Geriatric Grand Challenge
Care Improvement Initiative

Presentation: Title
Introduction

1. Agency/facility description
2. Description
   • Patient population
   • Number of beds
   • Unique services
Care Improvement Initiative Team

1. Names and roles
   - Position
   - Role on care initiative project team

2. Photos if available!
Care Improvement Initiative

Topic Overview

• Topic
• Rationale for topic selection
• Primary goals
• Target patient population
The 8-Step Process

• Use this template to summarize how you used the Step Process for your care improvement initiative.

• Tell us your story of what you did, why and how you did it, and what happened!
Step 1: Identify the Problem

1. Describe how you identified the problem & selected the topic for the care improvement initiative
   • Data about patient care problems
   • staff input
2. How did you get input from managers and frontline staff about the problem?
3. Care improvement initiative team: how did you select your team? Did you include opinion leaders?
Step 2: Review evidence

• What references did you use to learn about the most current and accurate information about the problem?
• What did you find out?
• How did you communicate this information to other staff or managers?
• From this evidence-base, what was the ‘best practice’ that you focused on in the care improvement initiative?
Step 3: Select outcomes

1. Identify the target population & the outcomes you are looking for:
   • what is the desired change in practice or care, and
   • what is the desired change in the quality of care for the patient

2. Identify short & long term goals
Step 4: Select interventions

• What new care improvement initiatives did you address?

• How did you assess perceptions about the new care initiatives regarding:
  – **Relative advantage**: is it better than what they were doing before?
  – **Compatibility**: does it conflict with values or beliefs about what they usually do, or their work routines?
  – **Complexity**: do they think it is hard to do or understand?
  – **Observability**: do they see others doing it?
Step 5: Plan & Implement Staff Management

- **Trialability**: did you start out your initiative on a small scale?
- **Observability**: how did you promote the care initiative to make it visible & results observable?
- How did you collect & analyze feedback?
  - Team/staff meetings
  - Focus groups
  - Fishbone chart
Step 5 continued…

1. What leadership skills did you use to get staff buy-in, support, & involvement?
   – Asking questions, creating vision, listening, modeling, involving staff in early phases, using opinion leaders & champions, demonstrating results, interpersonal connection to dialogue, etc.

2. How did you get feedback to identify barriers & facilitators, & how were these addressed?
Step 6: Education Strategies

• What mechanisms did you use for communication?
  – newsletter, staff announcements, handouts, posters, job aids, buttons/pins, promotional events

• How did you use different teaching strategies?
  – Classroom teaching
  – Experiential learning techniques
  – Unit-based or bedside teaching

• Who did you involve in teaching?
  – Care Improvement Initiative Team, interdisciplinary team, managers, MD, etc.
Step 7: Evaluate & Modify

• What is your evaluation plan?
• What tools will or did you use?
  – Random surveys
  – Chart audit
  – Fishbone chart
  – Charts or graphs, reports
  – Staff feedback mechanisms
• What are your current results?
• Will/did you make any changes based on the evaluation?
Step 8: Sustain

• Summarize where you are at in the Care Improvement Initiative process
  – What does the end point look like?
  – What strengths got you there?
• What are the accomplishments & successes?
• What barriers/unexpected problems slowed you up or led to a change in direction?
• What are the areas that challenge sustainability?
Summary

• What are the future goals and plans?
• How did you incorporate staff recognition and reward?
• Comment on lessons learned, or surprises that altered your original plans
• Comment on tips you would offer to others who want to do a similar initiative
Conclusion

• Can you comment on what this experience was like for you personally, your team?
• Did the Care Improvement Initiative have an impact on staff relationships or management practices?
CONGRATULATIONS!

• Take pride in your accomplishments
• Recognize individuals who extended themselves in different ways
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