Identify the Improvement Opportunity

[Image of a toilet with a bag and a red circle highlighting a specific area]

Identify the Improvement Opportunity

[Image of a urinal with a cup]
Identify the Improvement Opportunity

Identify the Improvement Opportunity
Identify the Improvement Opportunity

What are other medical items that should be designated for only one resident AND have a resident identifier? (check all that apply)

a) Bath basin  
b) Blood glucose meter  
c) Blood pressure cuff  
d) CPAP machine  
e) Urine collection device
Identify the Improvement Opportunity

[Image of medical equipment]

Identify the Improvement Opportunity

[Image of medical equipment]
Identify the Improvement Opportunity

Identify the Improvement Opportunity
Identify the Improvement Opportunity

Unintended Consequences

- No date on respiratory tubing
- The clean bag not marked resident identifier
- Bag on the floor
Unintended Consequences

- Uncovered linen
- Personal drink on the linen cart

Communicate Outcomes with Leadership

- Outcomes should be shared in a timely manner with leadership
- Consider taking pictures and sharing findings
- Discuss at committee meetings
**Display Data**

**CAUTI Prevention/Walking Rounds**
November 2015

- Tubing not kinked: 100% (A Wing), 75% (B Wing)
- Securement device clean: 50% (A Wing), 60% (B Wing)
- Collection bag off the floor: 100% (A Wing), 55% (B Wing)
- Correct physician order: 55% (A Wing), 75% (B Wing)

**Learn from Defects**

**CAUTI Case Review Form**

**Learn from Defects Tool**

1. What happened? Initial transcription
2. Why did it happen? Consider contributing factors
3. Was it preventable? Preventable or not
4. What can we do to reduce the risk going forward?
Keys to Success

- Relax; be genuine and open
- Listen; two ears, one mouth
- Request feedback
- Go to all resident clinical areas
- Remember names
- Give compliments
- Time management; stay on message
- Don’t judge or critique
- Answer questions honestly
- Don’t overdo it; presence should not feel like a burden to staff
- Develop a set routine: 3x/week, once a week, etc.

Final Thoughts

- Pick your battles; “Bend and be strong!”
- Simply can’t be the “infection control police;” it can lead to instant frustration and burnout
- View yourself as an educator or teacher
Educate All Staff About Assessments and Walking Rounds

- Use slide set with facilitator’s notes
- Share recorded session for all staff who interact with residents
- Use the Train-the-Trainer guide to for suggestions and tips about staff education
- Provide copies of tools to guide CAUTI identification
- Provide evaluation form and certificate of completion

Your Role in Training Staff About Walking Rounds

The video and learning activity for front-line staff focus on how walking rounds can be used to improve resident safety

Discuss TeamSTEPPS Check-back and Two-Challenge Rule
- Achieve shared understanding
- Discuss concerns staff may have about starting walking rounds

- Review video and accompanying discussion guide before facilitating conversation with front-line staff and providers
- Share information with all staff and teammates
- Use TeamSTEPPS communication strategies to improve how feedback is shared and received
- Present common walking rounds findings at daily huddles
- Recognize staff who participate and engage in activities that improve safety culture
Stay Updated with Useful Resources

1. **AHRQ Safety Program for Long-term Care: HAIs/CAUTI Project Website**
   - Login information
     - **Username:** ltcsafety
     - **Password:** ltcsafety

2. **TeamSTEPPS® for Long-term Care**

3. **CAUTI Case Review Form**

4. **Learn From Defects Tool**

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References


Event Evaluation

QUESTIONS?