

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

## Building Your Team to Enhance Resident Safety

*Onboarding #1 for LTC Facility Team Leads and Core Team*

*Cohort 5*

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### Learning Objectives

Upon completion of the webinar, core team members will be able to:

- explain the importance of a culture of safety to achieve positive resident outcomes;
- list three characteristics that contribute to a culture of safety;
- list the expectations for the cultural intervention of the LTC-HAIs/CAUTI program;
- cite the expectations for the facility team lead; and
- describe how to utilize the train-the-trainer materials to impart knowledge to front-line staff regarding their role(s) in the program.

## What is Culture?

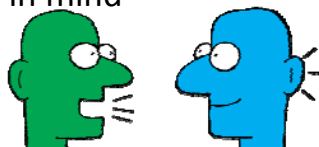
- Culture consists of values, attitudes, and beliefs that can have an impact on outcomes of resident care
- The ability to change is influenced by culture

“The way we do things around here”

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## What is a Culture of Safety?

- Shared values and beliefs regarding safety
- Continuous seeking to make care safer on the part of all within the organization
- A shared belief that health care can be made safer through design
- Education and training with safety in mind
- Open communication



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## What is a Culture of Safety?

- An environment in which employees support and respect each other
- An organizational commitment to evaluating resident safety concerns (including near misses)
- A balance between the need to report events and take disciplinary action
- An environment in which input is valued from everyone at every level




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## Why is a Culture of Safety Important?

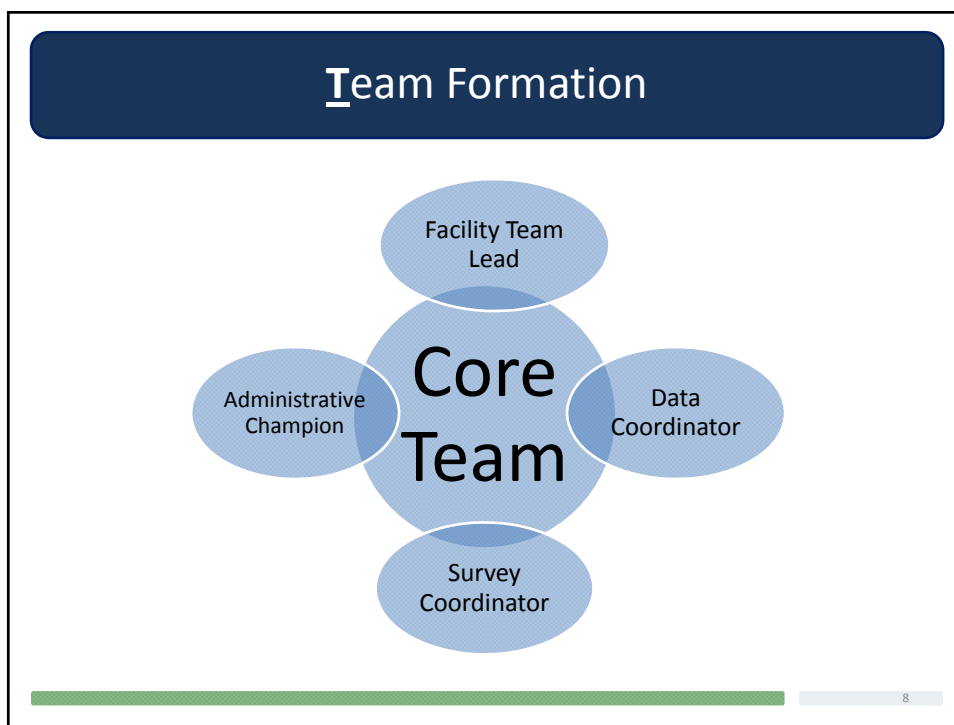
- Culture is linked to clinical and operational outcomes in health care
- By creating a culture of safety, resident care and outcomes will improve
- Implementing any change is influenced by culture

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## T.E.A.M.S. Intervention



- **T**eam formation to plan and implement program
- **E**xcellent communication skills learned
- **A**ssess what is working and plan to expand
- **M**eet monthly to learn together
- **S**ustain efforts and celebrate success



