



TMCGSI

CLINICAL SCENE INVESTIGATORS

Show Me Your Skin

**CMS Never Events
Never to Happen at TMC!**

Better Skincare for Everyone

CSI: Clinical Scene Investigators

“Show Me Your Skin”

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Purpose and Goals



- Reduction of hospital acquired pressure ulcers and maintaining healthy skin integrity
- 100% documentation of all pressure ulcers present on admission (POA)
- Increase education and awareness of staff regarding: pressure ulcers, skin integrity, National Database for Nursing Quality Indicators (NDNQI) and CMS Never Events
- Achieve 90% compliance with implementation for at risk patients
- Implement electronic charting that involves heightened in-depth wound analysis through electronic medical records
- Develop and implement identification for patients at risk



Process Activities

- CSIs (staff nurses) were selected by their directors
- CSIs conducted preliminary surveys to assess nursing attitudes
- Used NDNQI scores and data collected by TMC for baseline data
- Planned educational roll out on 4 pilot units
- Provided education regarding CMS Never Events, and importance of NDNQI data
- Received leadership support from CNO and Assistant Patient Care Managers

Process Activities



- Purchased digital camera and printers piloted on 4 Blue, 4 Gold, 4 Green (Medical Units) and Medical Intensive Care Unit (MICU)
- Implementation included use of Green Bars which were placed outside patients room to alert caregivers to skin risk, 2-hour turn schedule, digital cameras and printers
- Upon admission, nurse documents assessment and uses camera to photograph all wounds and decubiti present on admission (POA)
- Picture is printed and placed in the patients chart. Notice is sent to the physician to include documentation in clinical note and History and Physical.
- Involvement of electronic medical records enhanced computer charting

Current State



TMC Hospital Hill Pressure Ulcer Risk Assessment



2009 HH 2nd Quarter

100% of all surveyed patients on all units had
Risk Assessment within 24 hours of survey

90 percentile (National):

- 100% all units – Academic Medical Centers

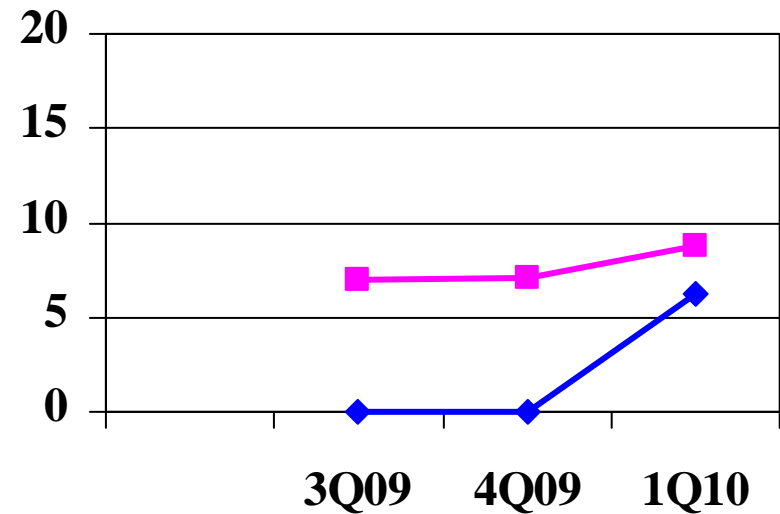
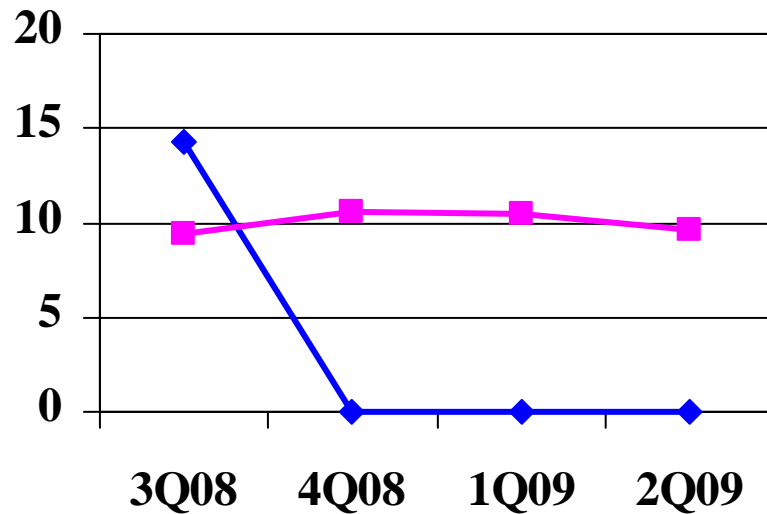
TMC Hospital Hill

