

ACTION PERIOD TWO: June – September 2017

Pressure Ulcer prevention is everybody's business. Therefore the opportunity to develop knowledge and skills extends to all staff and is not limited to PUTZ team members and those participating on the collaborative. It is expected that on return to the ward, each team member will link with a **ward buddy** to share learning and actions.

Also, team members participating in specialist clinics are expected to share the discussion and learning from their sessions with team members and work colleagues following the learning session.

Action period activities

1. Pressure Ulcer Prevention –webinars and YouTube videos to be accessed by all ward colleagues

1.1. E-integrity: Preventing Pressure Ulcers

E integrity offers a free Pressure Ulcers prevention online course on the e-LfH website. It takes 15-20 minutes to complete and covers the key steps in pressure ulcer prevention. No login is required to access the 28 slide programme. Some self-assessment multiple choice questions are threaded throughout the session. The open access (please click this programme) session can be accessed at:

<http://www.e-lfh.org.uk/programmes/preventing-pressure-ulcers/>

1.2. Youtube video: Introduction to the SSKIN care bundle

<https://www.youtube.com/watch?v=50Ogeqj1Hc8>

1.3. Youtube video: The five key messages to prevent pressure ulcers

<https://www.youtube.com/watch?v=Syc-hByVGf0>

2. Measuring for improvement

2.1. Safety Cross

Continue recording the number of pressure ulcers on the ward safety cross. Record the date and grade of ward acquired pressure ulcers on the table. Observe colour codes:

Red:	Newly acquired
Yellow:	External transfer to ward
Blue:	Internal transfer to ward
Green:	No pressure ulcer

Guidance and answers to frequently asked safety cross questions can be accessed on the PUTZ Webinar Safety Cross available at:

<https://www.youtube.com/watch?v=KTI5a5Dr1M8>

<http://www.hse.ie/eng/about/Who/qualityandpatientsafety/safepatientcare/PressureUlcers/PressureUlcerInformation/>

2.2. Visible Safety Cross

Display the safety cross in a general public area on the ward so that it is visible to staff, patients and members of the general public.

- A visible safety cross will encourage conversations about pressure ulcer prevention
- Perhaps test having your PUTZ team meetings standing around the safety cross

2.3. Measuring for Improvement: Creating and interpreting run charts

- Create a monthly run chart to display the number of ward acquired pressure ulcers per month for your ward.
- Access the *“how to create and interpret run charts webinar”* hosted by Dr Michael Carton, Measurement for Improvement Team, Quality Improvement Division. Access link will be circulated to site coordinators in early August 2017

3. Use of Improvement Methods

3.1. Model for Improvement & PDSA Webinar

Dr John Fitzsimons, Clinical Advisor to the Quality Improvement Division, hosts a Webinar introducing the Model for Improvement and PDSA testing available at:

Shortened version:

<http://bit.ly/2sxaQUj>

or at:

<https://hse-ie.webex.com/ec3000/eventcenter/recording/recordAction.do?theAction=poprecord&siteurl=hse-ie&entapname=url3000&internalRecordTicket=4832534b00000004514b12d76f99b1abf9c3714ece0c19e54ecbdd192274c4779ab2b16f5fe1bce2&renewticket=0&isurlact=true&format=short&rnd=0864156885&RCID=30b058c5fd844c2d6b103285282e86ce&rID=58650792&needFilter=false&recordID=58650792&apiname=lsr.php&AT=pb&actapname=ec3000&SP=EC&entactname=%2FnbrRecordingURL.do&actname=%2Feventcenter%2Fframe%2Ffg.do>

3.2. Project Planning

Effective project planning supports the workflow of tasks, activities (to include PDSAs) and expectations necessary to achieve an agreed goal. Each team leader supported by the site coordinator is encouraged to meet with the local PUTZ team to agree the series of steps, responsibility charting and timelines to guide the team and ward colleagues in this initiative. A Project plan for each team can be returned by the site coordinator to pressureulcerstozero@hse.ie for feedback.

