

The Impact of a Back-to-Basics Campaign To Improve Patient Outcomes



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Problem and Background

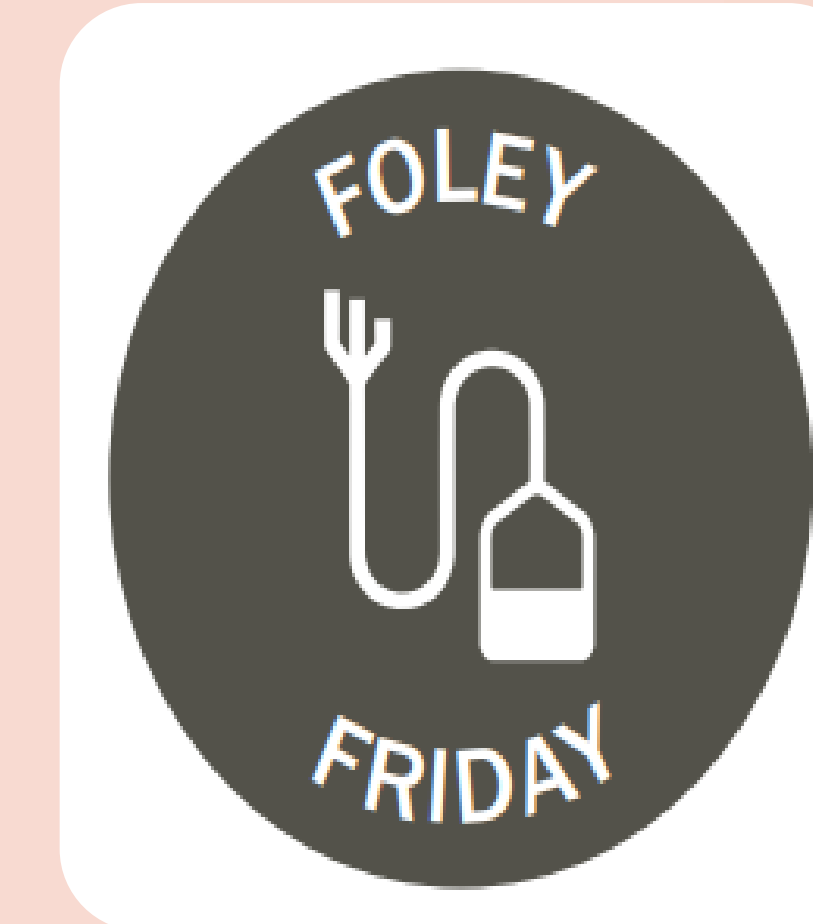
After 3 years of the Covid-19 Pandemic nursing staff have learned to provide patient care, as time allows and the best they can. During the surges, nurses were taking care of more patients than ever before, and the patients were sicker. The incidences of Hospital Acquired Infections (HAI): (Catheter Associated Urinary Tract Infections (CAUTI), Central Line Associated Blood Stream Infection (CLABSI), Hospital Acquired Pressure Injuries (HAPI) and Ventilator Associated Pneumonia (VAP) increased, and patients have not rated their experience as highly as before the pandemic.

Missed nursing care during the Covid-19 pandemic, is highlighted in numerous articles this past year. This organization experienced the same challenges, which were reflected in an increase in Hospital Acquired Infections and a decrease in patient satisfaction scores.

With a marked decline in the number of Covid patients seen in the hospital, there is a need to get back to the basics of nursing care.

Daily Program

Daily Topics Performed Weekly



Mouthcare Monday

Oral care for the different patients – Independent, Dependent and Ventilator patients – Products to use and how to use them – Location for visibility
Dentures and supplies
Diseases caused by poor oral health

Tissue Tuesday

Turning and positioning
General mobility
Skin care products
Skin assessment

Washup Wednesday

Emphasis on skin care and bathing
When and what to bathe with
Impact of bathing
Central lines impacted by bathing

Tidy Up Thursday

Clean environment
Wet Zone – Pictures of dirty.... What's wrong with this picture?
What gets clean and by whom daily and on patient discharge
Tidy up at Two/Ten

Foley Friday

Foley care, Foley bundle
UA and Culture Process
Removing catheters
Urine retention policy
When to use urinary diversion device

Sounds of Compassion Saturday

You have power over the patient's experience
Pain Management
White board and Bedside Shift Report
Quiet time, noise awareness
What 2 things can you do to improve your patient's experience today?

Stop the Spread Sunday

Nail policy
Jewelry and other dress code
Organisms found on hands and nails
Hand hygiene – gel vs soap and water
Staff, Patient and visitors
PPE

Objective and Process

The objective of this work is to create a Back-to-Basics campaign highlighting, daily, the areas of practice that can lead to better outcomes and patient care.

Process

- Daily review of one topic at each, beginning of the shift, Huddle. One minute for each Huddle. Every Monday there is discussion about mouth care, every Tuesday skin/tissue, every Wednesday bathing, etc.
- There will be a binder at the Huddle board with all the content the leader will need to review a topic. Each, adult inpatient, nursing unit will have the same content and tools
- The Assistant Nurse Manager, from each unit, will be the consistent contact for any changes and communication
- The Hospital's Pillar focus are Safety, Service and Delivery

Study Purpose

To evaluate whether the Back-to-Basics campaign can lead to better outcomes and patient care. The areas of practice are bathing, oral care, mobility, skin care, patient and visitor interactions and stopping the spread of infection.

Desired Outcomes

Our desired outcomes to be studied at 6 months and 12 months post implementation:

1. Decrease in HAIs
2. Increase in patient satisfaction scores
3. Increase in staff knowledge and satisfaction scores

Research Question

Does a structured campaign highlighting and emphasizing basic patient care for nursing staff decrease HAIs and improve patient satisfaction, while increasing staff knowledge about these practice areas?

Team

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