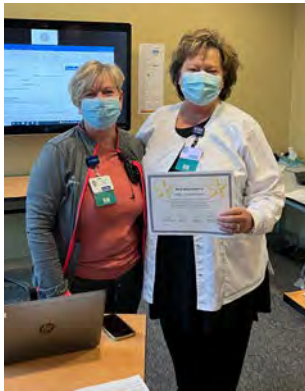


# Quality and Safety — *Effective Communication, Resources to Provide Safe Care, Fiscal Responsibility*

Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital are dedicated to eliminating preventable patient harm such as falls with injury, central-line-associated bloodstream infection (CLABSI), hospital-acquired pressure injury (HAPI) and catheter-associated urinary tract infections (CAUTI). The quality and performance improvement culture at Froedtert Menomonee Falls and Froedtert West Bend Hospitals focuses on effective communication and resource utilization to provide safe patient care while maintaining fiscal responsibility.



*In November 2021, the Froedtert West Bend Hospital Intensive Care Unit team was recognized for their achievement of zero falls for 1½ years.*

## Falls With Injury Reduction

The Falls Committee’s purpose is to monitor trends of fall prevention processes, fall rates and fall sentinel events. Chair Andrea Wlodarczyk, MSN, RN, CEN, nurse manager, 3rd floor — ACE/Medical Unit, and interdisciplinary committee members play a significant role in reducing harm. Responsibilities include communication and collaboration with other patient care groups at Froedtert Menomonee Falls

Hospital and Froedtert West Bend Hospital. Appropriate committees are included in fall prevention activities and updates. Recommended improvement initiatives are identified by the Falls Committee. Progress toward evaluation of appropriate falls assessment tools and equipment utilized for falls with injury prevention has occurred.

## Central-Line-Associated Bloodstream Infection (CLABSI)

The CLABSI Unit Champion Program is a multidisciplinary committee that provides support to frontline staff on CLABSI prevention through surveillance and use of the CLABSI infection prevention bundle. The program is led by Jackie Klotz, RN, MSN, CCRN, ICU nurse manager. CLABSI champions identify patients with central venous catheters in place and ensure proper care and adherence to maintenance for all patients. The infection prevention bundle is an easy-to-use tool to assist frontline staff with daily evaluation of the central venous catheter, catheter care/maintenance and discontinuation criteria. CLABSI champions complete real-time audits on patients, providing feedback and education to all clinicians. Additionally, CLABSI champions provide education to clinicians on topics such as daily chlorhexidine gluconate (CHG) baths,

daily evaluation of all central lines and proper central venous catheter care, including dressing changes. This education and monthly focus supports all clinicians in performing CLABSI prevention best practices at all times. We are proud of the minimal CLABSI incidents in the past two years. The CLABSI champion program and the many efforts of all clinicians in CLABSI prevention best practices support our culture of high reliability and our heroic efforts in zero harm for all patients.

## Hospital-Acquired Pressure Injury (HAPI)

The mantra, “**Together** we can prevent pressure injuries. **Together** we will achieve our goal of ZERO HAPIs,” guided the work of the HAPI Committee led by Angela Ihnen, BSN, RN, nurse manager of Wound Care. The Pressure Injury Prevention Bundle (PIP) was developed with the guidance of the wound ostomy continence nurses (WOCN) to support patient quality and safety needs. Initiatives included:

- Complete four eyes on admission, transfer and return from procedure
- RN to complete Braden Scale each shift
- Use the Braden Scale to review interventions and implement appropriate measures
- Documentation of all interventions

The wound ostomy continence nurses and the HAPI team were instrumental during COVID-19 surges to reduce HAPIs of prone patients by:

- Recognizing the need and developing wound care proning kits
- Creating a wound care Wednesday post for easy communication to frontline staff

The Froedtert Menomonee Falls Hospital operating room celebrated zero HAPIs for a year in May 2020.



## Catheter-Associated Urinary Tract Infections (CAUTI)

The CAUTI Unit Champion Program supports eliminating preventable patient harm by partnering collaboratively across disciplines to implement evidence-based practice changes. These initiatives, led by Kathy Siewert, MSN, RN, nurse manager, 5th Floor Medical Surgical, have made an impact in the care of patients, resulting in the outcome of more than a year without a CAUTI and a greater than 30% reduction in Foley utilization. Zero harm is not just a clinical initiative — with the patient at the center of all we do, every provider, leader and staff member has made this accomplishment possible.

In November 2021, the Froedtert Menomonee Falls Hospital 3rd floor ACE/Medical Unit celebrated four years with no CAUTIs. It is important to remember that CAUTI prevention is more than just a project or a fiscal year goal. It is a continuous journey toward zero harm.



In November 2021, Froedtert Health instituted a new Quality and Safety Recognition Program. Inpatient units that achieve exemplary compliance in nine metrics are recognized quarterly (November, February, May and August). Units that meet benchmarks in five or more out of nine metrics are recognized as follows:



- Gold award — 7 out of 8 metrics
- Silver award — 6 out of 8 metrics
- Bronze award — 5 out of 8 metrics

Recognition includes a certificate of recognition for the unit, acknowledgement on Workplace and in leader meetings, and prizes and/or food depending on level of achievement. Congratulations and recognition extends to the entire care team, including clinical staff, providers, support service staff and leaders for their continued diligence with quality and safety in patient care areas.



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