



**North Carolina
Clinical Antibiotic
Stewardship Partners**

**LONG-TERM CARE COMMUNITIES
ANTIBIOTIC STEWARDSHIP
SESSION #5**

November 1, 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.
- ▶ 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 IHI, VHA, CDC, WHO, AHRQ, etc.

OUTLINE OF TODAY'S SESSION

1. Introduction
2. CDC Core Element:
Leadership Commitment
3. Small Group Discussion
4. QI Content:
Leaders through Respect for
People and Standard Work
5. Small Group Discussion



NC CLASP REMINDERS



- ▶ If you need to get a hold of us, please email:
 - ▶ Danielle.Doughman@unchealth.unc.edu
- ▶ CME
 - ▶ Attendance and active participation per learning session
 - ▶ Use your MyAHEC account
 - ▶ Complete surveys as requested

LET US KNOW WHO'S HERE TODAY!

Please put your name and nursing home community in the chat

If using computer with no mic, please mute the
computer and dial in +1 646 931 3860 US

Meeting ID: 849 4943 4651

Passcode: 496304

SESSION REMINDERS

- ▶ This time is for you and your learning.
- ▶ Please turn on your videos!
 - ▶ Cameras on
 - ▶ Stay muted unless speaking
- ▶ Use the chat
- ▶ Let's use and share our learning, but not in a way that identifies protected information.



CDC CORE ELEMENT: LEADERSHIP COMMITMENT



Questions

- Who are the leaders that need to commit?
- How can they demonstrate their commitment?

WHO ARE THE KEY LEADERS?

Owner(s)

Regional Clinical Leads

Administrator

Director of Nursing

UNDERSTANDING AND COMMUNICATING IMPORTANCE OF ANTIBIOTIC STEWARDSHIP

Quality Mandate

- High NH prevalence of antibiotic resistance
- Multi-drug resistance leads to hospitalizations and need for isolation (e.g., *C. difficile* infection)
- Antibiotics are overprescribed -- Much antibiotic prescribing does not meet guidelines

Regulatory Mandate

- Federal tags related to infection control and pharmacy services
- CMS requirements for antibiotic stewardship and infection prevention

LEADERS "ON THE GROUND" WITHIN A FACILITY

Director of Nursing

Medical Director

Infection Preventionist

Consultant Pharmacist

WHAT SHOULD LEADERSHIP COMMITMENT INCLUDE?

Communicate importance

Include antibiotic stewardship in job descriptions

Expect policy implementation

Provide regular reinforcement of commitment

- Write statements in support of improving antibiotic use – for sharing with staff, prescribers, residents, and families.
- Include stewardship-related duties in position descriptions for medical director, nursing directors, preventionist, and consultant pharmacist.
- Communicate with nursing staff and clinicians the community's expectations about antibiotic use and the monitoring and enforcement of stewardship efforts.
- Create a culture, through messaging, education, and celebrating improvement, that promotes antibiotic stewardship.



