

Nursing update



Empowering change at the bedside

Interventions being used to improve the quality and safety of care patients receive at Via Christi's Wichita hospitals are producing some significant results, particularly in three priority areas for improvement: CAUTI, C diff and pressure ulcers.

"Standardizing work for bedside caregivers and engaging them as our change agents is producing significant results," Carla Yost, system chief nursing officer, reported at a recent Ascension Quality and Safety Committee meeting.

With CAUTI, changing the location of the lab and specimen collection method and increasing the use of external female catheters has resulted in significantly better than target performance. For C diff, increased rounding, education and simple initiatives such as focusing on high-touch surfaces has brought Via Christi almost to target.

"I was asked about our goal for reducing pressure ulcers and I said I didn't have one because I thought '0' wasn't possible, but it was because that is what we saw in February," says Yost.

That's come about by engaging CNAs and techs to implement a turning schedule, which they've done. "Their engagement is truly making the difference to what is and isn't possible in improving the quality and safety of the care we provide," Yost says.

Recent rave reviews

Via Christi Hospital St. Francis received some exceptional reviews on Facebook during a recent one-week period.

Wrote one: "Meredith in CTICU was fabulous taking care of my dad. She kept me calm and was very attentive and knowledgeable. I never had to ask her anything she was quick to explain everything."

Then another, a patient with COPD whose pulmonologist prescribed physical therapy at St. Francis: "I have been going twice a week for two months and the improvement is amazing! The highly-trained staff is truly committed to helping me learn to live as normal a life as possible, through education and exercise therapy. They are a blessing!"

And then person who was "just a visitor" who wrote: "...I thought that this was the cleanest, friendliest hospital I've ever been to...God forbid I ever have to go back to the hospital but if I had to I hope it is Via Christi." Each review briefly and simply serves as a reminder that even on days we don't hear it directly, we are appreciated and what we do matters more than any of us will ever truly know!