



# Quality Council Region 4 Urinary Tract Infection (UTI) Learning Collaborative

## **Call 3: Timely Medical Care**

### **May 30, 2024**

Developed and Presented by Office of Community Quality Improvement in  
collaboration with the Office of Integrated Health Supports Network at the  
Virginia Department of Behavioral Health and Developmental Services



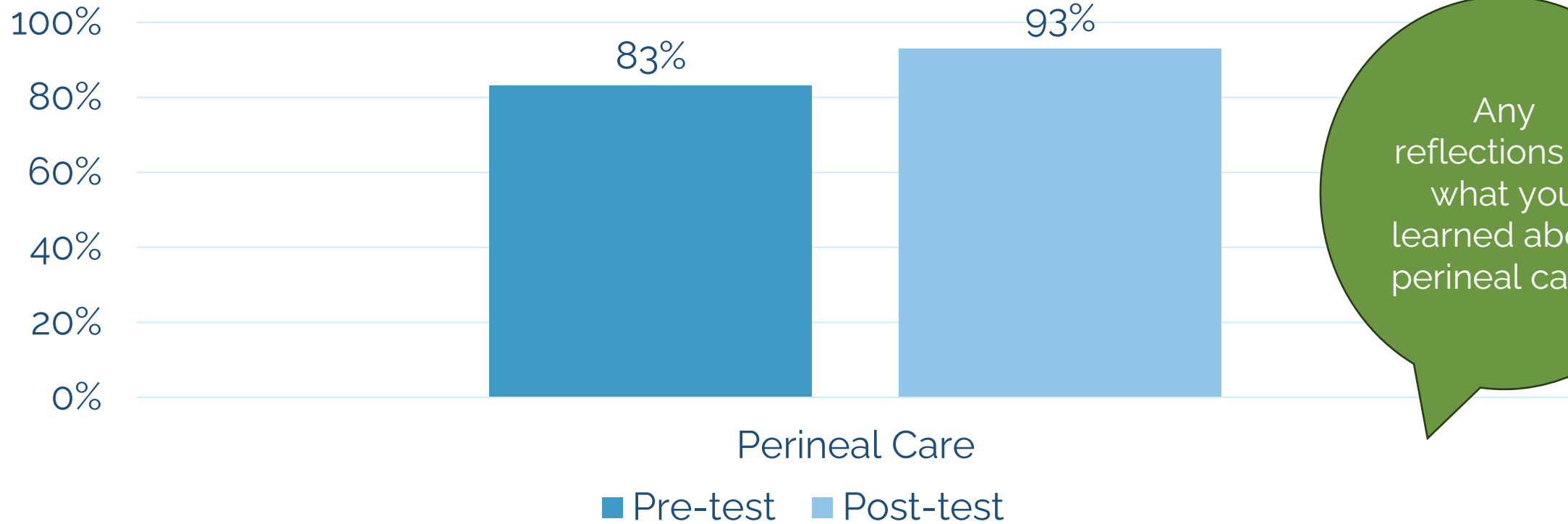


Agenda	Presenter	Time
1. Review <b>proper perineal care</b> change and data	Pebbles Brown & Participants	15 minutes
2. Third Change: <b>Timely Medical Care for UTIs</b>	Tammie Williams, RN	60 minutes
3. How to do a Plan-Do-Study-Act (PDSA) on this change.	Pebbles Brown	20 minutes
4. Planning and sharing time	Participants	10 minutes
5. Q&A, Adjourn	Group	5 minutes



Let's Review →

Combined Scores, Pre vs. Post



Any reflections on what you learned about perineal care?



# Share and Report out!

## Handwashing / Hand Hygiene

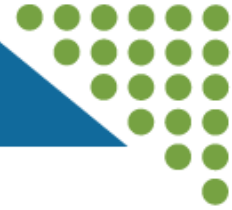
Since April...

- How have you promoted **handwashing**?
- Were staff receptive to the information?
- Did you **study your change**?
- Did staff demonstrate increased knowledge and competency?
  - Did you use the pre-test/post-test that was provided?
- Did staff apply the information to their work?
- What were the results?