## LTC Program Core Team

### Facility Team Lead

- Promote goals of the project
- Assemble project team
- Keep team engaged throughout the project
- Attend educational programming
- Share education with all staff
- Monitor for completion of assigned tasks related to the project

### Administrative Champion

- Promote project goals
- Assist team with prioritizing safety concerns, policies and procedures
- Advocate to ensure staff are able to participate in learning activities
- Share program updates and deliverables with senior leadership
- Assist team to remove barriers

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## HAIs/CAUTI-LTC Core Team

### Survey Coordinator

- Ensure completion of facility demographics, baseline and final safety culture surveys
- Ensure completion of knowledge questionnaire by at least 10 staff members

### Data Coordinator

- Collect required data
- Remind team of data collection requirements and deadlines



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## Team Formation

### *Let's Chat!*

**What informal leaders might you want to include in your facility's LTC program team?**

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## Advice from TeamSTEPPS Regarding Teamwork

### **Teamwork Reduces:**

- Clinical errors
- Staff turnover
- Resident and family complaints

### **Teamwork Improves:**

- Resident outcomes
- Resident and family experience
- Staff experience
- Process outcomes

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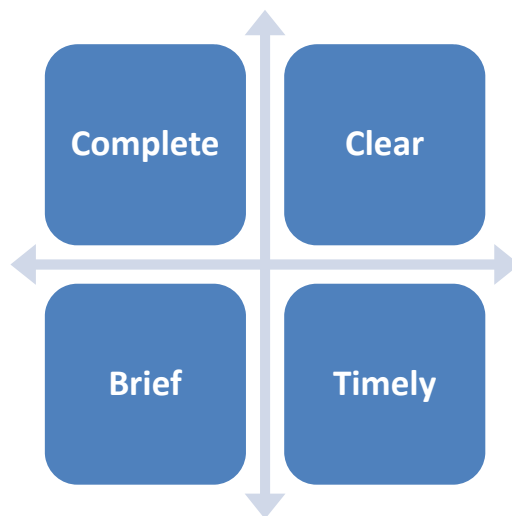
## Excellent Communication

- Timely, open communication
- Feedback and learning opportunities related to errors rather than a punitive response to them
- Positive response to staff suggestions about safety
- Always close the loop
- Clear expectations provided



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## Advice from TeamSTEPPS Regarding Effective Communication



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## Barriers to Effective Communication

### *Let's Chat!*

**What are some challenges or barriers that may impact your ability to effectively communicate?**

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## Assess and Expand

- Create a safe space for discussions of what's working and what you can enhance
- Review and analyze data
- Review and analyze compliance with new processes
- Assess your safety culture



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## Meet Monthly

Use the monthly team meeting to:

- Check in
- Foster safety and staff engagement
- Celebrate success
- Review progress against action plan
- Prepare for coaching call
  - Review data collection progress/status
  - Identify issues to share with project partners/coach
  - Discuss topics covered during onboarding sessions, training modules, monthly content sessions, learning sessions, etc.



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## Meet Monthly

### *Let's Chat!*

**Is there a current meeting at your facility that already brings the LTC program team together?**

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## Sustain Efforts and Celebrate Success

- Clinical and cultural interventions are part of a resident safety program that becomes integrated into everyday work and sustained over time (rather than a time-limited project)
- Measure outcomes and share successes with your team



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## How Can All Staff Support a Culture of Safety?