Pressure Ulcer Risk Assessment

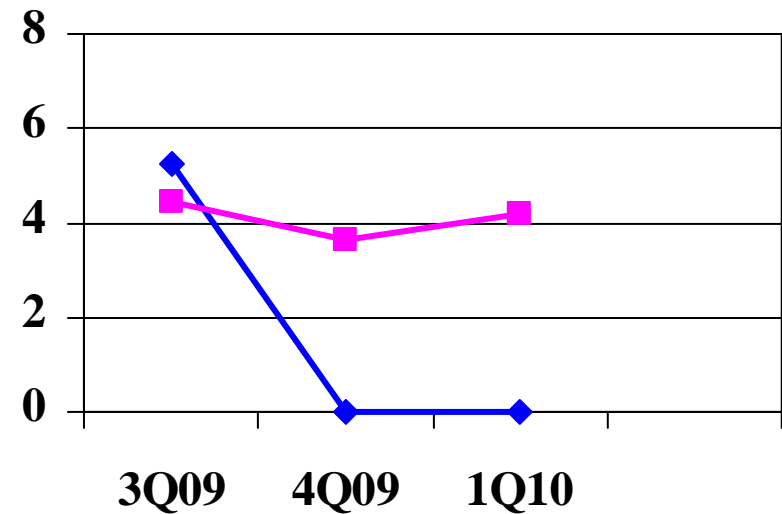
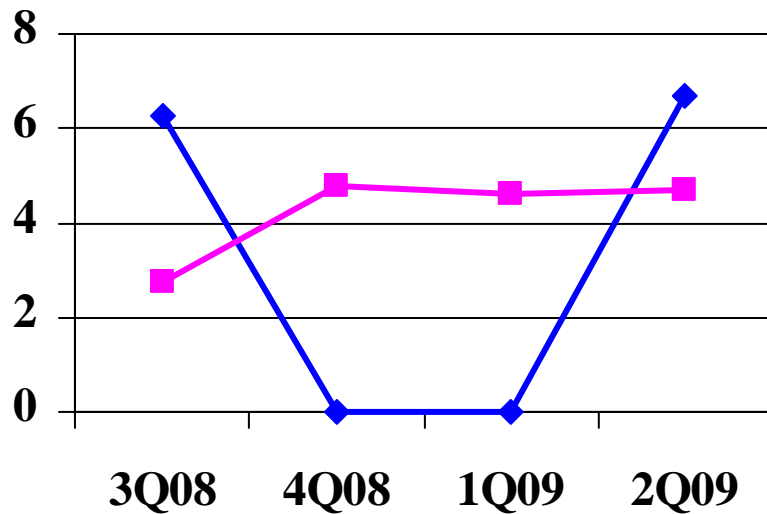


- **Critical Care, Step Down Units and Medical-Surgical Units:**
 - All patients had Pressure Ulcer Risk Assessment within 24 hours
 - For 3rd & 4th Quarter 2009 and 1st Quarter 2010