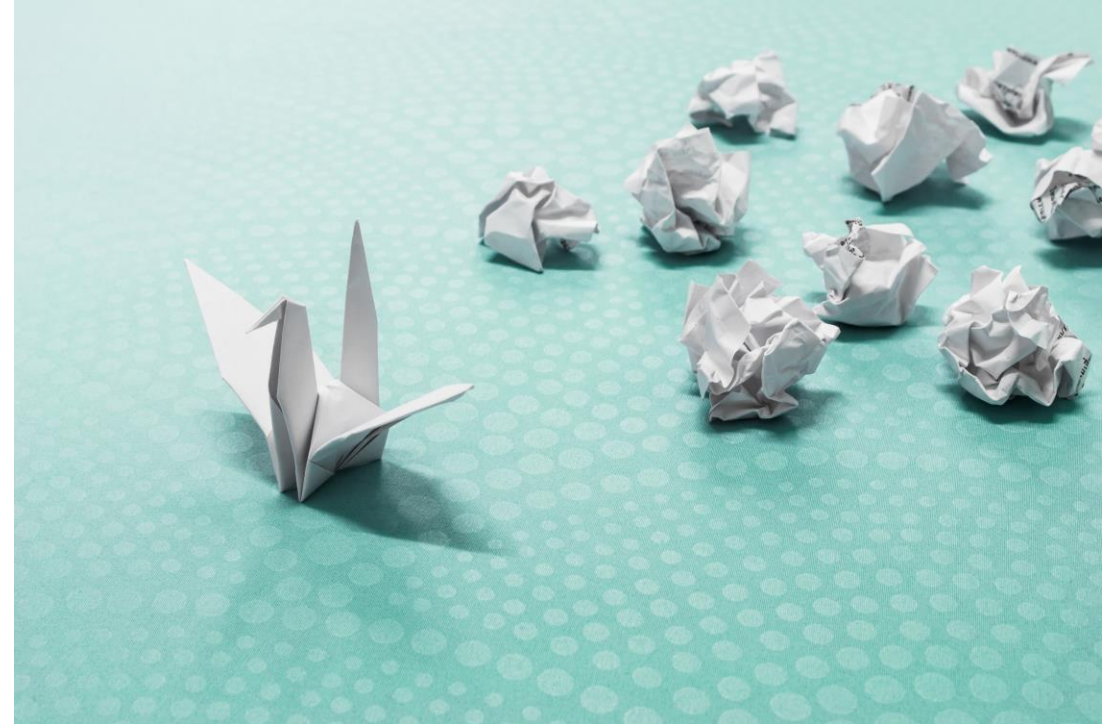
SMALL GROUP DISCUSSION

1. Which of the recommended leadership actions are in place in your nursing home community? What worked well, what didn't?

Recommended Leadership Actions:

- Antibiotic Stewardship Support Statement
- Stewardship duties included in job descriptions
- Setting stewardship expectations and communicating about them regularly
- Create a culture supportive of stewardship

2. What next step could YOU take to bolster leadership commitment in your facility?



QI Leaders (formal and informal) Set The Tone for this Important Work

Share the purpose: “We are creating this protocol because our work is complex; it involves many different people, and we don’t know everything. We want to keep everyone safe.”

Humility: “We all make mistakes.”

Active listening: “What do you think we could do to make this better?”

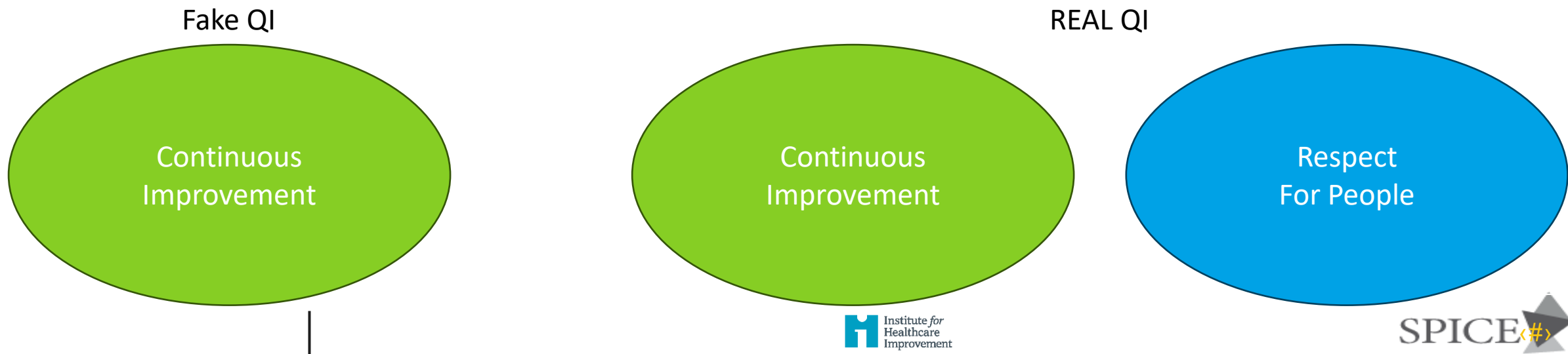
Close the loop: Thank people for their input and tell them what you have done as a result.