## Perineal care

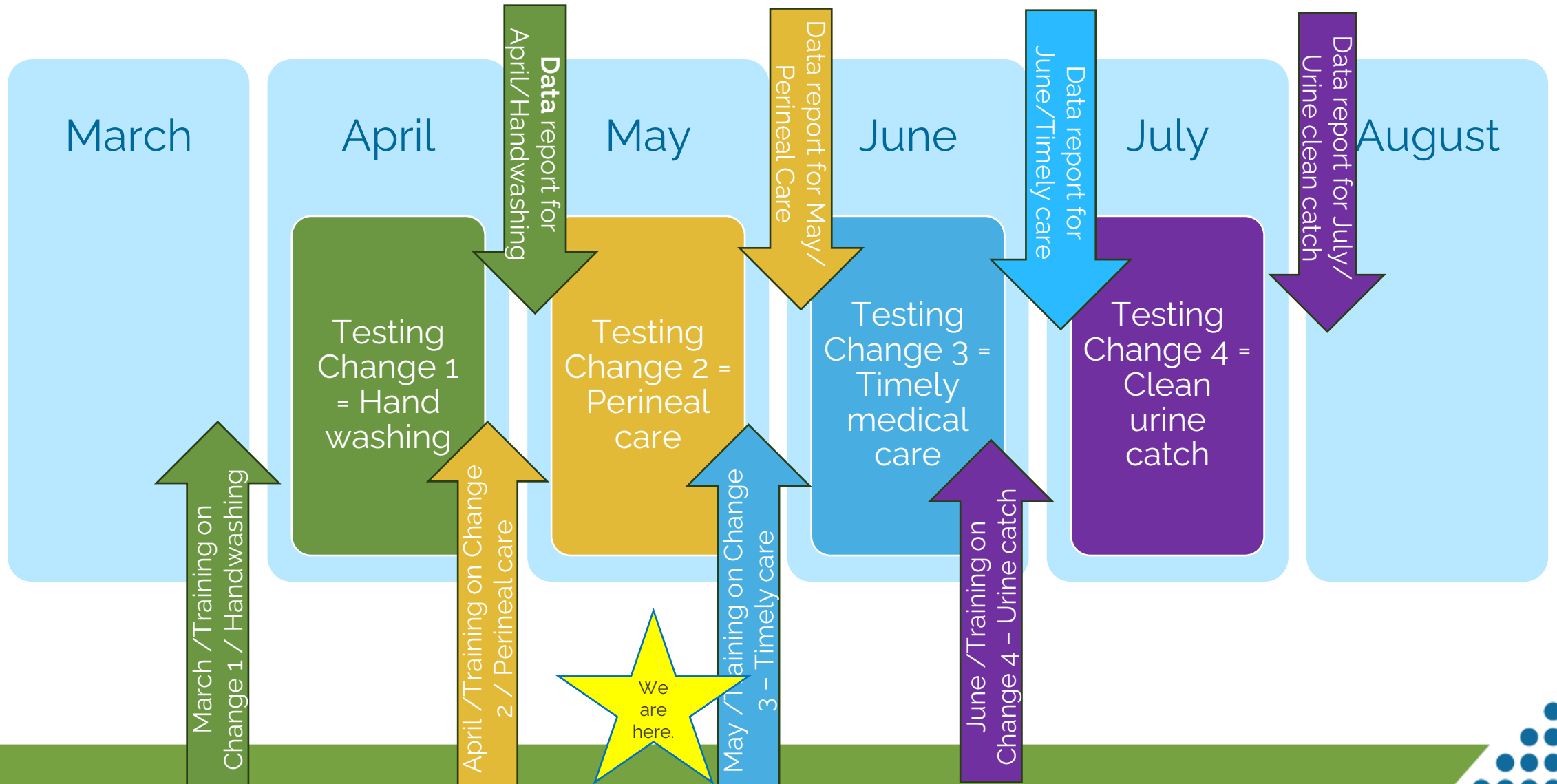
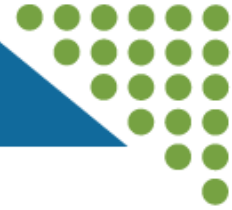
- What did you do **re: perineal care**?
  - Did you train staff in **perineal care**?
  - What happened? What worked well?
  - What were some barriers? If you overcame them, how so?
  - What did you learn?
  - Did you change anything else? *E.g., proper supplies, new P&P?*
- Did you use the plan-do-study act (PDSA) worksheet?





