



IMPROVED COMPLIANCE WITH VENOUS THROMBO-EMBOLISM RISK ASSESSMENT IN THE MEDICAL AND SURGICAL WARDS AT NETCARE MILPARK HOSPITAL

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Connect. Converge. Co-create.





CONTEXT

- Early assessment and identification of patients at risk of developing a Venous Thrombo-embolism (VTE) is an essential step towards the prevention of the risk of mortality related to a hospital-acquired VTE.
- The hospital is a 346 bedded multi-disciplinary hospital with various specialised units.
- The medical and surgical wards in the facility account for 238 beds.
- Each ward account for 33-37 beds.
- The average bed occupancy in the wards has been 79% over the past six months.
- Average length of hospital stay per patient is 84 hours.



PROBLEM

- The target set was to obtain 80% compliance with regards to the completion and capturing of the VTE risk assessment on all patients on admission to the wards in Netcare Milpark Hospital.
- Initial resistance to reaching the set target was compounded by the lack of commitment from staff members responsible for capturing the risk assessments upon discharge.
- The unit managers did not accept accountability, and non-compliance was not addressed.

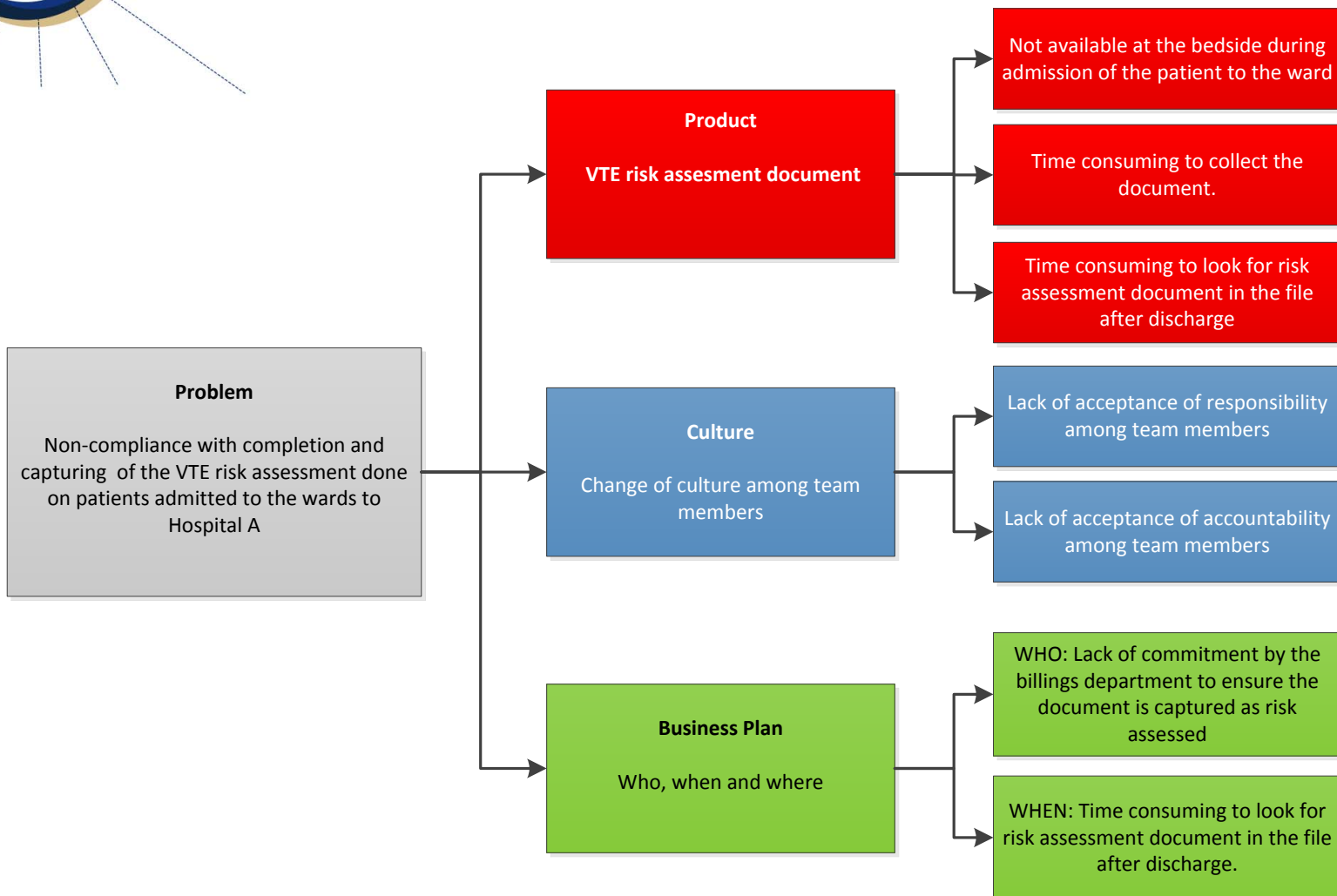


INTERVENTION

- **Obtaining baseline information:**
- Weekly audits were conducted from the 1st-31st August 2013.
- **Analysis of possible causes of noncompliance:**
- The baseline information was obtained and discussed with the unit managers.
- Possible reasons for non-compliance were listed.
- The reasons identified were grouped by using a flow-diagram as illustrated below.



