Improving the Delivery of Quality and Cost Effective Care thru Multidisciplinary Approach in Long Term Care Ventilated Unit Rumailah Hospital

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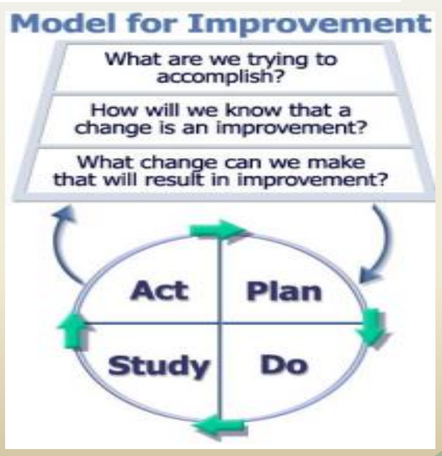
Introduction

- Hamad Medical Corporation (HMC) in partnership with Institute of Healthcare Improvement (IHI) visions to deliver the safest, most effective care to the people of Qatar. The collaboration was under the Best Care Always Campaign that builds capacity and capability in quality Improvement.
- LTCU-3 was opened in August 2014. This is the first unit of such kind in Rumailah Hospital, Catering to Male and Female adult patients fully dependent on mechanical ventilators.
- Best Care Always was introduced to the Unit as part of the spreading the good improvement evidence-based practices from the pilot unit which is Female Geriatric and Rehabilitation Unit (RH).

Methodology

- Use the Model for Improvement
- Frequent Small Test of Change
- Empowerment of frontline staff thru Training and education
- Display of real-time data on the Best Care Always Board
- Family involvement in attaining positive patient care outcome is significant
- Committed multidisciplinary Team Approach

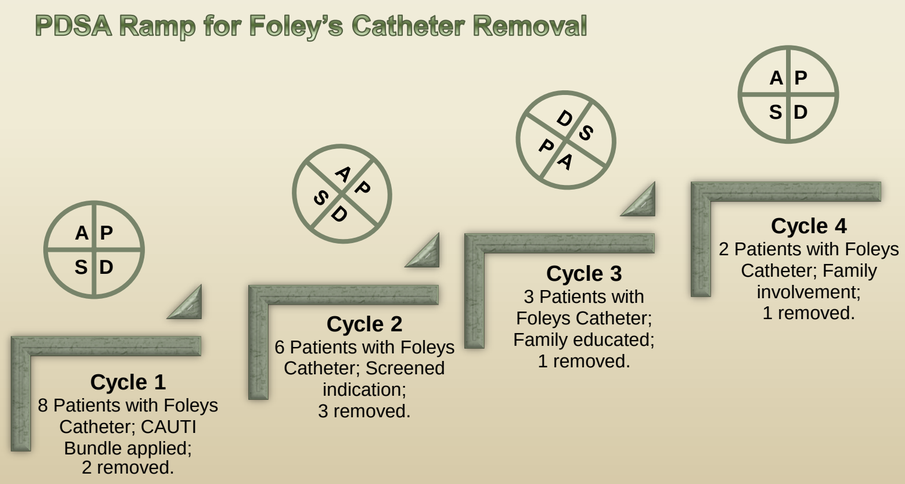


Our Aim

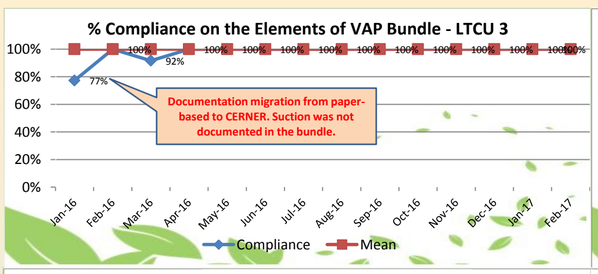
- Ensure all patients be free from VAP, CAUTI, Aspiration and Pressure Ulcer(SSKIN) with strict compliance to the Bundles by January 2016 to February 2017.
- Provide better care and experience for the patients while being cost effective by January 2016 to February 2017.
- Ensure consistent compliance to Infection Control Practice and screening protocol to newly admitted patients by January 2016 to February 2017.
- Avoid unnecessary urinary catheterization for all patients by January 2016 to February 2017 and reach 100 days without CAUTI.
- All patients are included in the monthly multidisciplinary rounds and goals are set for them by January 2016 to February 2017.

