

*Always!*  
Best care



DEPARTMENT  
of HEALTH

Provincial Government of the Western Cape



[www.bestcare.org.za](http://www.bestcare.org.za)

Welcome !



*Always!*

Best care



DEPARTMENT  
of HEALTH

Provincial Government of the Western Cape

[www.bestcare.org.za](http://www.bestcare.org.za)

## Western Cape Learning Session 2 1 November 2011

*Dr Dena van den Bergh, Chairperson BCA*

*Dr Carol Haraden*

*Dr Michele Youngleson*

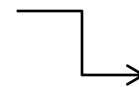
*Sr Yolanda Walsh*

*Dr Gary Kantor*

*Farzaneh Behroozi*

# The Best Care Always Campaign....

- A unique collaborative national quality improvement campaign that involves public and private sector working together to make a bigger impact on patient care than we could each do alone.
- To join the campaign, must be willing to:
  - a) Implement evidence-based interventions at a faster pace;
  - b) Share information, experiences and successes with others;
  - c) Committed to measurement
  - d) Contribute to the advancement of the campaign as a whole
- Aim: to accelerate the implementation of evidence-based practice and improve patient starting with:
  - Reducing healthcare-associated infections
  - Promoting antibiotic stewardship



Build capability to progress to further patient safety and improvement priorities

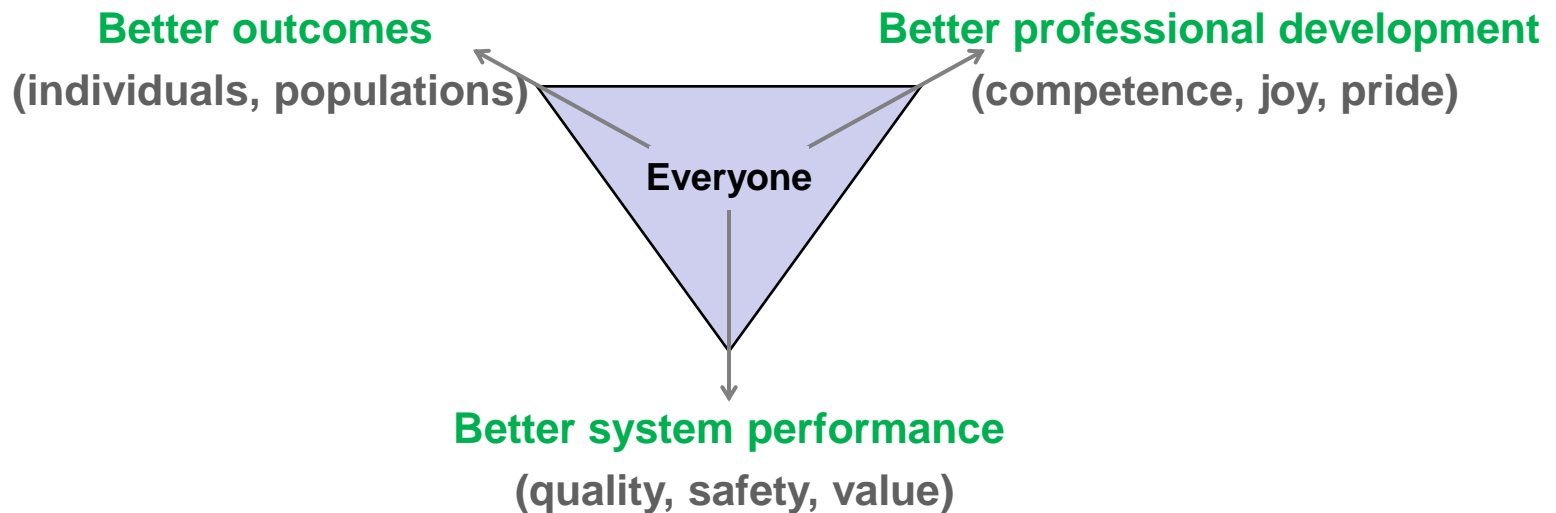


DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape

# Leading the Improvement of Health Care

“Today’s work  
for a sustainable health care system tomorrow”<sup>1</sup>

At the heart of a sustainable, generative, continually improving health care system are three linked aims



1. Professor Paul Batalden, The Dartmouth Institute for Health Policy and Clinical Practice, Dartmouth Medical School, April 8, 2011
2. Batalden P. Davidoff F. "What is QI?", QSHC (2007) 16:2-3

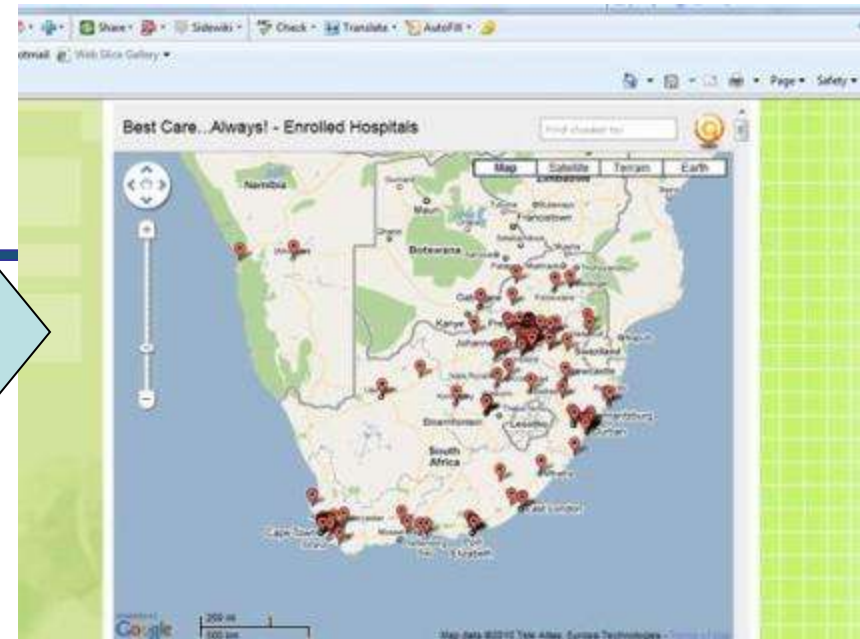
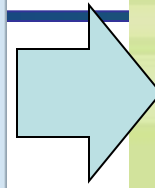


[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape





**TOTAL No. of enrolled Hospitals = now 202 in 2011**

- Clinix - 6
- LHC – 48
- Medi-Clinic - 52
- Netcare - 53
- NHN – 20
- Public Sector
  - Gauteng- 14
  - Western Cape - 9
  - Free State , KZN, Limpopo



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# Participants

- Major private hospital groups
  - Clinix, Life Healthcare, Medi-Clinic, Netcare, NHN
  - Hospital Association of S Africa (HASA)
- NDOH and public sector
  - Endorsement by National Dept of Health
  - Public Sector Hospitals (Gauteng, West Cape, Free State, KZN)
- Professional community
  - FIDSSA, CCSSA, SASA, SpesNet, ICSSA, FPNL
- Partnership with Institute for Healthcare Improvement



The Forum for Professional Nurse Leaders



DEPARTMENT of HEALTH  
Provincial Government of the Western Cape



# Sponsors

- Discovery Health – Platinum Founding
- Janssen-Cilag - Gold Founding
- Media sponsor – Medical Chronicle
- HASA – public relations and administration



- Adcock Ingram Critical Care
- Astra-Zeneca
- B.Braun
- Fresenius Kabi
- 3M
- Aspen ,
- J&J



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# Evidence based Bundles to reduce HAIs

- A group of 4-5 evidence-based best practices that each individually improve care, and when done together result in much better outcomes.

The science behind the bundle is so well established that it should be considered standard of care.

Compliance can be measured: yes/no answers.

Ventilator-associated pneumonia prevention		
Ventilator-associated pneumonia	II-2	30% increase in mortality
45° bed tilting	I	70% reduction in ventilator-associated pneumonia
H2 blockers or PPIs	I	50% reduction in upper gastrointestinal bleed
DVT prophylaxis	I	50% reduction in DVT
Sedation vacation	I	2-day reduction in mechanical ventilation





# BCA focus areas for improvement

---

## 6 infection prevention bundles

- **VAP** (ventilator associated pneumonia)
- **CLABSI** (central line associated bloodstream infection)
- **PVC** (Peripheral vascular catheter associated infection)
- **SSI** (surgical site infections)
- **CAUTI** (catheter associated urinary tract infections)
- **Hand Hygiene**

# Traditional 'spray and pray' approach to improvement



PROBLEM



EVIDENCE BASED SOLUTION

'bundles'



PLAN



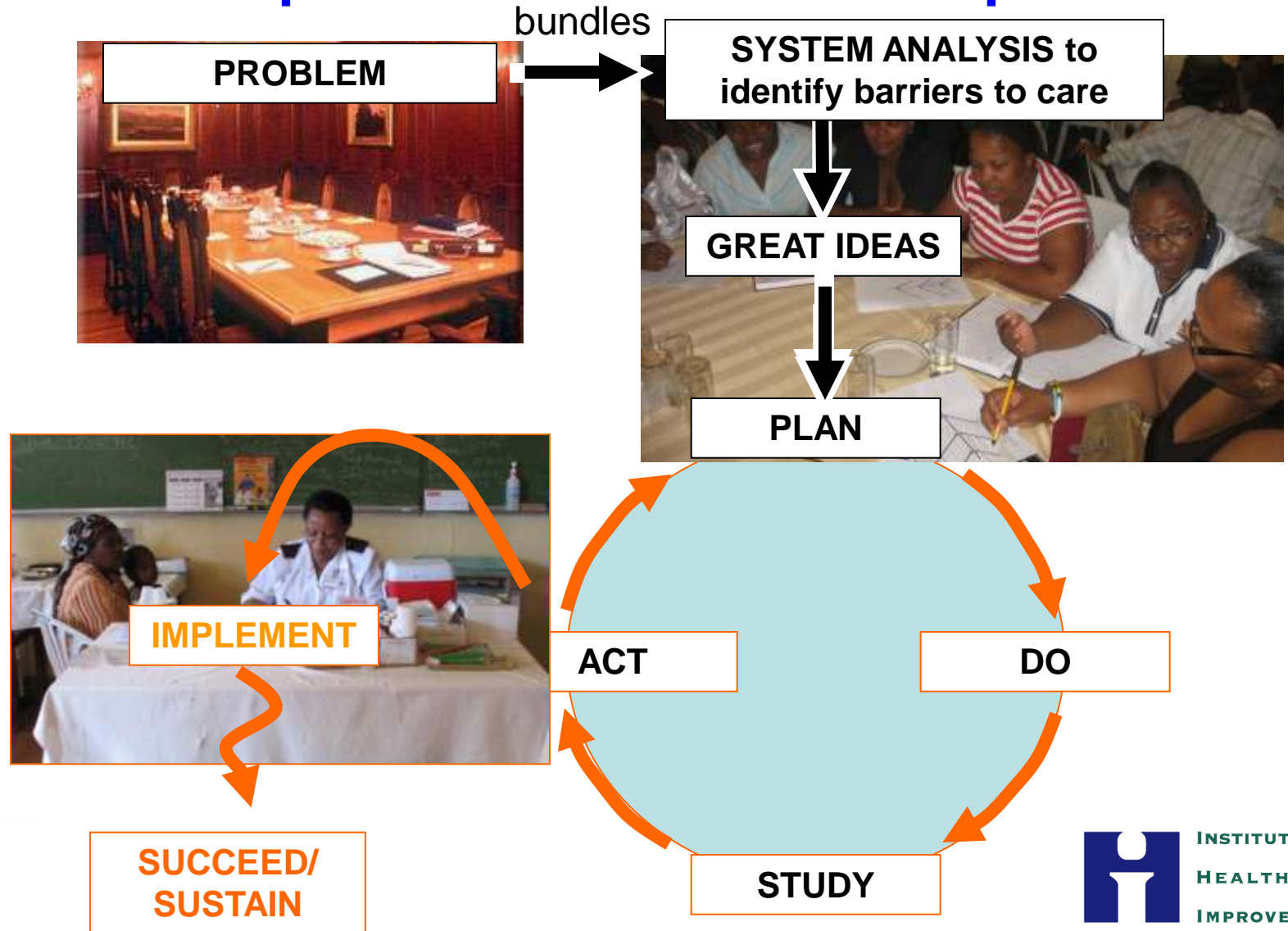
IMPLEMENT



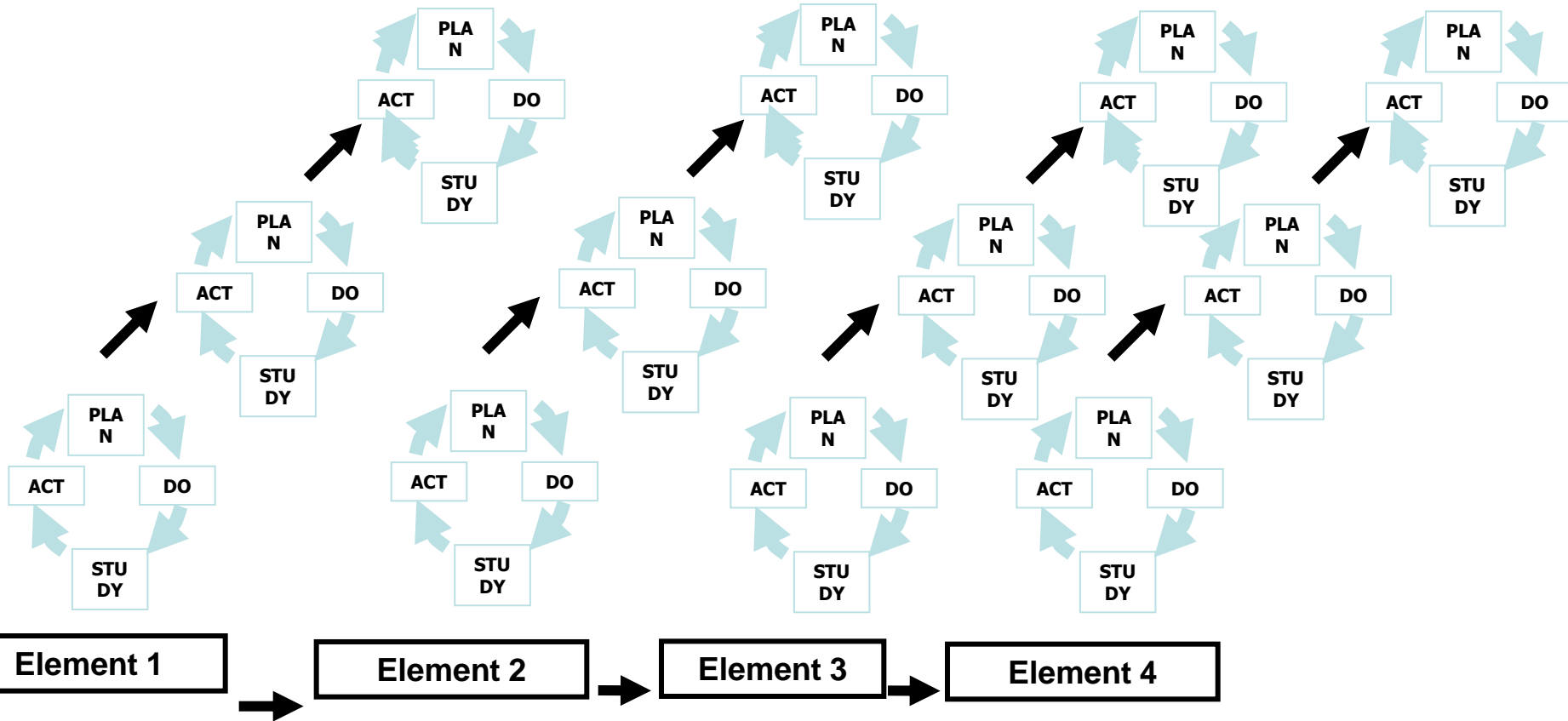
FAIL



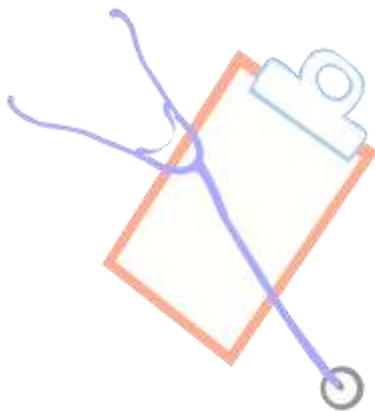
# A method for overcoming the Implementation Gap



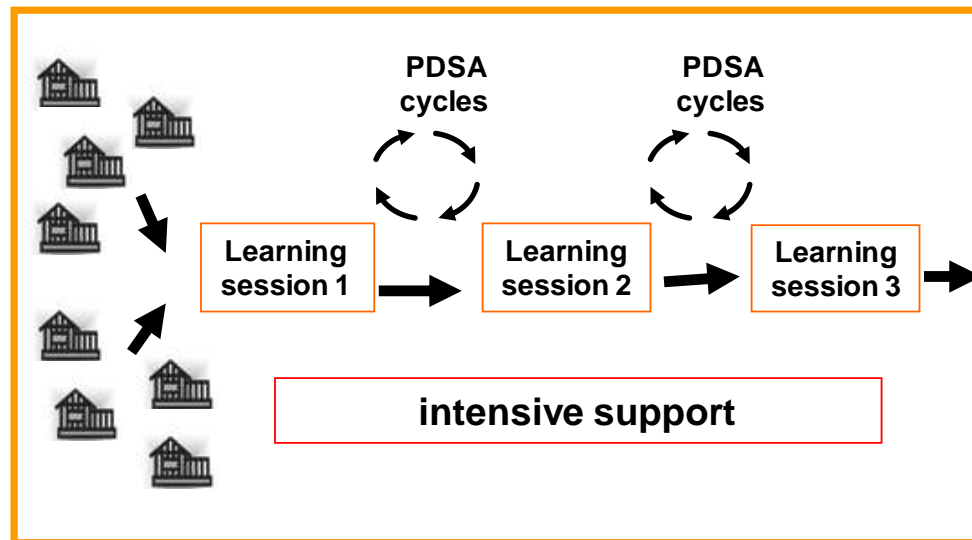
# Improving many parts of the bundle/system simultaneously



# Getting results: QI methods – accelerating spread and impact



Best available clinical evidence and experience plus local relevance

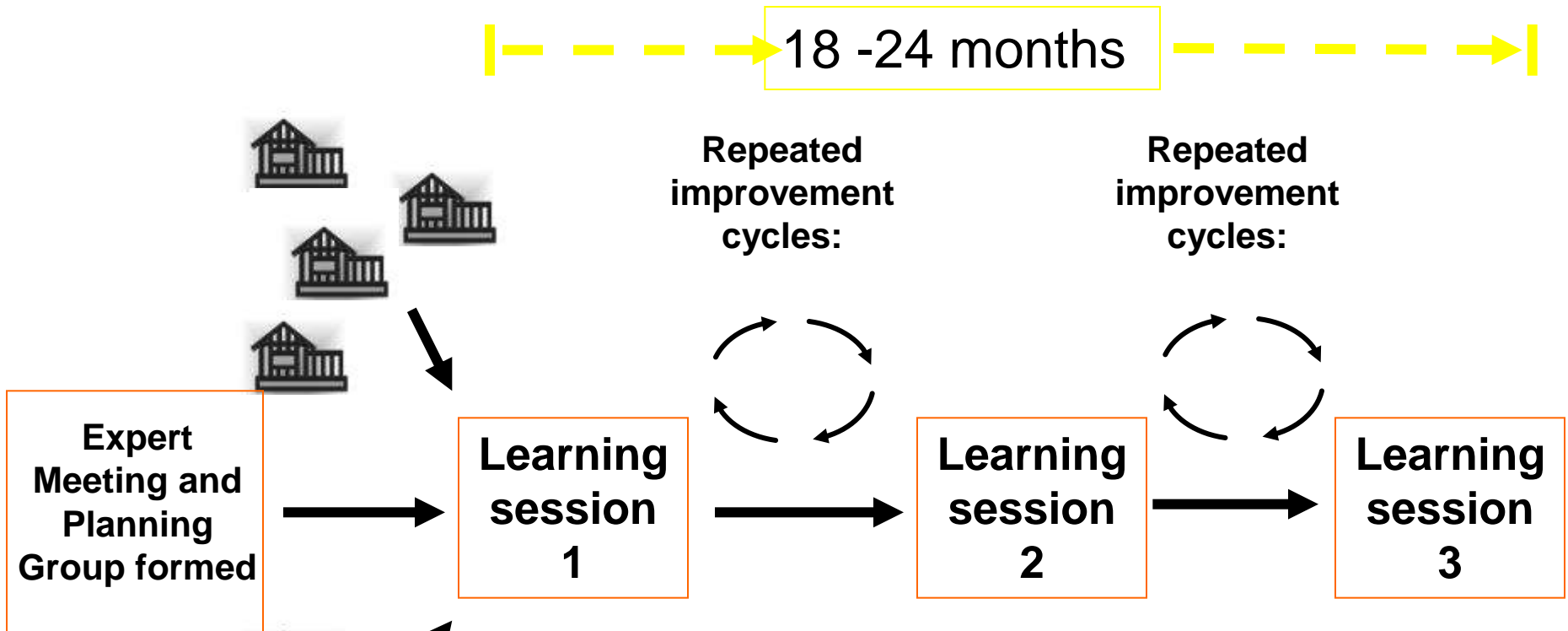


Accelerating change “together”:

- Learn from each other so we can make a bigger impact faster
- Input of skills, tools and reflective learning
- Identify common challenges and opportunities that we can work on together
- Motivate and support each other to succeed.
- Stretch the boundaries of what is possible.



# Accelerating change and improvement through networking and collaboration.



Mentoring and support



DEPARTMENT of HEALTH  
Provincial Government of the Western Cape



---

There are no prizes for predicting the rain  
Only for building an Ark



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# An invitation to stretch our boundaries even further



*Always!* Best care!

[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



INSTITUTE FOR  
HEALTHCARE  
IMPROVEMENT



## Carol Haraden -

---

*Carol Haraden, PhD, Vice President at the Institute for Healthcare Improvement is a member of the team responsible for developing innovative designs in patient care. She leads the IHI portfolio of patient safety programmes in the United Kingdom and Europe.*

*She also developed and led The Health Foundation sponsored Safer Patients Initiative One and Two and currently leads the IHI team developing The Safer Patients Network, a three-year project to improve patient safety in the UK.*

*She also leads the IHI team in the transformation of country-wide patient safety in acute care in Scotland and Denmark and serves as the IHI advisor on safety programme development with the NHS Institute.*

*Carol is the executive lead for the Patient Safety Officer Executive Training Program. She has been a dean in higher education, a clinician, consultant and researcher.*

*Dr. Haraden has published several papers on measuring patient harm, improving intensive care outcomes and innovation in healthcare design. She recently served on the Institute of Medicine Committee, Engineering Approaches to Improve Health Care.. She is an associate editor for the journal, Quality and Safety in Health Care.*



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



---

“Nobody can go back and start a new beginning,  
but anyone can start today and make a new  
ending.”

Maria Robinson

**Everyone in healthcare really has two jobs  
when they come to work every day:**

- 1. to do their work and**
- 2. to improve it.**



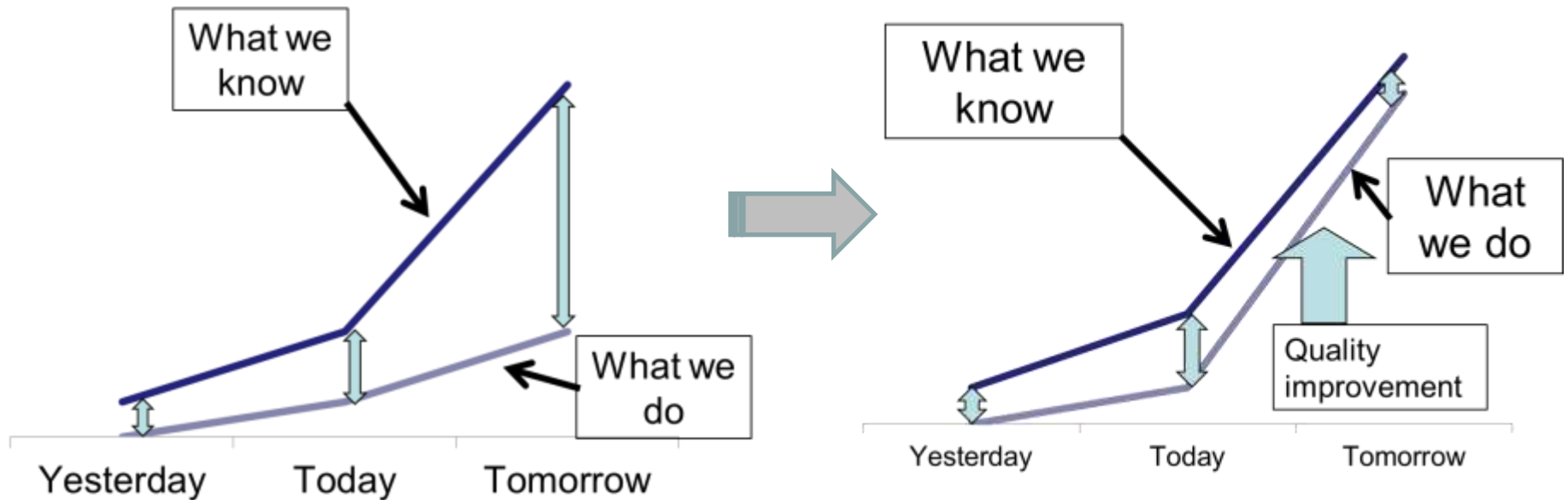
[www.bestcare.org.za](http://www.bestcare.org.za)



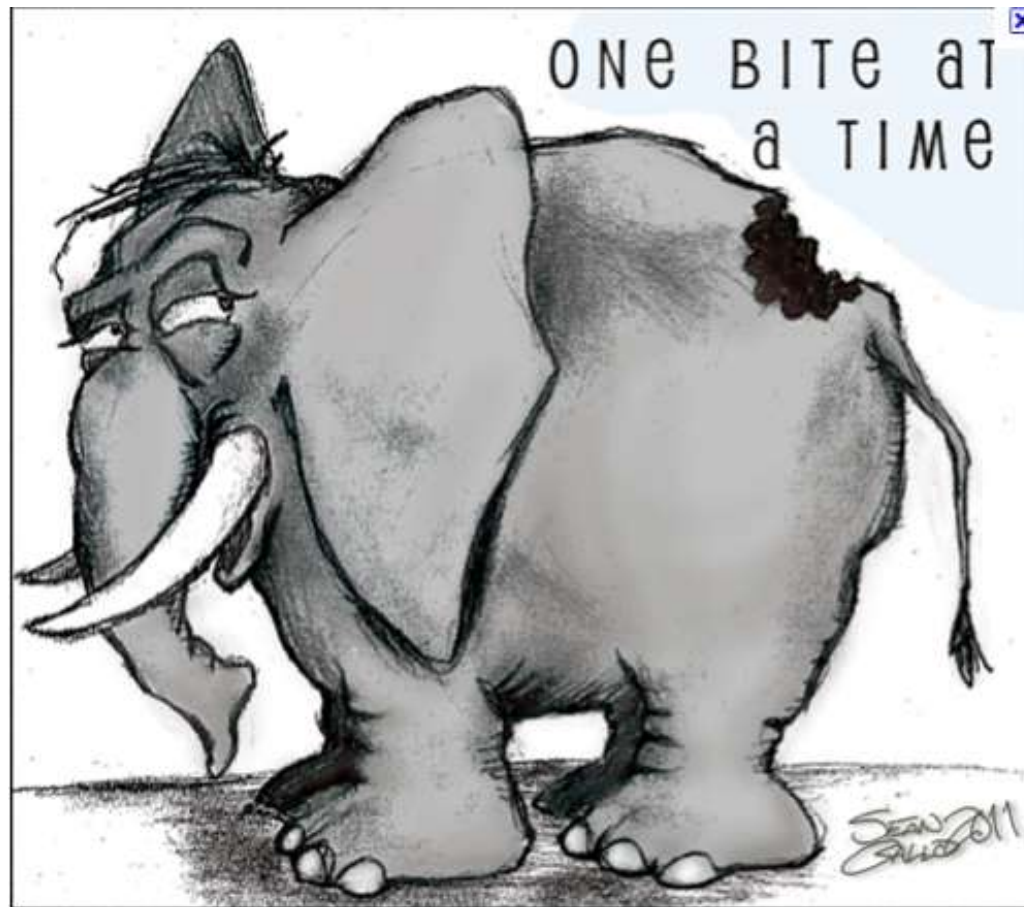
DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# Closing the “Know-Do” gap

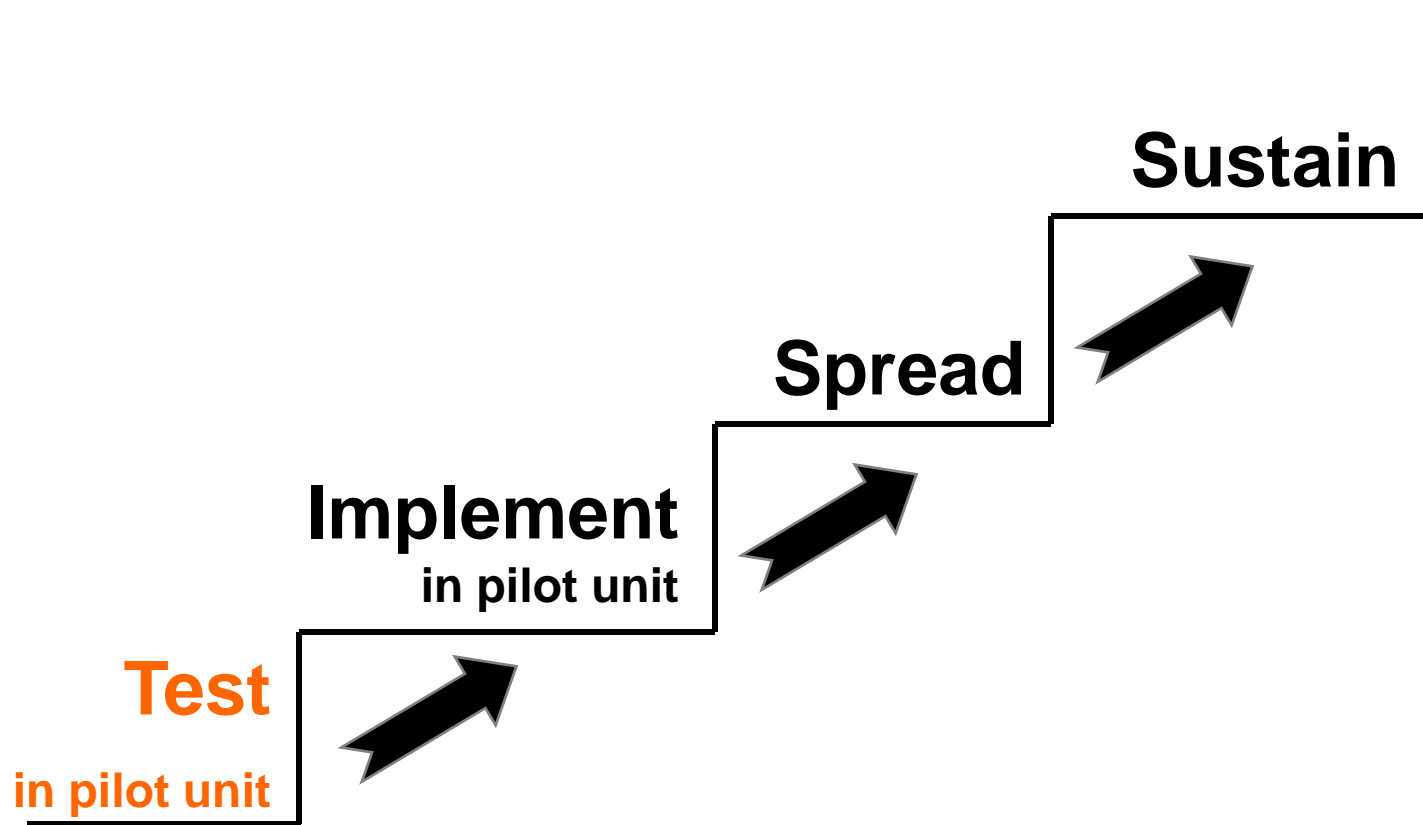


# Eating the elephant one bite at a time



# The Sequence for Improvement

---



Hospital	VAP	CLABSI	Peripheral Lines	CAUTI	SSI
<b>George</b>	ICU				
<b>GSH</b>		All ICUs			
<b>Mowbray Maternity</b>			Neonatal HC		Theatre
<b>New Somerset</b>	ICU		ICU		
<b>Paarl</b>				Maternity & Gynae	
<b>Red Cross</b>	ICU				
<b>Tygerberg</b>	Med ICU	Surgical ICU			
<b>WCRC</b>				3 Spinal Wards	
<b>Worcester</b>	ICU				

