

# "It's No Longer Painful"

Illinois Association  
for Healthcare Quality  
Annual Education Program  
April 23, 2010

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# "It's No Longer Painful"



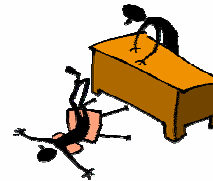
Standards and Practice Committee Innovations

# Quick Background: 2008

- Triennial Joint Commission Survey due in June 2008
- Use of consultants to perform Mock Survey in February and develop Action Plans due to staff turnover in January
- The Joint Commission Steering Committee became the Standards and Practice Committee (S&P)
- Team members were chapter leaders and educators; the committee was the reporting mechanism for Action Plan progress and other standards activity

# Then...

- Early Joint Commission Survey – in April 2008!
- Yours truly started January 26, 2009
- Scheduled Consultant Mock Survey on first day of my new job!



- 2009 Periodic Performance Review due in April
- Follow Up to Mock Survey and PPR provided opportunity for S&P committee meeting innovations



## The Standards and Practice Committee: Education and Teamwork Principles

- We learn by multiple education methods or preferences
- Teamwork is developed through shared experiences
- Increasing the standards knowledge pool increases the compliance impact
- Small successes with new learning promotes bigger risk-taking

## The Standards and Practice Committee: Rationale for Activity Integration

- Most standards cross departments, units, disciplines
- The patient is touched by each hospital standard
- The more that all Standards and Practice team leaders know about the patient/family experience, the better the organization
- We learn from each other and have ideas to share
- Having fun in your job is healthy





# Existing Tools – Bee Ready

- Developed as effort to *transform organization culture*- constant survey readiness (Bee Ready) instead of cycle of “ramping up” causing tension and crisis planning
- Bee Ready Web Education Site
  1. Standards Interpretation
  2. Survey preparation findings
  3. Survey Activity Tools
  4. Reminders as determined by Tracers
  5. Leadership letters
  6. Quality Data (Core Measures)
  7. Educational activities (Emergency Management video, Unit Scavenger Hunt, quizzes)
- Used by small percent of staff
- Difficult to update with new information
- Put into hibernation for a year to re-evaluate and redesign process

# Other Tools Inherited

- Tracers for
  - Environment of Care
  - Emergency Department
  - Surgery/Procedural settings
  - Patient Care (Med Surg, OB, Peds, Acute Care)
  - Outpatient
  - Medication Management

# S&P Meeting Agenda

1. PPR Action Plan progress reported at each meeting
2. Identify other compliance concerns and place on a Master Management Action Plan = our "to do list"
3. Deliberate effort to vary topic or chapter education/reporting rotation
4. Vary presentation modalities when possible (videos, power point, handouts, demonstrations, written quizzes etc.)
5. One "fun" activity each meeting

# Parameters of "Fun"

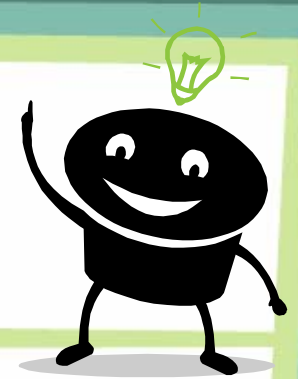
- Easy to do and
- Cheap
- Brief
- Make people laugh
- All participate
- Activity can be replicated
- Have surprises!



# In Support of Fun and Interaction

- Interactivity and/or exercise produces endorphins which creates **happiness**
- *"I just don't think that Brooke could've done this. Exercise gives you endorphins. Endorphins make you happy. Happy people just don't shoot their husbands, they just don't."*  
*(Elle Woods from Legally Blonde)*
- What is physically experienced promotes cell memory.  
"If it was fun last time, I want to go this time."
- Slight stress and competition increases focus

# Ideas that Worked



1. "My Favorite Standard"
2. Jeopardy – of any kind; use paper, laminated points cards, use Erase Board, money cards, prizes
3. **POP QUIZ**: A question is printed on a numbered piece of paper; handout to selected members; the member answers the question or may request help from colleagues



### 3. continued: question ideas include

- Standards or Elements of Performance (EP) specifics
- What we learned last time
- Scoring methodology
- Name 3 (or 5) Core Measures
- Proper hand hygiene wash time
- National Patient Safety Goals



# Using The "Bee" Brand

4. Bee stickers after Tracer activities
  - vary the kinds of stickers
  - present as award for doing well
  - present as encouragement to learn or improve
5. "Bee" lab coat
6. "Bee-minders" in Nursing and Unit Newsletters







# Bee Theme: The Honey Bear Award

7. Presented the “Honey Bear Award” for completing a project; select a category like the Oscars; give a formal reason for the nomination and envelope presentation. Ask the recipient for an acceptance speech. (examples from a Mock Survey)

## **Category: Best Safety on the Set**

There are two winners of this Honey Bear Award! Two department leaders worked efficiently and effectively to assure the safe dispensing of drug samples provided by pharmacy vendors. (Pharmacist and Pain Center Manager improved documentation process on Sample Meds storage and distribution in Pain Center)

May I have the envelope, please?



Laughing

# Honey Bear Award

- **Category: Best Director of a Serial Epic**

This artist directed outstanding performances from the cast of the six year long epic, "*The Restrained and Unrestrained*." The dramatic saga has captivated audiences for years through the depiction of its failures, tears, hope, and finally – rapture! (success at meeting all restraint standards)





## 8. The Talking ~~Stick~~ BEE

Advantages:

Group has to be quiet

The "Bee Holder" has permission to speak

The Bee encourages those who don't often speak

Identifies what needs to be heard and promotes  
shared issue identification







## 9. The Human Word Jumble





10. The “Virtual” Tracer – Develop a patient scenario from admission through discharge; in each patient location, what survey questions would be asked?  
Effective in large or small groups

11. What’s Wrong With This Picture?

- Hallway clutter
- Privacy issues (computer, auditory, rooms, charts)
- Isolation Carts
- Uncovered drinks or food at Nurse Station
- Smoke Doors with spaces



## 12. Where's This Standard?

- ✓ Copy selected chapters of the Standards Manual and put each chapter in separate folders
- ✓ Divide group into smaller groups of 3-5 persons
- ✓ Give different chapter folders to each group
- ✓ Provide at least 3 standards-based questions per chapter
- ✓ Each group is to find the appropriate standards and correct EPs and report findings to the larger group
- ✓ The content expert of the chapter can clarify the standard during reporting



### 13. What can your team do with 10,000 washing machines?

- Divide group into 5 person teams
- Each team has been given 10,000 washing machines
  - Decide on company name and purpose
  - How machines are to be used
  - Marketing plan
  - Group will vote on best idea



## 14. Rewards

- Kudos Bars, Pay Day Bars, Gift Coupons
- Stand Up for Applause
- Public Acknowledgement – management meetings, unit and hospital publications

15. Use Department Videos: We used Food Service Hand Hygiene, Pediatric Decontamination, Emergency Management, Cultural Competency on The Joint Commission Web page etc.





## 16. The Planted Questions or Audience Activity



# Your Turn!

...and Thank You

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