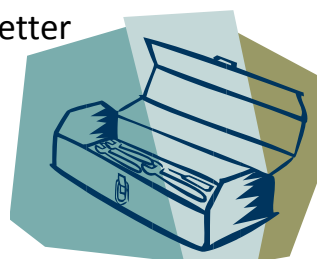
- Communicate, communicate, communicate
- Put safety first and aim for prevention
- Work as a team
- Participate in organizational learning opportunities
- Comply with procedures
- Provide feedback regarding errors and incidents
- Participate in the Nursing Home Survey on Patient Safety Culture



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## Nursing Home Survey on Patient Safety Culture

- Identify risks
- Identify areas for improvement
- Improve resident safety culture
- Make good care and safety even better

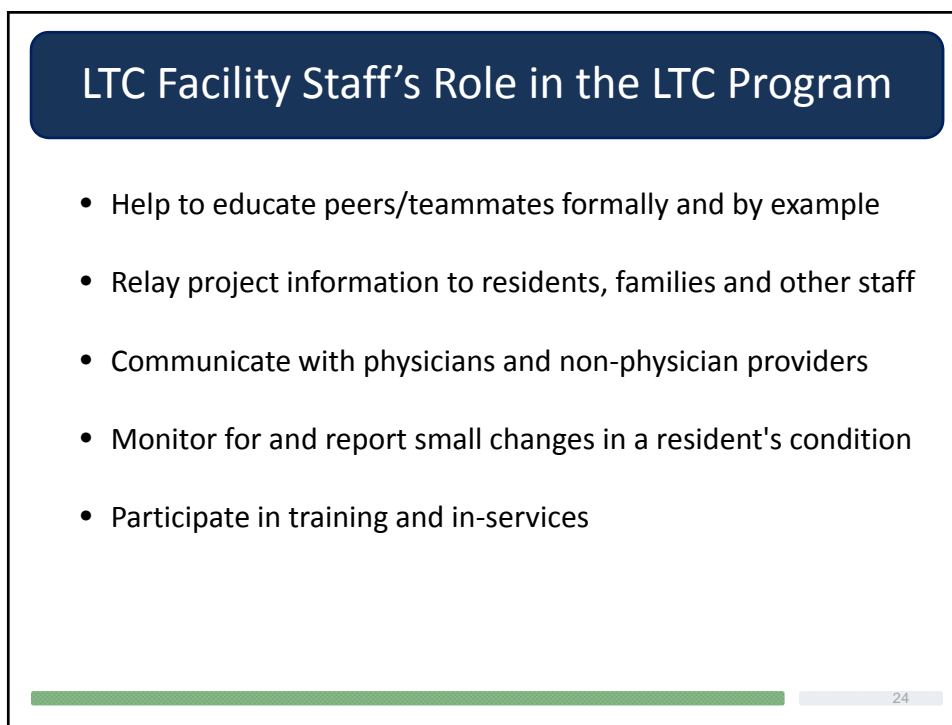
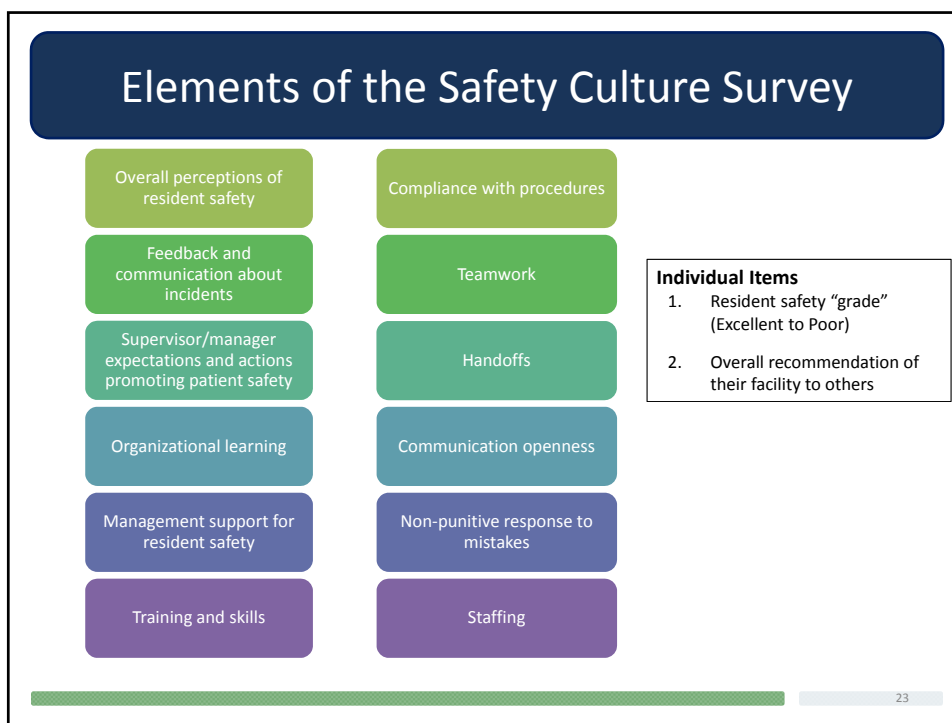