NON-COMPLIANCE: CAUSES





ACTIONS TAKEN

- **Product**

- The VTE risk assessment document was placed in the admission pack.
- The completed document was placed in the front of the file upon discharge of the patient

- **Business Process**

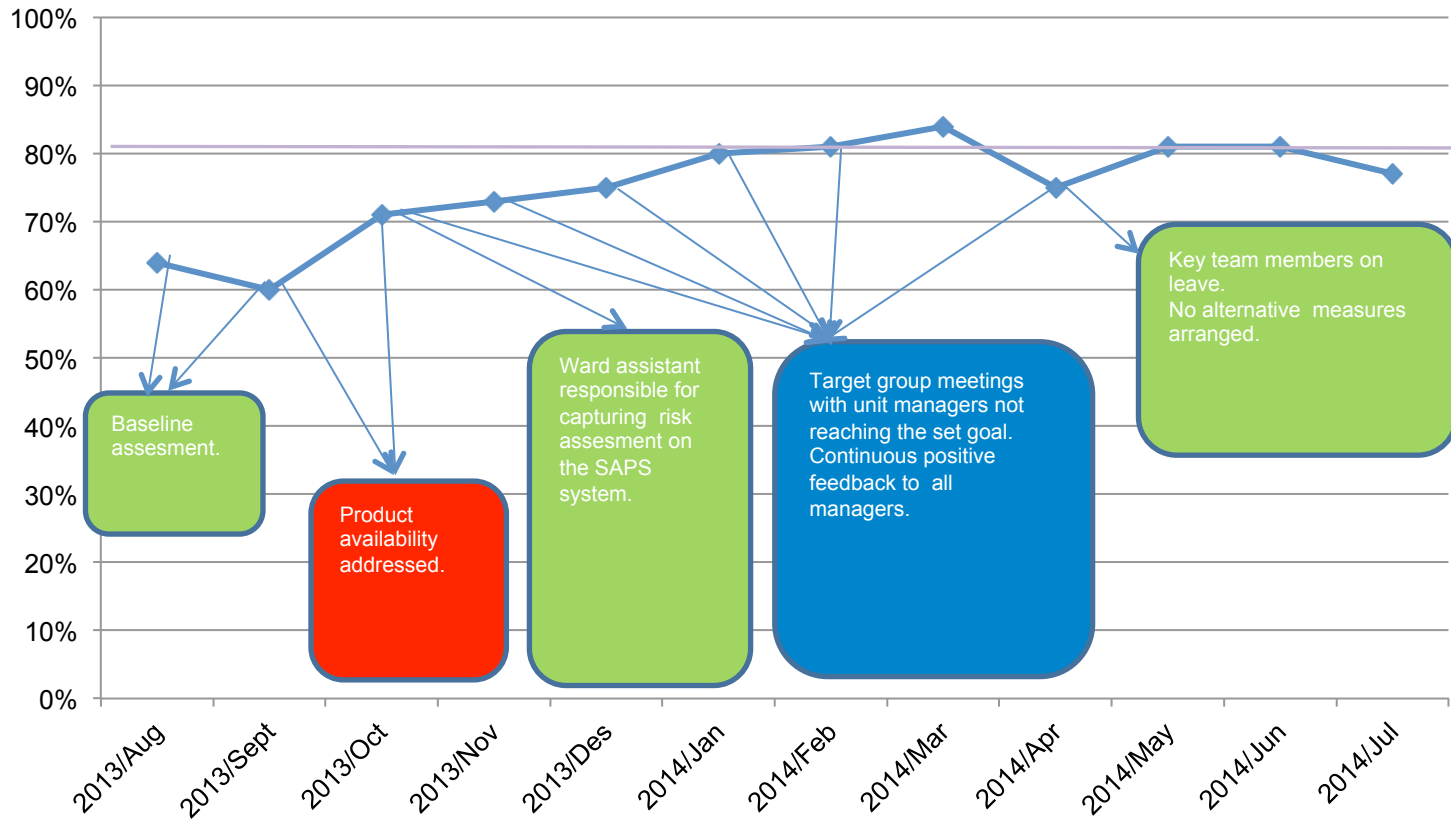
- Who: The ward assistant was trained to capture the risk assessment.
- When: Upon discharge of the patient
- Where: In the ward prior to final billing.

- **Culture Change**

- **How:** The unit manager takes responsibility and accountability to ensure that the goal of 80% compliance is reached.
- The unit manager develops a ward specific business plan



IMPROVEMENT AND RESULTS





CHALLENGES & LESSONS LEARNED

- The development of a ward specific VTE management business process is essential for success.
- The product must be utilized effectively.
- A designated person must be identified and made responsible for capturing the risk assessment.
- Staff must be held accountable by the Unit Manager to ensure compliance.
- A team approach is of the utmost importance.
- Visible, positive, frequent feedback ensures commitment.
- Non-compliance must be addressed immediately.
- If a key team member is unable to perform their duties alternative arrangements must be made.



QUESTIONS



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