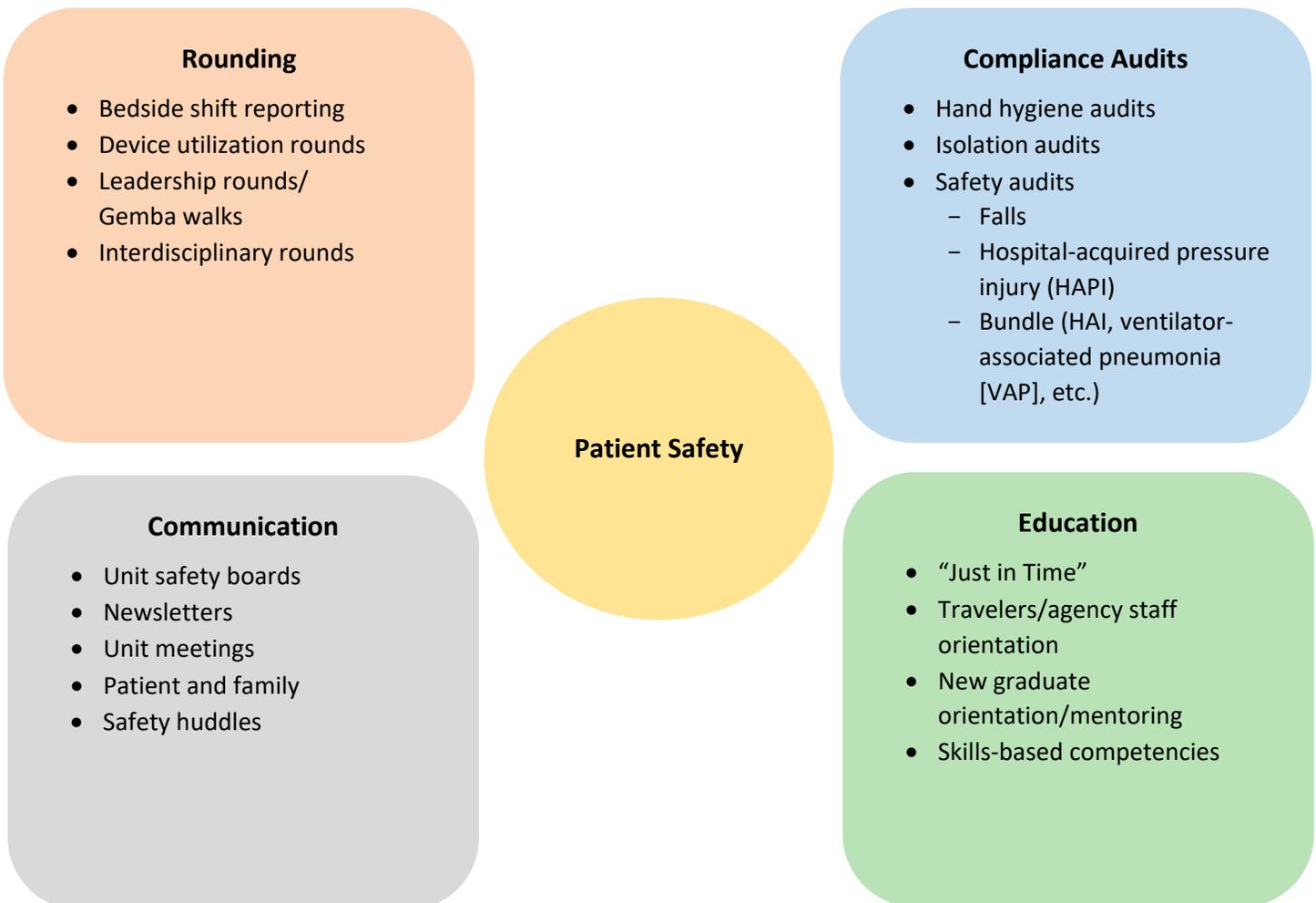# Quality During Crisis

Hospitals have historically faced situations, such as hurricanes, fires, and mass traumas, necessitating implementation of crisis standards of care. These catastrophic events were typically infrequent and localized. However, the current COVID-19 pandemic has led to a national shortage of inpatient beds, critical supplies, and frontline staffing, causing wide-spread, prolonged use of crisis standards of care. Analysis of patient outcomes measures during the pandemic are beginning to reveal significant increases in healthcare-associated infections (HAIs),[1] medical device related pressure injuries,[2] and falls.[3] To keep patients safe, even during crisis standards of care, hospitals must prioritize and commit to maintaining key patient safety best practices. This template is designed to assist hospitals in identifying and communicating these practices to maintain and ensure patient safety, even during crisis standards of care.

Example:

Rounding

- Bedside shift reporting
- Device utilization rounds
- Leadership rounds/ Gemba walks
- Interdisciplinary rounds

Compliance Audits

- Hand hygiene audits
- Isolation audits
- Safety audits
    - Falls
    - Hospital-acquired pressure injury (HAPI)
    - Bundle (HAI, ventilator-associated pneumonia [VAP], etc.)

Patient Safety

Communication

- Unit safety boards
- Newsletters
- Unit meetings
- Patient and family
- Safety huddles

Education

- "Just in Time"
- Travelers/agency staff orientation
- New graduate orientation/mentoring
- Skills-based competencies

1 Weiner-Lastinger, L.M., Pattabiraman, V., Konnor, R.Y, et al. (2021). The impact of coronavirus disease 2019 (COVID-19) on healthcare-associated infections in 2020: A summary of data reported to the National Healthcare Safety Network. *Infection Control & Hospital Epidemiology*, 1-14. Doi: 10.1017/ice.2021.362

2 Martel, T. & Orgill, D.P. (2020). Medical device-related pressure injuries during the COVID-19 pandemic. *Journal of Wound Ostomy Continence Nursing*, 47(5). doi: 10.1097/WON.0000000000000689. PMID: 32868735; PMCID: PMC7722289.

3 Liang, S.C., Wei, P.L., Ma, H.L., & Hsiao, S.H. (2021). Higher fall rate of admitted patients during the ongoing COVID-19 epidemic. *Journal of patient safety,* 17(1), e45-e46. https://doi.org/10.1097/PTS.0000000000000794

Quality During Crisis

Hospital Name: _____ Date: _____/_____/_____

Rounding

Compliance Audits

Patient Safety

Communication

Education