# Sharing & Good ideas





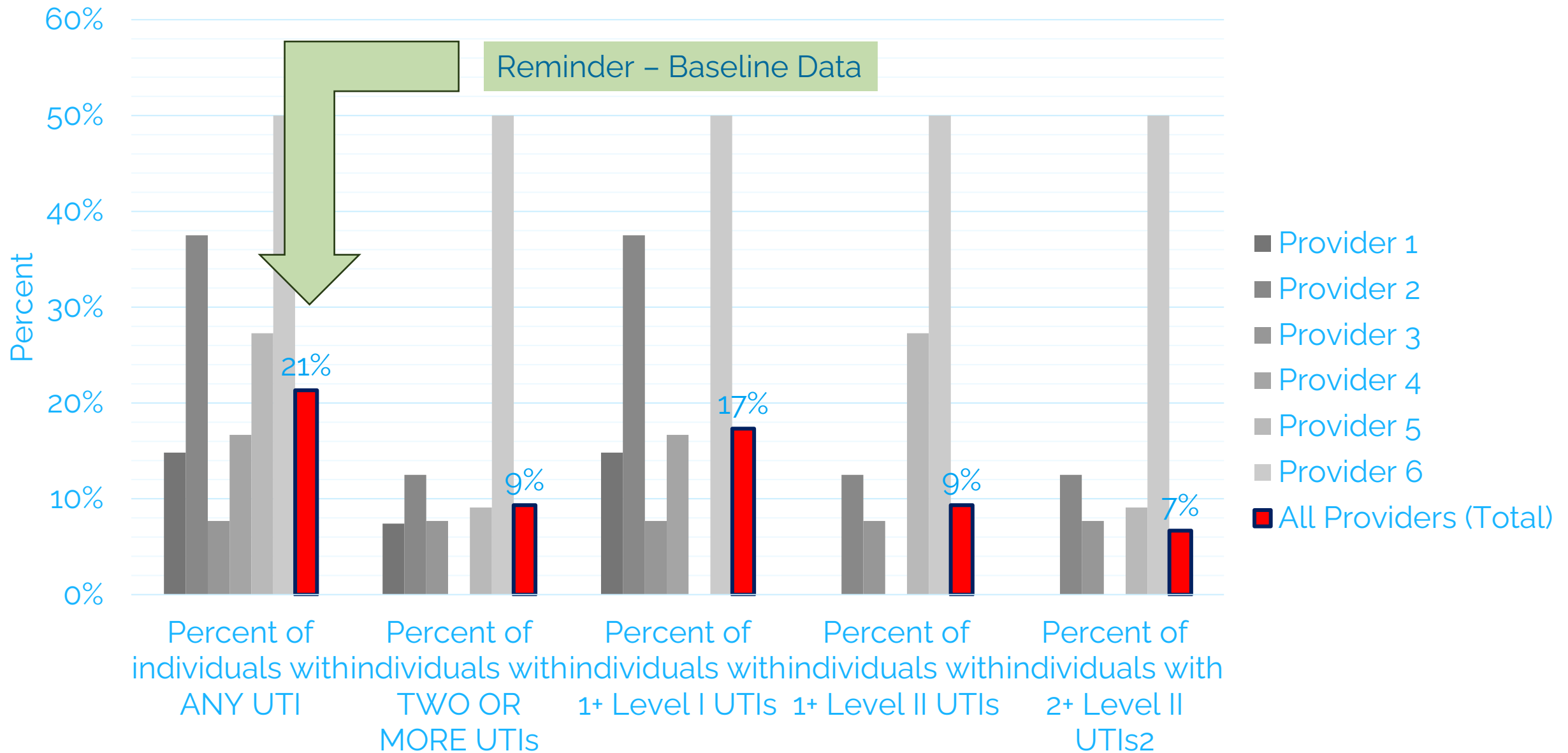


## Review of data collection and reporting for: April 2024 Data [reported in early May]

- Thank you for reporting your **April data!**
  - 100% of sites reported!
- How many individuals were served? **[67] total**
- How many individuals had at least one UTI? **[1]**



