



**North Carolina
Clinical Antibiotic
Stewardship Partners**

**LONG-TERM CARE COMMUNITIES
ANTIBIOTIC STEWARDSHIP
SESSION #7**

June 7, 2023

CONFLICT OF INTEREST DISCLOSURES

- ▶ The views and opinions expressed in this series are those of the speakers and do not reflect the official policy or position of any agency of the U.S. or NC government or UNC.
- ▶ Our speakers have the following financial relationships with the manufacturer(s) and/or provider(s) of commercial services discussed in this activity:
 - ▶ Dr. Kistler served as a consultant for Base10, Inc on their UTI embedded clinical support tool and received funding from Pfizer to study pneumococcal carriage.
 - ▶ Ms. Doughman owns individual Gilead stock.
- ▶ The speakers do not intend to discuss an unapproved/investigative use of a commercial product/device in this series, and all COI have been mitigated.
- ▶ These slides contain materials from a variety of colleagues, Drs Philip Sloane and David Weber, as well as the CDC, WHO, AHRQ, etc.

OUTLINE OF TODAY'S SESSION

1. CDC Core Element: Accountability
2. Small Group Discussion
3. QI section: Getting to Yes!
4. Role Play Case in Small Groups
5. Announcements



SESSION REMINDERS

- ▶ This time is for you and your learning.
- ▶ Please turn on your videos!
- ▶ Use the chat- please put your name, location, and role in the chat.
- ▶ Let's use and share our learning, but not in a way that identifies protected information, specific facilities, or staff members.
- ▶ If you need to get a hold of us:
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CDC CORE ELEMENT: ACCOUNTABILITY

- Accountability is when nursing homes have explicit roles for the individuals responsible for antibiotic stewardship activities.
- There are clearly identified physician, nursing and pharmacy leads for promoting and overseeing antibiotic stewardship activities
- Accountability is different from Leadership
 - Leaders support those who are accountable for stewardship activities
 - Example: The DON and Administrator support the Infection Preventionist with time and technical support

