Overview of AHRQ’s Pressure Ulcer Prevention Program

Presented by
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Welcome!

Thank you for joining this webinar. It provides an overview of AHRQ’s Pressure Ulcer Prevention Program.
Pressure Ulcer Prevention Program

- 2013 Evidence-based Toolkit
- 10 hospitals
- ~2 year project
- Today we will provide a program overview of—
  - Training
  - Implementation
  - Sustainment
AHRQ Leadership Welcome

P. Jeffrey Brady, M.D., M.P.H.
Director, Center for Quality Improvement and Patient Safety
Agency for Healthcare Research and Quality (AHRQ)
The Agency for Healthcare Research and Quality's (AHRQ) mission is to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable, and to work within the U.S. Department of Health and Human Services and with other partners to make sure that the evidence is understood and used.
A Little About Myself …

- I am one of the instructional designers of this Pressure Ulcer Prevention curriculum.
- Most of my career I worked at the National Institutes of Health as a Program Director in health promotion and disease prevention research.
Today We Will Talk About

• Pressure Ulcer Prevention Program Overview and Timeline
• Your Quality Improvement (QI) Specialists
• Your role and that of the QI Specialists in the Pressure Ulcer Prevention Program
• Tips for working effectively with your QI Specialists

Please make a note of your questions. Your QI Specialists will follow up with you after this webinar to address them.
By now you have had a conference call with the two QI Specialists who will serve as liaisons and mentors for you over the next 2 years.

They will provide technical assistance, as well as measurement and evaluation services, to help you lower the incidence of pressure ulcers at your hospital.
Let’s start by taking a look at the Pressure Ulcer Prevention Program Timeline.

Please refer to the Hospital Timeline handout.

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<td>2 months</td>
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- Introduction call
- Set up training schedule and weekly phone calls
- Introduction Webinar
- Toolkit Introduction Webinar
- Completion of assessment tools
- One day in-person training session with QI Specialists
- Four training Webinars
- Weekly phone calls with QI Specialists
- Bi-weekly calls with QI Specialists
- Provision of baseline evaluation data (1x)
- Bi-weekly calls with QI Specialists
- Monthly Webinars with experts and other hospitals implementing the toolkit
- Provision of baseline evaluation data (1x)
- Provision of quarterly evaluation data (4x)
Pressure Ulcer Prevention Program Timeline

• Pre-Training Phase
  1 month: March 2015

• Training Phase
  2 months: April through May 2015

• Pre-Implementation Phase
  2 months: June through July 2015

• Implementation Phase
  8 months: Aug. 2015 through March 2016

• Sustainment Phase
  12 months: April 2016 through March 2017
Training Phase

The purpose of this phase is to—

• Incorporate a systematic change process
• Provide you with the knowledge you need to implement an evidence-based Pressure Ulcer Prevention Program

Let’s look at what your QI Specialists do during the Training Phase.
Training Phase: Role of QI Specialists

• Train the Implementation Team.
  – 1-day in-person training session
  – 6 training webinars (including today)

• Answer any questions that arise.

• Meet with you weekly via phone.

• Respond to your requests for technical assistance.

• Involve pressure ulcer prevention experts, as needed.
Training Phase: Role of Hospitals

Now let’s look at what you do during the Training Phase.
Training Phase: Role of Hospitals

• Participate in training by QI Specialists—in person and via webinars and phone meetings.
• Assess your current culture of safety.
• Assess your urgency to change, and whether staff understand why change is needed.
• Ensure that senior administration leadership continues to support changing pressure ulcer prevention practices.
Training Phase: Role of Hospitals

- Assess and develop leadership ownership for your new Pressure Ulcer Prevention Program.
- Identify resources that are available or needed.
- Use a checklist to assess final readiness for change activities.
- Appoint a multidisciplinary Implementation Team to work with other teams involved in pressure ulcer prevention.
Training Phase: Role of Hospitals

• Assess your current state of pressure ulcer prevention activities, as well as the current state of staff knowledge about pressure ulcer prevention.

• Determine what practices need to be changed.

• Set goals for improvement based on gap analysis, outcomes, and processes.

• Assess progress through a Manage Change Checklist.
Training Phase: Role of Hospitals

• Determine which pressure ulcer practices to use.

• Identify your universal pressure ulcer precautions and how your pressure ulcer prevention care processes connect to one another.

• Identify any barriers to implementing pressure ulcer precautions.
Training Phase: Role of Hospitals

• Identify important risk factors for pressure ulcers in patients, and use them to implement pressure ulcer prevention care planning.

• Determine how you can incorporate these practices into your Pressure Ulcer Prevention Program.

• Determine how to involve patients and families in care plans.
Pre-Implementation Phase

The purpose of this phase is to prepare you to implement your Pressure Ulcer Prevention Program.

