

Best Care...Always and Gauteng Collaborate on Quality Improvement

By Dr Dena van den Bergh, Best Care Always chairperson

30 March 2010 saw almost 100 delegates from 15 hospitals attend the Gauteng province Best Care...Always! (BCA) collaborative quality improvement workshop.

When BCA was launched in August 2009, the explicit goal was to create a collaborative initiative that expands the reach of quality improvement initiatives across all hospitals in both the public and private sectors.

The workshop was based on the founding principles of the BCA campaign, which advocate that through shared learning and working together on specific areas of clinical practice, SA can accelerate the pace and scale of improvement at the frontline of health care.

Healthcare-associated infections

The initial focus of the collaborative work between BCA and Gauteng province is on healthcare associated infections (HAIs). This topic was identified largely because of the significant morbidity and cost burden of preventable infections and the specific evidence-based interventions that have been successful in other parts of the world, including the US Institute for Healthcare Improvement's '100k lives' campaign and Canada's 'Safer Healthcare Now' programme.

Prevention of infections is also one of the six focus areas of the national Department of Health's 1000-facility quality-improvement initiative.

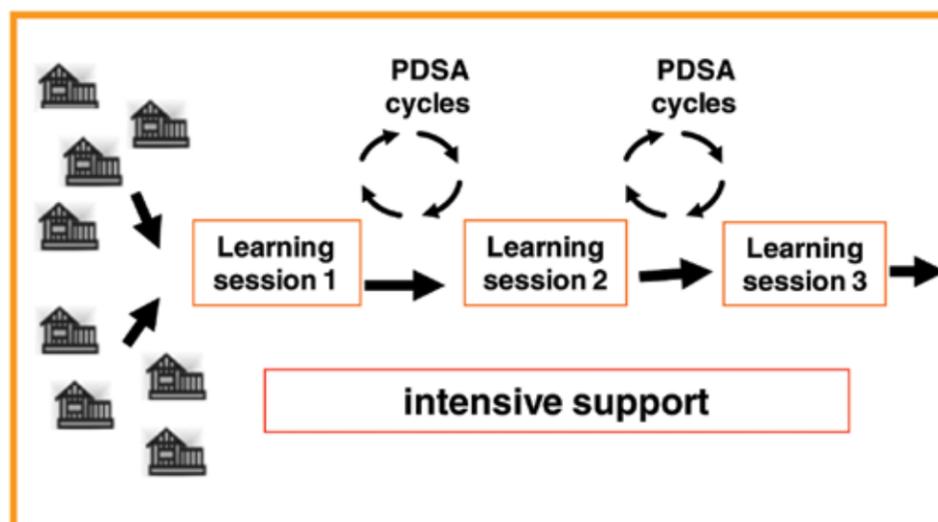
Delegates from Gauteng provincial hospitals included professional nurses, clinical practitioners, assistant directors, infection prevention

and quality assurance practitioners. These delegates were taken through the details of the four BCA, interventions (*see table*) and spent time in groups working through ways in which they could lead and motivate staff in their units to implement all elements of the infection prevention bundles for every patient every time.

<p>CLI - Prevent central line infections - implement a series of interdependent, scientifically grounded steps to reduce catheter-related bloodstream infections</p>
<p>SSI - Prevent surgical site infections - implement a series of treatment protocols to reduce the frequency of wound infections and deaths after surgery</p>
<p>VAP - Prevent ventilator-associated pneumonia - implement practices to prevent infections and deaths caused by pneumonia in ventilated patients.</p>
<p>CA UTI - Catheter-associated urinary tract infections - reduce and ultimately prevent cases of symptomatic catheter-associated urinary tract infections</p>

Measurement of improvement

Measurement is a critical aspect of quality improvement. Within the BCA programme, participating hospitals have committed not only to implement evidence-based clinical interventions at a faster pace but also to stan-



dardise measurements, record results and report progress and success stories of the campaign. Gauteng province delegates have been asked to explore both existing measures and new measures that would show that an improvement had been achieved.

Accelerating change 'together': Creating a learning network of hospitals

To support the effective implementation of the campaign, a formal learning collaboration has been formed with representatives from each of the 15 Gauteng hospitals. BCA has also committed to partnering some hospitals with mentor hospitals that have already implemented this work. This intensive, focused support ensures participating hospitals learn from one another

and add to the overall learnings of the campaign. The overall intervention, plus the associated process in each hospital will use the Plan-Do-Study-Act methodology in order to facilitate an active learning approach to the work.