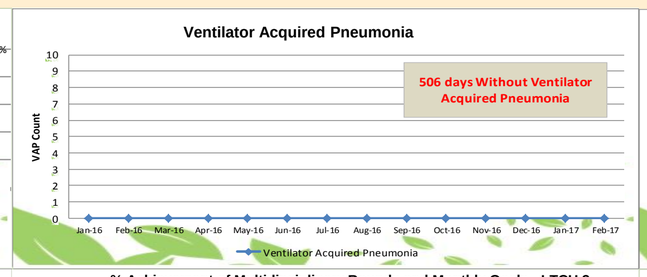
Intervention

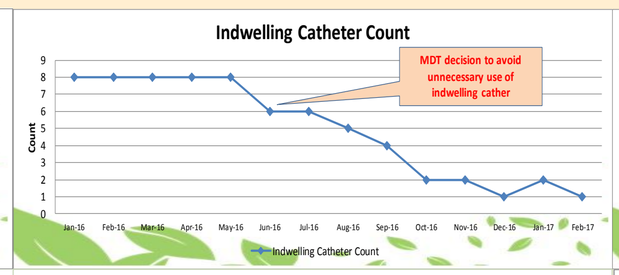
- We introduced the Change Concepts and AIM to the staff.
- We coordinated with Multidisciplinary Team (Physician, Respiratory Therapist, Occupational Therapist, Physiotherapist, Dietitian, Seating and Positioning Expert).
- We collaborated with the Multidisciplinary Team and patient family regarding the Foley's Catheter Removal.
- Identify Key Persons that will lead in the implementation of Tests and Change Concepts.
- Small Tests was conducted using our Improvement Methodology.
- Monitored and document the actual clinical practice.
- Collect and Analyze data.
- PDSA Ramp for Catheter removal was implemented.

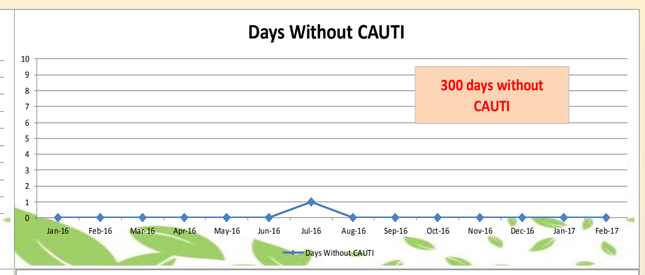


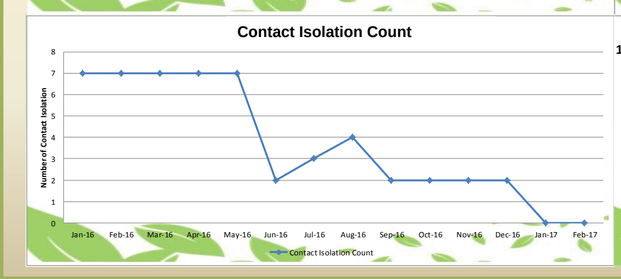
"A great accomplishment shouldn't be the end of the road, just the starting point for the next leap forward." **Harvey Mackay**

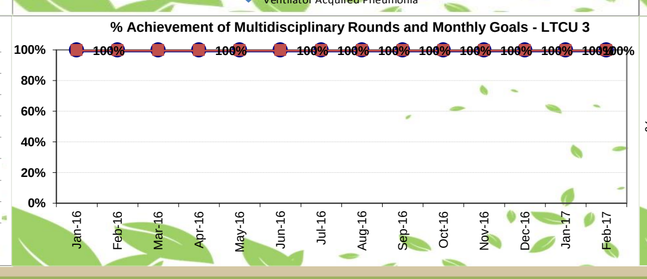


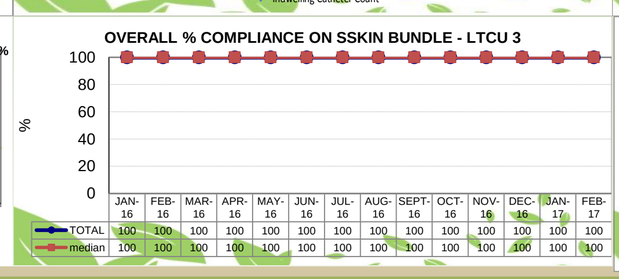


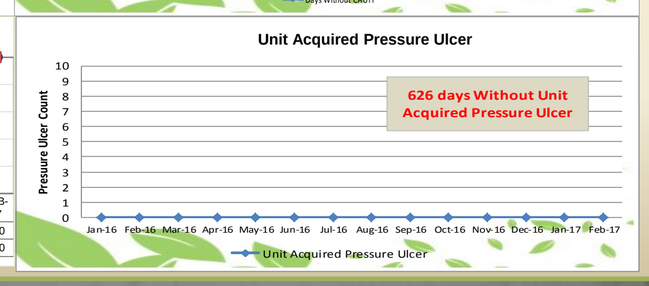












Evaluation

- Outcome of delivering safe and quality care through multidisciplinary approach as evident by consistent days without VAP, CAUTI, Aspiration and Pressure Ulcer.
- Patient safety was maintained by strict compliance of VAP, CAUTI, Aspiration and SSKIN Bundles.
- Ensured cost effective care due to avoidance of complications; thus unnecessary blood works, diagnostic procedures, use of extra supplies, doctor referrals and prescription of costly medication like antibiotics was deterred.
- Accomplished better patient experience by applying quality care leading to the family's satisfaction.

Key Learning

- ✓ Change is inevitable.
- ✓ Collaboration and Clear Communication is the way to deliver positive change.
- ✓ Improvement is possible when adapting to change.
- ✓ Sharing of knowledge, ideas, and resources are important.

Next Steps

- To initiate new concepts that can further improve quality care delivery.
- To sustain and maintain what we have achieved for continuous improvement.