ADDRESSING THE CHALLENGE

The Chief Nursing Officer specifically identified the need for further stakeholder engagement with Patient Care Technicians (PCT’S). The vision was to create a committee structure for the PCT’s of the hospital to work on staff engagement, hospital quality priorities, and any ideas/concerns the PCT’s have. Refresher courses were created regarding Foley catheter care. These sessions were led by the Infection Prevention Department and the Patient Safety Department at the facility. Leadership support was imperative to the success of the courses. After the didactic portion was completed, staff had an opportunity for return demonstration. Our policy of Stop the Line (a method to seek clarity on any hindrance to patient safety) was reiterated to the staff. For example, staff felt more empowered to speak up to peers regarding Foley catheter care.

INTERVENTIONS AND RESULTS

A greater than 50% decrease was noted for the hospital acquired condition of catheter associated urinary tract infections (CAUTI) for the facility. The Senior Leadership team is proud of the PCT council and all the work that they have done to enhance a culture of safety. (See image below)