The BCA Gauteng province quality improvement initiative is all about the power of collaboration and its potential to accelerate change and improvement by working together rather than in isolation. Importantly, the campaign is about actively improving care at the bedside through definite concrete interventions that are known to make a difference. It requires that every health professional who interacts with the patient commits to delivering a specified standard of care every time for each patient.

The work is made exciting because the methodology is practical and hands on and makes a difference to each patient as well as to the overall risks of HAIs.

If the participation and enthusiasm demonstrated in the workshop is used as a measure, this collaborative campaign can only go from strength to strength.

For further information and to find out how you could support this work, please contact Dr Dena van den Bergh at 082-451-2284 or email info@bestcare.org.za



Dr Dena van den Bergh (middle) with some of the delegates who attended the Gauteng Best Care...Always! quality improvement workshop



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To view a comprehensive list of congresses, please visit www.wilbury.co.za

D-Days

MAY

Dermatology Congress
13-16 May, Spier Estate, Stellenbosch. Contact Yvonne Pyne-James, 011-463-4064, rsvp@yebo.co.za

SA Spine Society (SASS) Congress
18-22 May, Lord Charles Hotel, Somerset West. Contact Hendrika van der Merwe, 021-910-3322, spinecon@iafrica.com

Evidence Based Radiation Oncology (ESTRO) Congress
19-24 May, Sports Science Institute, Cape Town. Contact Fatima Saban, 021-406-6330, fatima.saban@uct.ac.za

PMBs: Update on the Most Recent Developments
21 May, Glenhove Conference & Training Centre, Johannesburg. Contact the Institute of Health Risk Managers, 0861-112-751, info@ihrm.co.za

Biennial Symposium - Wits Department of Surgery
23-26 May, Sandton ICC. Contact Yvonne Pyne-James, 011-463-4064, rsvp@yebo.co.za

KZNMCC Annual Healthcare Conference
28-30 May, Elangeni Hotel, Durban. Contact Kamlesh Maharaj, 031-207-3676, kamlesh@kznmcc.co.za

JUNE

TB Conference
1-4 June, Durban ICC. Contact Monica Chipeta, 012-816-9000, monicac@foundation.co.za

JULY

Pain, Interventions and Regional Anaesthesia (PIRA) Congress
24-25 Jul, Birchwood Hotel. Contact Lynette Bester, lynette.bester@virbac.co.za

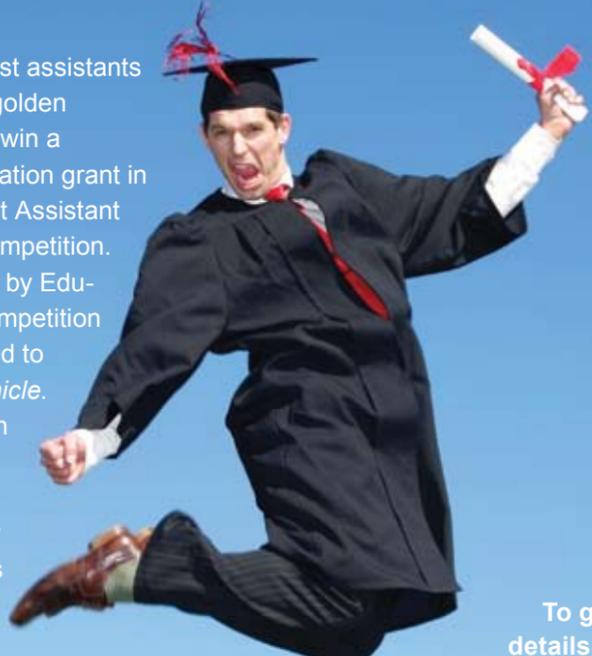
SA Gastroenterology Society (SAGES) Congress
29 Jul-1 Aug, Sandton ICC. Contact Tanya Schmidt, 041-374-5654, tanya@easternsun.co.za

Calling All Pharmacist Assistants

Enter *Medical Chronicle's* Pharmacist Assistant of the Year Competition

And
Win a R20 000 Education Grant

SA's pharmacist assistants again have a golden opportunity to win a R20 000 education grant in the Pharmacist Assistant of the Year Competition. Previously run by Edu-Pharm, the competition has now moved to *Medical Chronicle*. It will kick off in June with the publication of the first of four questionnaires entrants are required to fill in to qualify for the final judging.



To get all the details, don't miss the next issue of *Medical Chronicle*