

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

<p>Mouthcare Monday</p> <p>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</p>	<p>Tissue Tuesday</p> <p>Turning and positioning General mobility Skin care products Skin assessment</p>	<p>Washup Wednesday</p> <p>Emphasis on skin care and bathing When and what to bathe with Impact of bathing Central lines impacted by bathing</p>	<p>Tidy Up Thursday</p> <p>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</p>	<p>Foley Friday</p> <p>Foley care, Foley bundle UA and Culture Process Removing catheters Urine retention policy When to use urinary diversion device</p>	<p>Sounds of Compassion Saturday</p> <p>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?</p>	<p>Stop the Spread Sunday</p> <p>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</p>

Objective/Purpose 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

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?

Preliminary Outcomes

1. Increase in use of bathing and oral care supplies
2. Decrease rates for CAUTI and CLABSI
3. Increase in unit activities with a Back-to-Basics theme
4. Back-to-Basics incorporated in many projects

Team

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