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**Pressure Ulcers - Next Steps**  
Learning Session 1  
Beth Hercher, CPHQ



*Learning Session 1*

**Action Period Activities**

- ◆ Collaborative support
- ◆ Reporting and assessment
- ◆ Internal support
- ◆ What to do by next week
- ◆ What to do within the first month



## *Learning Session 1*

### **Collaborative Support**

- ◆ QIO support
- ◆ Email list
- ◆ Monthly conference calls
- ◆ Face-to-face team meetings
- ◆ Leadership support
- ◆ Monthly senior leader reports and tracking tool
- ◆ Site visit



## *Learning Session 1*

### **Email List Etiquette**

- ◆ For general discussion only
- ◆ Respect confidentiality
- ◆ Everyone sees everything
  - No "Thank you"
  - No "I agree"
  - No "Me too"



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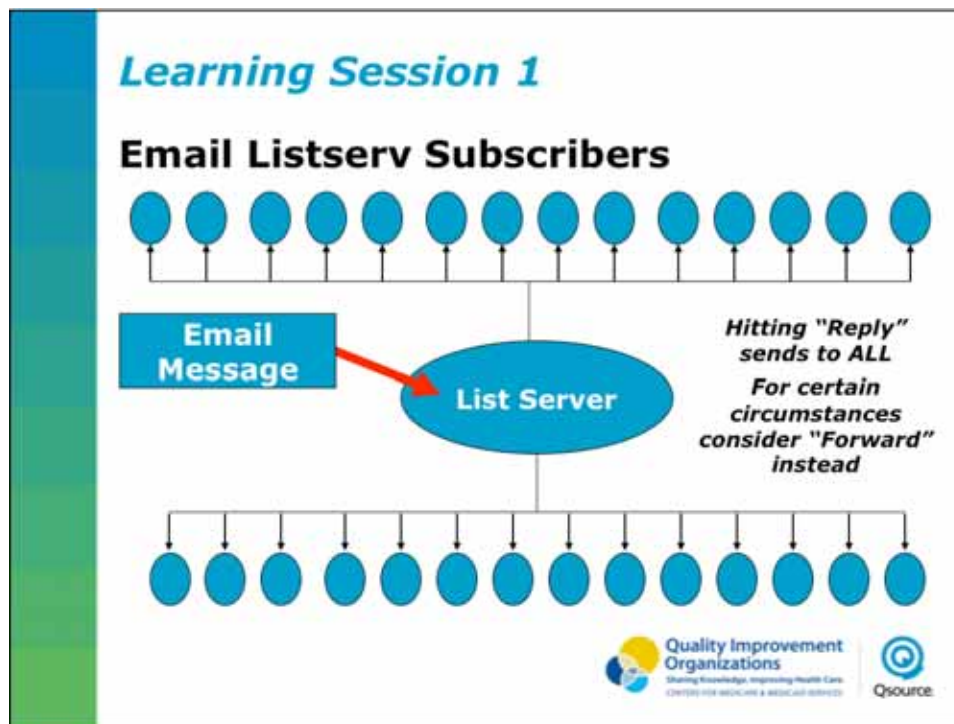


## *Learning Session 1*

### **What Happens?**

What happens when you reply or send a message on the email List?





### Learning Session 1

## Monthly Conference Calls

- ◆ Goal: *Teams will share successes and barriers related to tried implementation strategies for pressure ulcer reduction*
- ◆ Third Wednesday of every month  
(*except months with LS*)
  - See calendar for dates
  - TBD
- ◆ Call 1-866-906-0123
  - Access code 5285261, followed by # sign

Quality Improvement Organizations  
Sharing Knowledge, Improving Health Care  
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## *Learning Session 1*

### **Senior Leaders**

- ◆ Critical success factor for team
- ◆ Responsible for spread
- ◆ Expect monthly report, including in-person review
- ◆ Expect a brief check-in weekly via team minutes or e-mail
- ◆ Expect that team will ask for help or resources as needed



## *Learning Session 1*

### **First Meeting with Senior Leader**

- ◆ Review the AIM, population of focus, measures, IT, and other needs
- ◆ Review the charter, planned changes, and project planning report
- ◆ Share results of the meeting with top leadership and QIO staff as requested
- ◆ Share results of the meeting on the email list to help other teams



## *Learning Session 1*

### **Monthly Meetings with Senior Leaders**

- ◆ Use senior leader reports as the focus
- ◆ Share progress you have made
- ◆ Share the difficulties you have resolved
- ◆ Openly review and anticipate needs of the population of focus
- ◆ Ask for specific help as needed
- ◆ Discuss and plan spread effort



## *Learning Session 1*

### **Internal Communication Plan**

- ◆ Builds support, helps to spread changes
- ◆ Identifies target audience(s)
- ◆ Uses existing channels
  - newsletters, bulletins, reports, management meetings, staff meetings
- ◆ Be creative about communication
  - email, posters, brochures, sit-down in services



## *Learning Session 1*

### **Do Next Week**

- ◆ Meet with your multidisciplinary pressure ulcer team
  - Review LS materials and plans
- ◆ Conduct internal assessments in areas that your team feels may have opportunity for improvement
  - (see Pressure Ulcer Pre-Work Manual)
- ◆ Conduct Pressure Ulcer Knowledge and Attitude Survey



## *Learning Session 1*

### **Do Within the First Month**

- ◆ Collect and evaluate baseline data for selected measures (tracking tool)
- ◆ Participate in monthly conference call
- ◆ Begin internal communication
  - organizational orientation to change model
- ◆ Complete 2 tests of change each week
- ◆ Develop senior leader report and track pressure ulcers internally
  - report to Qsource at end of each month



## *Learning Session 1*

### **Do Within the First Month *continued...***

- ◆ Complete monthly Zoomerang Survey from Qsource
  - allows Senior Leaders to capture data and respond to a few summary questions
- ◆ Work on storyboard
- ◆ Share information within facility and on email listserv with your peers



## *Learning Session 1*

### **Looking Ahead: Learning Session 2**

- ◆ **March 2012**, dates to be announced at a later time
- ◆ Bring storyboards for sharing
- ◆ Lots of team sharing
  - anticipate sharing your experiences



any. questions.

## **You're Off and Running!**

For assistance contact:

- Other teams
- Senior leadership
- Your QIO support staff

[www.qsource.org](http://www.qsource.org)



thank. you.

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