

**Quality Improvement in Arizona CAHs—
System and Practice**

**WebEx # 4: Identifying and
Overcoming Barriers**

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Today's Objectives

- Review status of each hospital's project
- Identify common barriers and discuss potential solutions
- Understand the key role of the Nurse Executive in this project
- Discuss what Executive Leadership can do to help overcome barriers and what their priority is for doing it
- Discuss ways to continue the momentum

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Key Role of Nurse Executive Support for Infection Prevention

- What communications have taken place between the Nurse Executive and the project team regarding the barriers that exist for the nursing staff for following the process(es) designed by the team 100% of the time?
- What communications have taken place between the CEO and the Nurse Executive to clarify the Nurse Executive's responsibility for finding out directly from the project team what barriers exist to following the process(es) designed by the project team 100% of the time?

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What the Physicians and Staff Need to Do to Make the Project Successful

- What do the physicians need to do to make the project successful? Who is responsible for telling them?
- What do the nursing staff need to do? Who is responsible for telling them?
- What do the clinical laboratory staff need to do? Who is responsible for telling them?
- What do the housekeeping staff need to do? Who is responsible for telling them?

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Requesting Leadership Support

- How have the teams requested help from their CEOs and Nurse Executives to bring about the changes that the teams think are necessary to achieve the aims of the infection prevention projects?
 - Written (eg., e-mail, SBAR, request form, status report)
 - Verbal (eg., during status report, in passing)

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Prioritizing Infection Prevention

- Healthcare Associated Infection Worksheet

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Take-Home Messages

- Leadership can be more supportive when they know what they can do to help the quality improvement team overcome barriers.
- It is important for the team leader to understand what priority the project has in relation to other issues Leadership is dealing with.
- The project team can assist Leadership in re-evaluating the priority of the project based on a strong business case in addition to the clinical case.

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Contact Information

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Link to project web page
<http://www.hsag.com/services/special/cahs.aspx>

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Next Steps

- Where do we go from here?
- How can we continue the momentum from this collaborative?
- What kind of quality improvement activities will be most important to the CAHs in the next few years?

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Over 1 million drug-related injuries occur every year in health care settings. The Institute of Medicine estimates that at least a quarter of these injuries are preventable.

To find out how to prevent medication errors, go to <http://www.hsag.com/drugsafety/>.



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