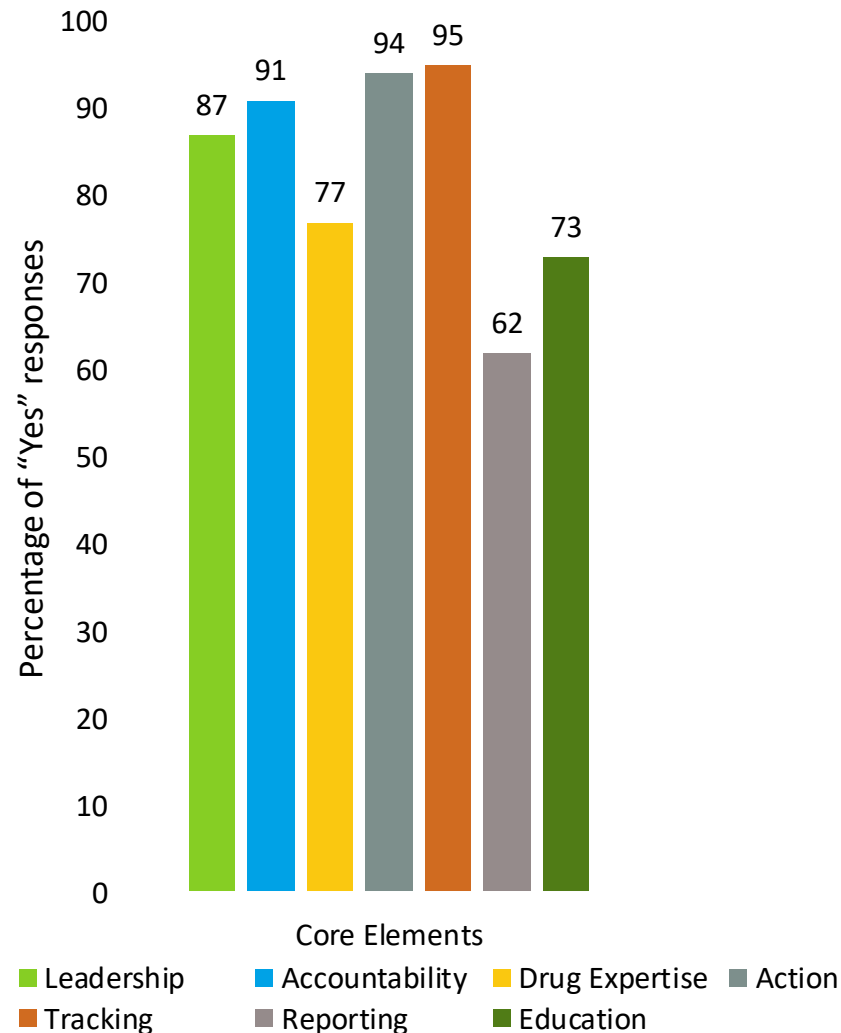


CDC CORE ELEMENT: ACCOUNTABILITY

- Infection Preventionist: needs to provide DON, MD, and consultants with data. They must have training, time, and resources.
- DON: should be accountable for nursing practice standards in assessing, monitoring, and communicating changes in condition
- Medical Director: should be empowered to set standards for antibiotic prescribing for all antibiotic prescribers and ensure they are followed.
- Consultant Pharmacist and Laboratory: engage them in QAPI activities such as FREQUENT medication review of antibiotic use data



CDC CORE ELEMENT: ACCOUNTABILITY



- 11-question survey of 2982 NHs.
- The Accountability question was: Are there one or more individuals responsible for the impact of activities to improve use of antibiotics at your facility?
- What does a “yes” to this question really mean?

Palms DL *et al* Clin Infect Dis 2019



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CONCRETE STEPS AT ACCOUNTABILITY

- ▶ Antibiotic stewardship leaders need communication and management skills
- ▶ Co-leaders are common in hospitals as way to ensure mutual responsibility
 - ▶ Need clear delineation of roles
- ▶ Stewardship Rounds
 - ▶ Invite the MDs
 - ▶ Include time for discussion
- ▶ Tele-stewardship with pharmacy, etc.



Cosgrove SE et al ICHE 2014

Hurst AL et al Pediatr Infect Dis J 2016.

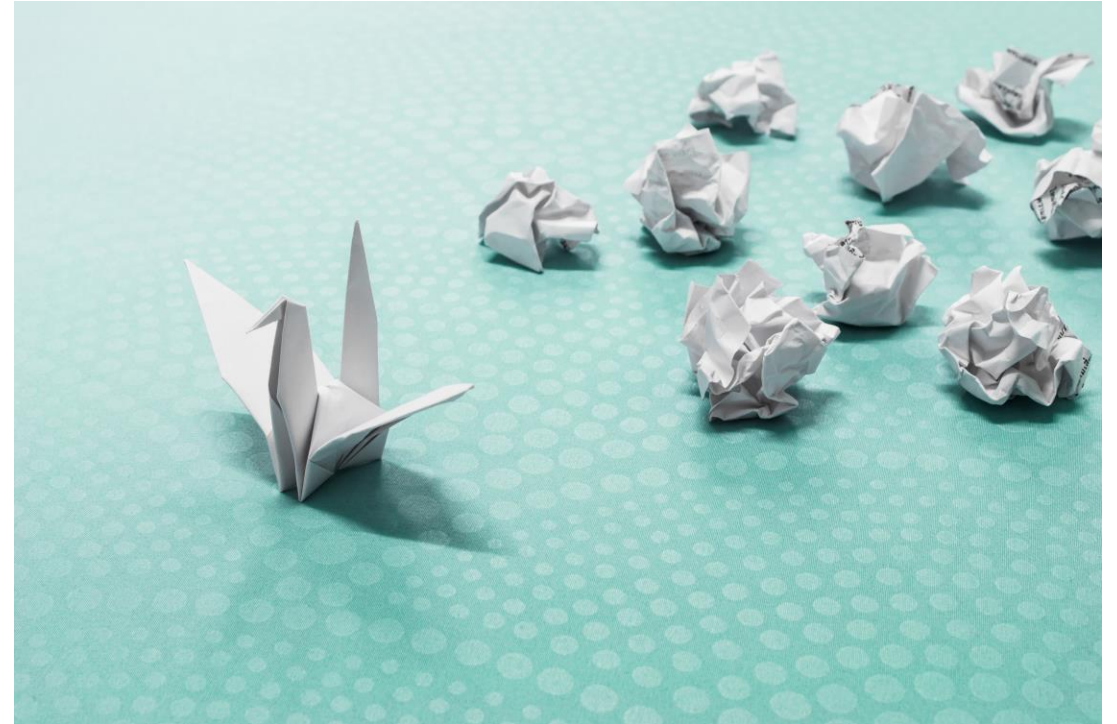
SMALL GROUP DISCUSSION

CHOOSE A SPEAKER

1. What is antibiotic stewardship accountability in your community?
2. How are your antibiotic stewardship leaders and others held accountable?