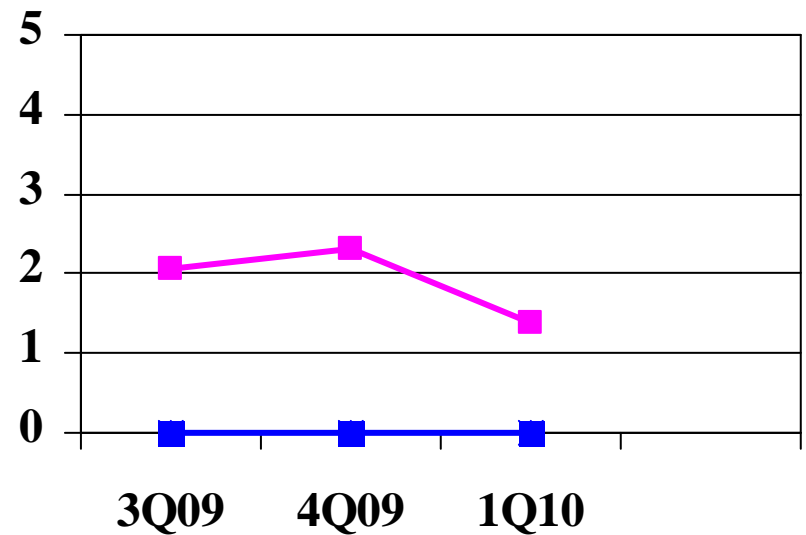
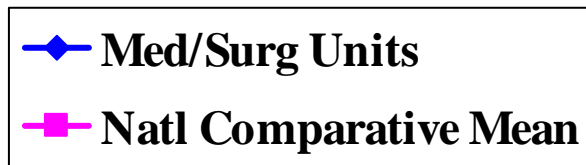
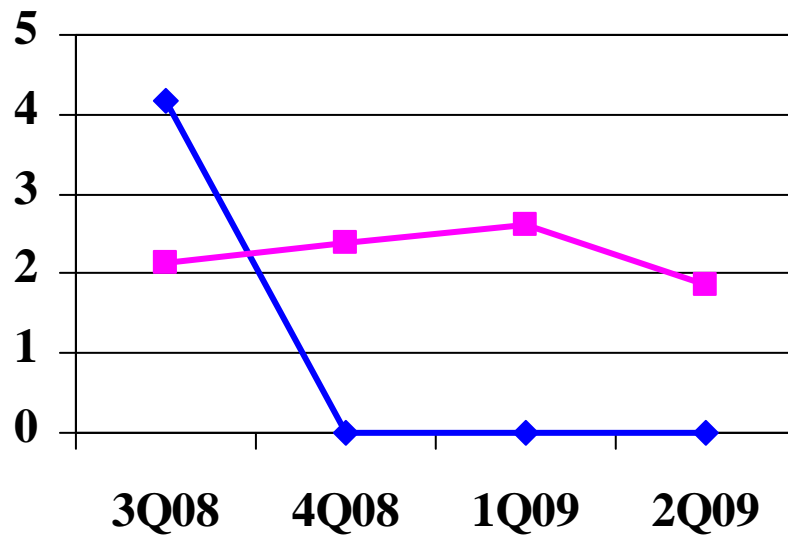
TMC Hospital Hill Critical Care HAPU Stage II & >



TMC Hospital Hill Step Down Units HAPU Stage II & >



TMC Med/Surg Units HAPU Stage II & >



Lessons Learned



- Time allocation and ability to participate in CSI activities required individual commitment
- Staff turnover and ongoing hiring of new and experienced nurses required consistent ongoing education and communication
- Flexibility is needed for equipment locations on units
- Staff compliance with acquiring picture and documentation in medical record

Lessons Learned (cont.)



- Education needs to be consistent with new staff and current care providers
- Amount of commitment required to achieve outcomes
- Immense complexity of cost and implementation
- Changes at the bedside are successful when staff nurses are an active part of transition

“Arriving at one goal is the starting point to another.” [John Dewey](#)

Current State



- Cameras and Printers have been placed on all inpatient units at Hospital Hill and on the Lakewood campus
- Green alert bars for skin precaution and 2 hour turn schedules continue to be used on units.
- Skin program education incorporated into biweekly nursing orientation
- Implementation of electronic health records went “live” August 28th, 2010

Positive Outcomes



- Existing CSIs have formed close and positive relationships with leadership
- CSIs gained immense knowledge regarding skin care viewed as clinical experts per staff and leaders
- Staff recognized and embraced a need for change
- Photos are now used to document ongoing healing of wounds throughout patients hospitalization
- Able to capture wounds (POA) which would've caused TMC non reimbursement for patients hospitalization (average cost \$60,000.00)



Keeping the Momentum

- Motivate potential staff nurse CSIs with exciting changes
- Involve all levels of nursing staff to ensure that progress will not fade
- Re-education and positive reinforcement of modalities delivered to date
- Collaboration with electronic medical records company to implement picture scanning ease for staff
- Create a more precise auditing tool for wounds POA and compliance reporting using the Braden Score

Questions?