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## Nursing Home Survey on Patient Safety Culture

- Created by Agency for Healthcare Research and Quality (AHRQ)
- Assesses staff perception of resident safety culture in nursing homes
- Tracks changes in safety culture over time
- Evaluates impact of resident safety interventions
- All Nursing Home measures were positively related with
  - Overall Five-Star Rating
  - Health Inspections Rating
- For this project
  - Baseline: complete at beginning
  - Follow-up: complete at end

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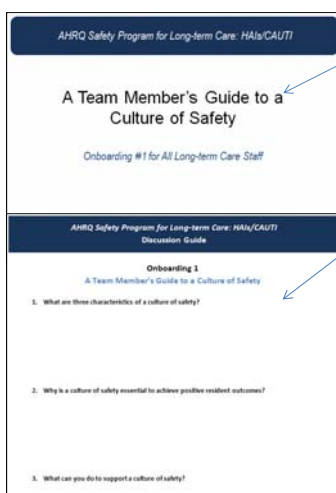


## Facility Staff's Role in LTC Program

- Help the team identify practical ways to:
  - ensure proper catheter insertion and maintenance
  - achieve routine assessments of catheter necessity
  - improve teamwork with your team and other facility staff
  - make the LTC facility safer for residents
- Collect and report infection control data

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## Educate All Staff to Build a Culture of Safety



- Use slide set with facilitator's notes
- Share recorded session for all staff who interact with residents
- Use discussion questions to assess knowledge gained and encourage team discussion
- Provide copies of tools to guide CAUTI identification
- Provide evaluation form and certificate of completion

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## Your Role in Engaging Staff in Safety Culture

The video and learning activity for front-line staff focuses on the importance of being part of the culture of safety team

- Key messages from the training resource include:
  - Why it is important to support a culture of safety
  - All staff members' role in being a part of the HAIs/CAUTI team to improve safety culture

Review video and accompanying discussion guide before facilitating conversation with front-line staff and providers

Share information with all staff and teammates

Use T.E.A.M.S. Infographic to build, encourage and support staff to be part of the team

Promote the safety culture survey  
**DUE November 20**

Recognize staff who participate and engage in activities that improve safety culture

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Culture consists of values, attitudes, and beliefs that can have an impact on resident safety, care outcomes, and staff satisfaction.

Culture influences how change can occur.

**T. E. A. M. S.**  
REMEMBER T.E.A.M.S. TO IMPROVE CULTURE

Your first step in implementing the AHRQ Safety Program for Long-Term Care is to identify and form a team that will plan, champion, and implement the program. Start thinking early about who might be good people to recruit.

The most effective teams are diverse. Make sure your team includes staff of differing perspectives and roles. A team should include:

- A well-respected formal or informal leader
- A member of administrative staff
- Director of nursing or his/her designee
- Medical director or physician champion
- Nurse manager and/or charge nurse
- Nursing assistant
- Staff educator
- Quality improvement leader
- Infection preventionist
- Resident safety leader

Rehabilitation and social services are additional disciplines that will bring value to the team. The AHRQ Safety Program for Long-Term Care provides educational guidance on assembling a team.

**Team Formation**

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## Stay Updated with Useful Resources

[AHRQ Safety Program for Long-Term Care: CAUTI Project Website](#)

Login information

**Username:** Itcsafety

**Password:** Itcsafety

[TeamSTEPPS® for Long-Term Care](#)

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

[Safety Culture Survey Administration Materials](#)

[Long-term Care Safety Toolkit](#)