On the CUSP: STOP BSI
Implementing Daily Goals
Learning Objectives

• To understand the importance of having daily goals
• To understand basics of communication
• To learn how to implement daily goals in your ICU
• To understand that daily goals are a tool to improve teamwork and communication AND support interventions to reduce CLABSI
### CUSP & CLABSI Interventions

#### CUSP
1. Educate on the science of safety
2. Identify defects
3. Assign executive to adopt unit
4. Learn from Defects
5. Implement teamwork tools

#### CLABSI
1. Wash Hands Prior to Procedure
2. Use Maximal Barrier Precautions
3. Clean Skin with Chlorhexidine
4. Avoid Femoral Lines
5. Remove Unnecessary Lines

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*We are HERE*
On The CUSP
Stop BSI

Assemble a CUSP team, Partner with a senior executive; Baseline CLABSI Data Exposure Survey and Technology Survey

PRIMARILY Technical (CLABSI)

- CVC Insertion
  - CVC Line Cart
  - 1. Contents inventory
  - 1. Presentation of evidence
  - 2. CLABSI factsheet
  - 3. Insertion checklist
  - 4. Vascular access quiz
  - 5. Vascular access manual/policy protocol
  - 6. Annotated bibliography

- CVC Management
  - Science of Safety Training
  - Staff Identify Defects
  - Senior Executive Partnership
  - Learning from Defects

PRIMARILY Adaptive (CUSP)

- CVC Management
  - 1. Daily goals
  - 2. Dressing change
  - 3. Vascular access manual/policy protocol

- Science of Safety Training
  - 1. Science of safety presentation
  - 2. Identifying hazards presentation

- Staff Identify Defects
  - 1. Staff safety assessment form
  - 2. Identifying hazards presentation

- Senior Executive Partnership
  - Briefings

- Learning from Defects
  - LFD toolkit

- Implement Tools for Teamwork and Communication
  - 1. Daily goals
  - 2. Shadowing
  - 3. AM briefing
  - 4. Call list
  - 6. Team check up tool

Assemble a CUSP team, Partner with a senior executive; Baseline CLABSI Data Exposure Survey and Technology Survey
Examples
Work and Personal

• Wean
• Diurese
• Continue supportive care

• Meeting with no agenda
• I’ll do it later
• I will be home sometime this evening
Importance of Daily Goals

- Communication defects are common

- People and organizations who create explicit goals and provide feedback toward goals achieve more than those who do not

- Rounds are generally provider rather than patient centered

- Discussion on rounds is divergent (brainstorming) rather than convergent (explicit plan)
% of respondents reporting above adequate teamwork

ICU Physicians and ICU RN Collaboration

ICUSRS Data
Communication Errors

- Communication errors most common contributing factor for all types of sentinel events reported to The Joint Commission

- Over 80% of staff responding to the question, “how will the next patient be harmed” list communication failure
Science of Safety

• Understand that the system determines performance

• Use strategies to improve system performance
  – Standardize
  – Create independent checks for key process
  – Learn from mistakes

• Apply strategies to both technical work and team work

• Teams make wise decisions with diverse and independent input and when they alternate between divergent and convergent thinking
Basic Components and Process of Communication

Elizabeth Dayton, Joint Commission Journal, Jan. 2007
Daily Goals

- Standardizes communication and creates independent checks
- Helps ensure diverse input
- Adds convergent thinking to often divergent rounds
- Reduces encoding and decoding errors
How to Use Goals?

- Be explicit

- Important questions
  - What needs to be done for discharge?
  - What will we do today?
  - What is patients greatest safety risk?

- Completed on rounds and nurse reads back

- Stays with bedside nurse

- Modify to fit your hospital
Percent Understanding
Patient Care Goals

Implemented patient goals sheet

Pronovost daily goals

Residents
Nurses
Impact on ICU Length of Stay

654 New Admissions: 7 Million Additional Revenue
Comprehensive Unit-based Safety Program (CUSP)

1. Educate staff on science of safety (www.onthecusptopbsi.org)
2. Identify defects
3. Assign executive to adopt unit
4. Learn from one defect per quarter
5. Implement teamwork tools

We are here
What should you do NOW?

CLABSI: Collect & Submit Baseline & Monthly BSI data

CUSP Preparation: Assemble team/Schedule meetings

CUSP Implementation

1) Science of Safety Training for all staff
2) Identify Defects: How will patients be harmed?

- www.safercare.net
- www.onthecuspstopbsi.org
Action Plan

- Present the idea to your ICU team
- Draft a daily goals form
- Obtain support from one or more ICU physicians
- Monitor number of time physicians are paged (WIFM)
  - Daily goals reduced pages by 80%
- Pilot test on one patient
- Expand