A project plan template is available at:

<http://hse.ie/eng/about/Who/QID/nationalsafetyprogrammes/pressureulcerszero/Project-Charter-Template.pdf>

3.3. PDSA testing

- Plan a small scale PDSA test (e.g. start testing with one patient only)
- Undertake a PDSA test
- Record PDSA planning, doing, analysis and action using PDSA template adapted from the IHI (2017) available at:
<http://hse.ie/eng/about/Who/QID/nationalsafetyprogrammes/pressureulcerszero/PDSA-PUTZ.pdf>

What is important about this exercise is to understand how to use PDSA testing in a clinical environment to test a change idea on a small scale to determine if further testing is required and what modifications or adaptations may be required. It is not unusual to have several iterations of testing for one small change. Ideas for testing might include: an idea to improve the reliability of the risk assessment tool, or an adaptation of the SSKIN bundle or facilitating an effective meeting.

4. Staff Engagement

- 4.1. Keep a log of the successes and challenges in engaging colleague's interest and participation in this initiative. A staff engagement teleconference clinic will be hosted by Ms Juanita Guidera and Ms Lisa Toland on 16th & 17th August 2017. The purpose of the teleconference is to:

- To respond to emergent needs
- Answer questions and queries
- Work through/advise on challenges
- Promote connectivity and networking across group

For SSW all participants are invited to join: The teleconference will take place on the 16th August 2017 at 14:30.

To join the call, dial [0761-000-925](tel:0761-000-925) (+353-761-000-925 from outside Ireland). When you are prompted for your conference number, enter **289886#**

For DML participants are invited to join: The teleconference will take place on the 17th August 2017 at 14:30.

To join the call, dial [0761-000-925](tel:0761-000-925) (+353-761-000-925 from outside Ireland). When you are prompted for your conference number, enter **762910#**

If you have a specific query, we like to invite you to complete a confidential query/question submission form in advance of the teleconference available at:

<http://hse.ie/eng/about/Who/QID/nationalsafetyprogrammes/pressureulcerszero/Staff-Engagement-Teleconference-Query-Submission.pdf>

5. Patient Engagement

5.1 On return to the ward, identify a patient with a pressure ulcer (previous Pressure Ulcer) to conduct a one to one '*Listening Session*' with at the bedside. On completion of the conversation please feedback to your team.

- **Some tips for conducting the session**
 - To create an unrushed atmosphere, choose a quiet time
 - Ask colleagues where possible not to interrupt the conversation
 - *Sit* by the patient.
 - Keep language simple – avoid medical jargon
 - Share the listening experience and key learning points with the ward team

Suggestions for conversation;

- Invite the patient to share his/her story of living with a pressure ulcer
- Prompt points:
- How did the pressure ulcer impact on his/her life (e.g. time, quality of life, restrictions, managing drains/dressings, ? odour, time of work....., risk of infection)
 - Has the patient any suggestions regarding their own Pressure Ulcer prevention?
 - Are resources that the patient may require available – e.g. Patient Information Leaflets / On-line resources
 - Invite suggestions as to how he/she think patients could become involved in an improvement initiatives while in hospital

6. Story board

- 6.1. Using the current story board template continue your team's PUTZ story. Print your team's story and display on a poster board at Learning Session three. Teams are invited to bring examples and/or resources that showcase the good practices that have been developed locally to support their work in preventing pressure ulcers e.g. patient leaflets, logos, signs, photographs.

Slide 1 Your team

Slide 2 A Safety Cross for every month since learning session one

Slide 3 A run chart with 7 data points (one for each month of the collaborative)

Slide 4 Completed PDSA record form for a test of change

Slide 5 An overview of the team's' successes and challenges since learning session one

ACTION PERIOD TWO CHECKLIST

	ACTION/ACTIVITY	DATE OF COMPLETION	COMPLETED BY
1	Pressure Ulcer Prevention		
	E-integrity: Online Course		
	Youtube video: Introduction to the SSKIN care bundle		
	Youtube video: The five key messages to prevent pressure ulcers		
2	Measuring for improvement		
	Daily safety cross		
	Monthly Run chart		
	How to create and interpret run charts webinar"		
3	Use of Improvement Methods		
	Model for Improvement & PDSA Webinar		
	PDSA Testing		
4	Staff Engagement		
	Staff engagement teleconference clinic		
5	Patient Engagement		
	Listening session		
6	Story Board		
	Maintain story board		

COMMENTS: