

## 2011 NDNQI POSTER SUMMARY

**TEAM NAME:** *A Rapid Response to Unexpected Rise in Pressure Ulcer Development*  
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**PURPOSE:** To target problematic pressure ulcer (PrU) prevention factors identified following an increase in hospital acquired pressure ulcers (HAPU).

**GOAL:** To decrease HAPU events through consistent use of focused PrU prevention strategies across the continuum of care.

### **SIGNIFICANCE:**

Skin integrity management is a hallmark of quality nursing practice helping to achieve optimal patient outcomes. Our goal is “no events” of HAPU regardless of PrU stage. This project reveals the quick action taken by our multi-disciplinary team to reverse an unexpected increase in HAPUs.

**STRATEGY and IMPLEMENTATION:** Six-Sigma’s DMAIC (Define, Measure, Analyze, Improve, Control) methodology guided the multi-disciplinary team. Analysis identified inconsistencies in implementation of multiple evidence-based PrU prevention strategies during 2009.

Priority was placed on skin inspection for all admitted high risk patients through the ED; standardized photographic documentation assuring nurse-physician consensus; improved communication during shift change “huddles” and bedside report; and most importantly daily rounding by clinical specialists emphasizing PrU prevention. Additionally, a mystery shopper/reward program was initiated to reinforce turning schedules facility-wide and a daily PrU prevention monitoring board tracking days without a HAPU was implemented in ICU.

**EVALUATION & IMPACT (Incidence and Cost Savings)** The number of HAPUs and their severity stage decreased dramatically. HAPUs per quarter dropped from 9 to 2. Stage III & IV pressure ulcers (the worst) decreased from 9 cases to 2 cases.

### **IMPLICATIONS for PRACTICE**

Several lessons were learned from this quality improvement project: 1) Multiple resources implemented concurrently may create barriers to quality care delivery; thus, focus on a few evidence-based practice changes at one time. 2) Success is assured once staff ownership is instilled, and 3) Accountability must be hard-wired to assure sustainability of improvements.