Let’s look at what your QI Specialists do during the Pre-Implementation Phase.
Pre-Implementation Phase: Role of QI Specialists

• Meet with you biweekly via phone.
• Respond to your requests for technical assistance.
• Collect baseline data.
Now let’s look at what you do during the Pre-Implementation Phase.
Pre-Implementation Phase: Role of Hospitals

• Meet with your QI Specialists biweekly via phone.
• Provide baseline evaluation data.
• Develop an implementation plan.
Implementation Plan

Addresses which—

☑ Standards of care and practices you will choose

☑ Roles and responsibilities you will assign to staff members and Unit Champions

☑ Staff members will be accountable for monitoring implementation

☑ Pressure ulcer prevention practices go beyond a single unit
Implementation Plan

States how you will—

✓ Develop Unit Teams and how these teams will work with the Implementation Team
✓ Roll out new standards and practices and integrate these plans into ongoing work processes
✓ Address gaps in staff education and competency
✓ Assess changes in performance
✓ Sustain pressure ulcer prevention efforts
The purpose of this phase is to actually put your Pressure Ulcer Prevention Program into practice.

Let’s look at what your QI Specialists do during the Implementation Phase.
Implementation Phase: Role of QI Specialists

• Coordinate your participation in monthly learning network webinars.
• Answer any questions that arise.
• Meet with you biweekly via phone.
• Respond to your requests for technical assistance.
• Collect baseline data.
Implementation Phase: Role of Hospitals

Now let’s look at what you do during the Implementation Phase.
Implementation Phase: Role of Hospitals

• Participate in learning network webinars and biweekly phone meetings with QI Specialists.
• Provide a second set of baseline evaluation data.
Implementation Phase: Role of Hospitals

• Pilot test new processes.
  – Choose 1 or 2 different units to participate in a pilot.
  – Train staff on new procedures.
  – Collect process and outcome measures and feedback on new procedures.
  – Communicate results.
  – Refine practices to address any problems.
  – Create an implementation tool for a hospitalwide launch.
Implementation Phase: Role of Hospitals

• Assign all staff roles and responsibilities to prevent pressure ulcers.

• Assign specific individuals or groups to each duty identified.

• Provide staff education in collaboration with your existing content experts on pressure ulcer prevention.

• Determine paths of ongoing communication and reporting.
Implementation Phase: Role of Hospitals

• Build pressure ulcer prevention practices into ongoing work processes.
• Collect and analyze data to learn about pressure ulcer rates and causes of pressure ulcers.
• Measure pressure ulcer prevention practices.
• Meet regularly to assess progress.
The purpose of this phase is to make sure your pressure ulcer prevention practices last over the long term.

Now let’s look at what your QI Specialists do during the Sustainment Phase.
Sustainment Phase: Role of QI Specialists

• Coordinate continued participation of your staff in monthly learning network webinars.
• Answer any questions that arise.
• Meet with you biweekly via phone.
• Respond to your requests for technical assistance.
• Collect quarterly data.
Now let’s look at what you do during the Sustainment Phase.
Sustainment Phase: Role of Hospitals

- Participate in learning network webinars and phone meetings with your QI Specialists.
- Provide quarterly evaluation data.
- Identify what is needed to sustain pressure ulcer prevention efforts, including organizational support.
- Determine who will be responsible for sustaining ongoing pressure ulcer prevention efforts.
Sustainment Phase: Role of Hospitals

- Continue monitoring pressure ulcer rates and pressure ulcer prevention care processes.
- Communicate on a regularly basis with staff and leadership to keep them up to date and engaged in sustaining new practices.
- Assess the extent to which organizational structures and routines have changed, and if old behaviors are resurfacing.
- Meet regularly to provide feedback.
- Reinforce desired results.
Working Effectively With Your QI Specialists

Your QI Specialists are here to help you through all phases of your Pressure Ulcer Prevention Program. Here are some tips for getting the most from them.
• Keep a file of the tools you use during the Pressure Ulcer Prevention Program.
• Keep a “parking lot” of questions, and feel free to ask them.
  – Write down your questions as you encounter them.
  – Bring your questions to your regular meetings with your QI Specialists.
  – Make sure you hear—and understand—the answers you get.
Working Effectively With Your QI Specialists

• Take notes during trainings and phone meetings.

• Notes help you—
  – Focus on what is said
  – Have a record to refer to
Working Effectively With Your QI Specialists

• Refer to written resources:
  – QI Specialist summaries of phone meetings
  – Toolkit
  – Tools
  – Your notes from trainings and phone meetings
Working Effectively With Your QI Specialists

• Use your Learning Network to share experiences, challenges, and workable solutions.
Today We Talked About

• Your QI Specialists
• Pressure Ulcer Prevention Program timeline
• Your role and that of the QI Specialists in the Pressure Ulcer Prevention Program
• Tips for working effectively with your QI Specialists
Any Questions?

Thank you for being such great listeners.

Please refer any questions you have to your QI Specialists.
Resources

• Berlowitz D, VanDeusen C, Parker V, et al. Preventing pressure ulcers in hospitals: a toolkit for improving quality of care. (Prepared by Boston University School of Public Health under Contract No. HHSA 290200600012 TO #5 and Grant No. RRP 09-112.) Rockville, MD: Agency for Healthcare Research and Quality; April 2011. AHRQ Publication No. 11-0053-EF.