*Always*



# Project progress

## 1st activity period 1 (5 months)

---

- 9 of the 9 hospitals started
- 11 out of 12 bundles started
- 8 of the 11 have an outcome measure
- 3 have a process measure for bundle compliance



[www.bestcare.org.za](http://www.bestcare.org.za)

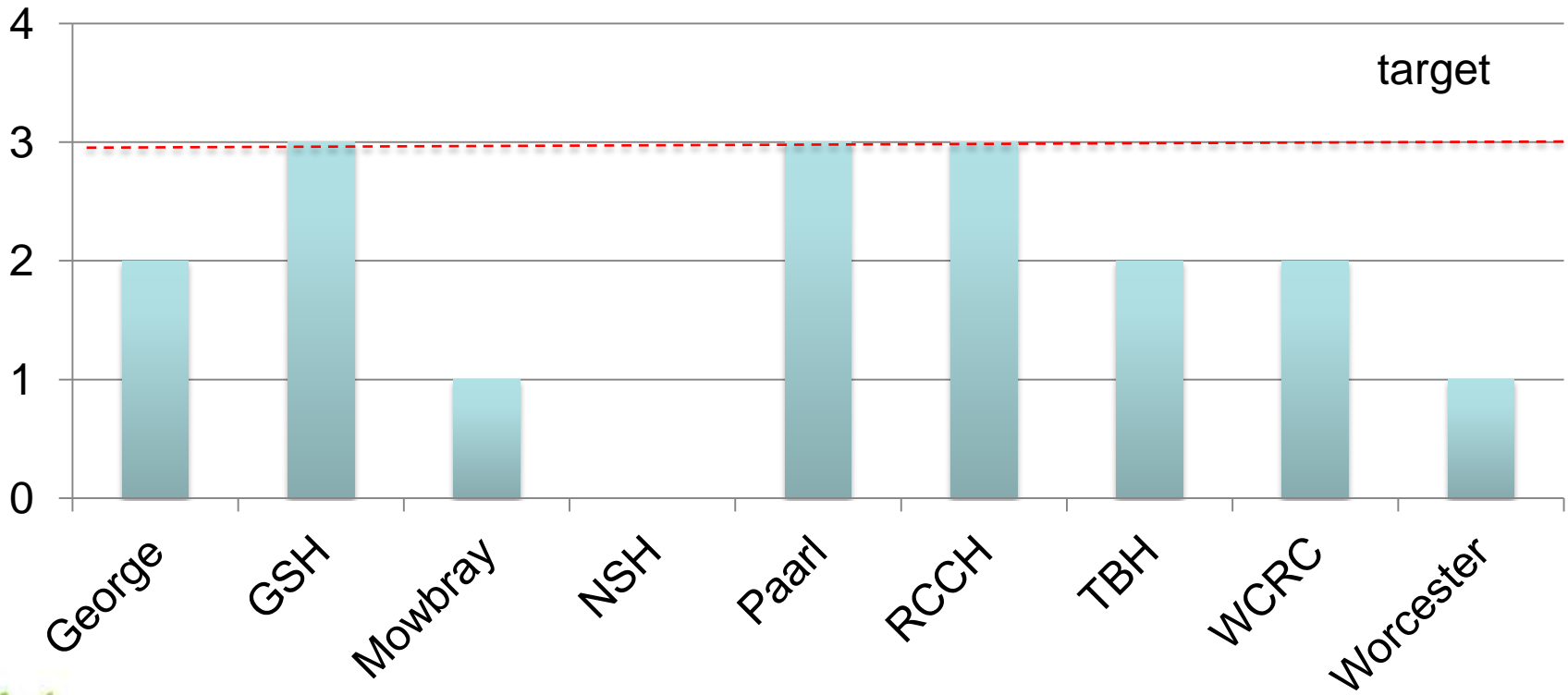


DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# # Monthly Reports submitted

Number of reports submitted by October 2011  
(max possible 3)



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape





# Hospital presentations

---

- Selected highlights of the first activity period
  - challenges and successes
- Link BCA to National Core Standards requirements



[www.bestcare.org.za](http://www.bestcare.org.za)



DEPARTMENT  
of HEALTH  
Provincial Government of the Western Cape



# Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