Recommended Actions:

- Stewardship rounds
- IP compares prescribing data
- DON delivers practice standards
- Medical director ensures prescribing guideline adherence
- Consultant laboratory provides resistance data



Leading for Change and Accountability

Frameworks for Critical Team Communications

AHRQ ECHO National Nursing Home
COVID-19 Action Network



Training Hub Logo



GETTING TO 'YES'

- ▶ A **collaborative** style of communication
- ▶ Can **strengthen personal motivation** for and commitment to a goal
- ▶ Explores the **person's own reasons for change**
- ▶ Stresses **acceptance** and **compassion**.

How Do We Usually Try To Get Someone To Change Their Mind?

- Argue
- Guilt
- Shaming
- Stress how important it is
- Overwhelm them with facts



PRINCIPLES OF TEAM COMMUNICATION



Express Empathy



Support Self-Efficacy



Develop Discrepancy



Roll with Resistance



ACTIVE LISTENING SKILLS

Open Ended Questions

Reflective Listening

Affirmations

Summarizing

OARS: REFLECTIONS

- **Repeating or rephrasing:** Listener repeats or substitutes words or phrases, and stays close to what the speaker has said:
 - ▶ “You’re really worried.”
- **Paraphrasing:** Listener restates in their words the meaning of the speaker’s statement:
 - ▶ “You care a lot about your grandmother.”
- **Reflection of feeling:** Listener emphasizes emotional aspects of communication through feeling statements. This is the deepest form of listening.
 - ▶ “You’re really frustrated right now.”

Understanding Motivation

"I'm worried about my patient will get septic."



"I don't want my patient to get c. diff..."

Understanding Motivation

“Better safe
than sorry!”



?

Understanding Motivation: Weighing Pros and Cons

“When are antibiotics needed?”



“What are the benefits of active surveillance?”

REASONS FOR USING TEAMWORK COMMUNICATION TECHNIQUES

- IT WORKS!
- A small intervention can have a big effect!
- The opposite approach of trying to convince someone to change, can become confrontational and has poor results.
- It makes our jobs easier and more enjoyable.



POWER DYNAMICS AND COMMUNICATION TIPS

Power dynamics exist in professional relationships and is a result of balance (or lack of balance) of power between two or more people.

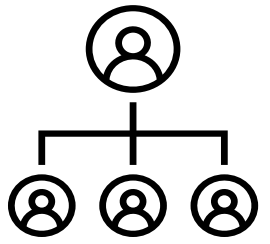
In the workplace, asymmetrical power dynamics (perceived or real) can create difficulties in communication. These difficulties can be amplified by differences in gender, race/ethnicity, level of training/educational degrees e.t.c.

Knowing how to achieve and maintain healthy power dynamics is an important skill to have and can be beneficial to any organization



<https://accelerate.uofuhealth.utah.edu/improvement/using-positive-power-dynamics-to-engage-and-empower-teams>

POWER DYNAMICS AND COMMUNICATION TIPS



Ways to achieve or maintain healthy/positive power dynamics among team members:

- **Concentrate on the goal:** a focus on the goal (e.g. antibiotic stewardship) can improve efforts towards effective collaboration and reduce the likelihood of power tussle. Knowing what makes team members tick will help align goals.
- **Clarify/understand roles:** Know your team and your team's roles and who should report to whom. This helps each team member to understand what power they may have and how to use it, regardless of their position.
- **Address power dynamics:** Set norms on how team members should speak or respond to others. Turn to others and ask them what they think (important to get contribution of team members at ALL levels of power)
- **Encourage creativity/productivity and trust:** Find alternate ways to share ideas. Allow for failure.
- **Seek feedback:** practice varied input to get response from those who may feel less inclined to speak; encourage team to ask questions

McIntyre MG. Secrets to winning at office politics. How to achieve your goals and increase your influence at work. 1st ed. St Martin Griffen; 2005: 159-184

SMALL GROUP ROLE PLAY!

- ▶ Case: One of your physicians uses levofloxacin as the first-line antibiotic for the treatment of UTIs.

Prompt:

How could you address this?

What could you say or do?

Have one person act as the physician, another as the Infection Preventionist, and one as a reporter.



SHIFT THE JULY 5TH DATE– PLEASE VOTE

- ▶ A. We could do Wednesday the week before (June 28), next session is June 21st , at 10:30-11:30 or 1:30-2:30
- ▶ B. We could later in the week of the 5th: Thursday July 6th or Friday July 7th
- ▶ C. We could July 12th with the LAST session on July 19th
- ▶ D. We could keep it the same





Antibiotic Stewardship Conference



11.16.23 | 9 am - 4 pm
The Friday Conference Center
Chapel Hill, NC



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More information at spice.unc.edu/ncclasp/



- ▶ Find session slides at <https://spice.unc.edu> → ncclasp
→ nursing homes