Critical Quality Improvement Leadership Concepts

Often we focus only on Continuous Improvement for QI, but there are TWO pillars

QI is unsuccessful if you just keep trying “new” things, without trying to change people’s beliefs and behaviors

To get at the heart of change you need to focus on Continuous Improvement AND Respect for Persons



REFLECTION

What does Respect for People mean to YOU?

Respect for People



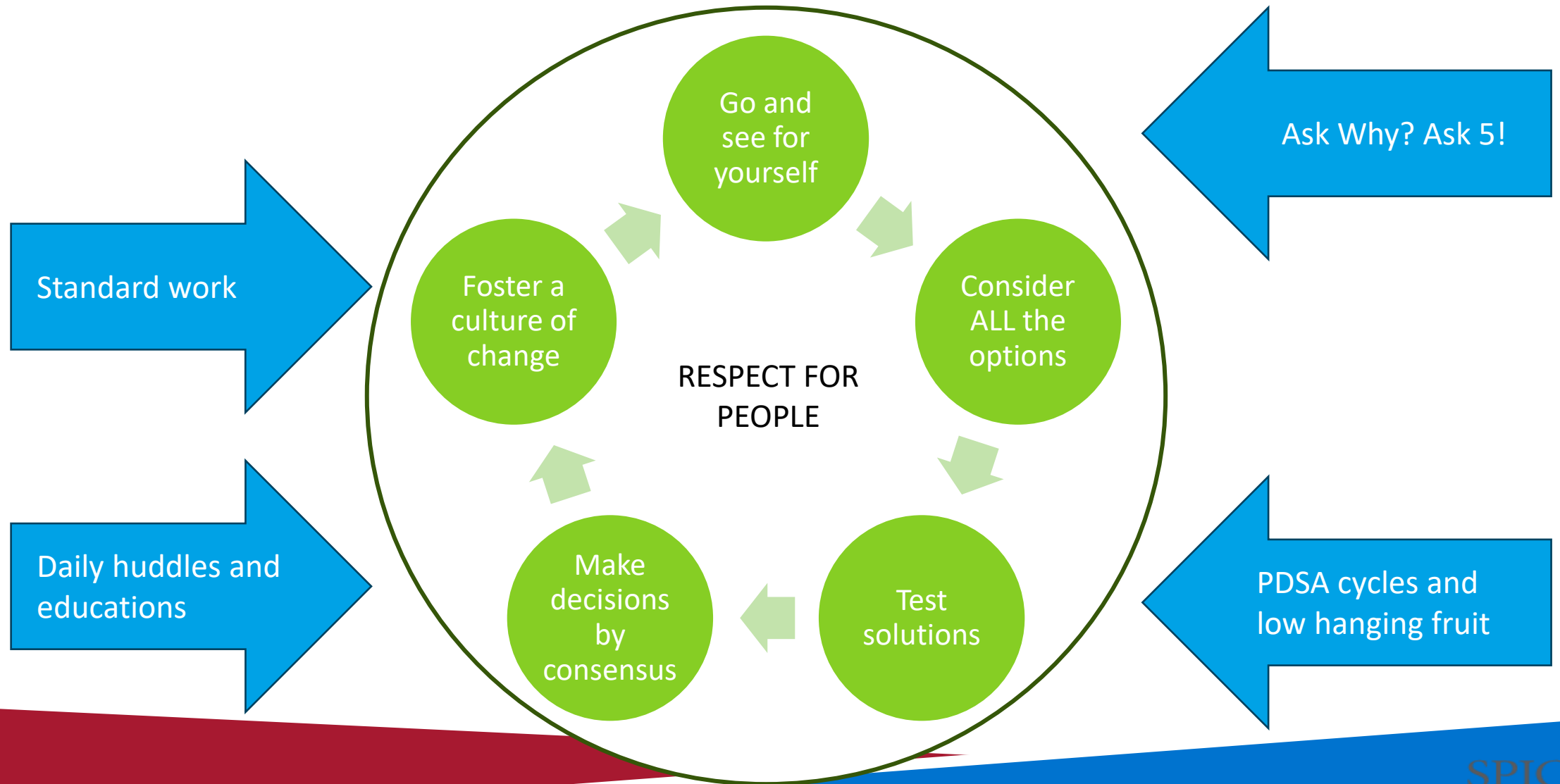
Please put your thoughts in the chat.

RESPECT FOR PEOPLE

Value added behaviors centered on Respect for People	Behavioral Waste (Disrespect for People)
Go and see for yourself	Blame
Active listening	Office Politics
Humility	Oversimplifying
Objectivity	Inconsistency
Balance	Unknown Expectations
Trust	Elitism



LEADERSHIP PROBLEM SOLVING MODEL



HOW DO WE GET TO SUSTAINABILITY?



An important piece of Antibiotic Stewardship Sustainability includes:

- Leadership to guide Standard Work

In addition to:

- Accountability
- Actions through Standard Work
- Drug Expertise
- Reporting and Tracking
- Communication and Education

BENEFITS OF STANDARD WORK

TANGIBLE BENEFITS

- ▶ Improved efficiency
- ▶ Increased safety
- ▶ Improved quality
- ▶ Cost savings
- ▶ Improved productivity

INTANGIBLE BENEFITS

- ▶ Improved teamwork
- ▶ Improved communication
- ▶ Improved staff satisfaction
- ▶ Improved redundancy
- ▶ Reduced workplace stress

STANDARD WORK: HOW TO SUSTAIN CHANGE

(Position) Standard Work

Last updated:	Owner:	Performed by:
Version:	Revised by:	Trigger:
VA SHCS Mission: Providing world class care and service to America's Heroes		
Standard Work Applicability:		

Standard Work

	Major Steps	Details	Time / Frequency	Notes
1				
2				
3				
4				

Once the TEAM has determined the best way to do something, leadership needs to “hardwire” these changes through Standard Work.

- Repeatable Performance
- Makes Staff Roles Clear and Improves Handoffs
- Becomes the Culture

EXAMPLES OF VISUALS TO HELP CONVEY STANDARD WORK

STOP GERMS! WASH YOUR HANDS

Keeping hands clean is one of the most important things we can do to stop the spread of germs and be healthy.



Wet your hands with clean, running water, and apply soap.



Lather your hands by rubbing them together with the soap.



Scrub your hands for at least 20 seconds.



Rinse hands well under running water.



Dry hands using a clean towel or air dry them.

LIFE IS BETTER WITH
**CLEAN
HANDS**

329459-A

cdc.gov/handwashing



SUSTAINABILITY includes:

- Standard work
- Education
- Communication
- Tracking and Reporting
- Auditing

SMALL GROUP DISCUSSION

- ▶ What are ways your nursing home leaders encourage respect for people?
- ▶ What are ways your nursing home leaders foster standard work?





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

UPCOMING NOVEMBER SESSIONS

▶ **Hot Topics in Stewardship: UTIs
– U/A Challenges**

November 8, 2023 | 11:30 AM-12:30 PM

▶ **Hot Topics in Stewardship:
Communication with Families
from Diverse Backgrounds**

November 29, 2023 | 11:30 AM-12:30 PM

To register, visit: spice.unc.edu/upcoming-nc-clasp-sessions/

Note: Hot topic sessions are not eligible for CME