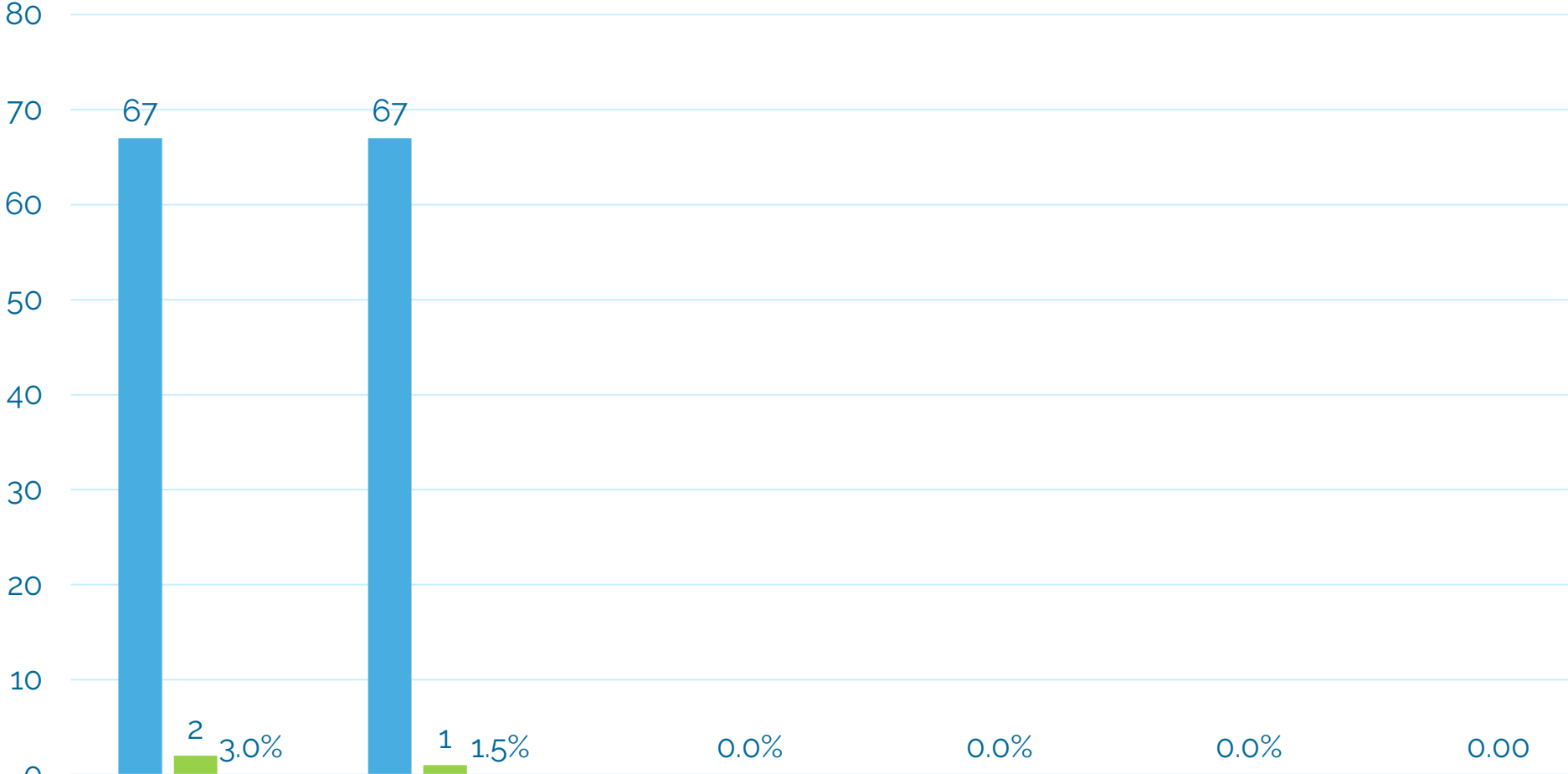
# UTI Learning Collaborative: Percent of Individuals with UTIs among Participating Providers, Calendar Year 2023 (N=6)





# UTI Learning Collaborative Data

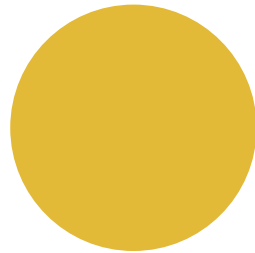
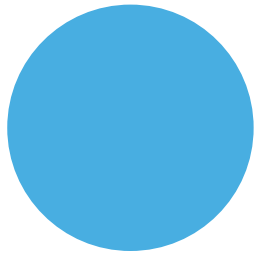
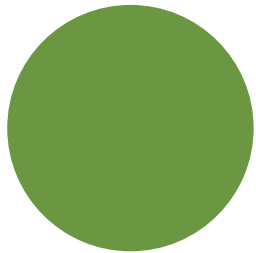
Number of individuals served, N with UTIs and % with UTIs each Month



■ Number of individuals	67	67				
■ Number of individuals with UTIs	2	1				
■ Percent of individuals with UTIs	3.0%	1.5%	0.0%	0.0%	0.0%	0.00

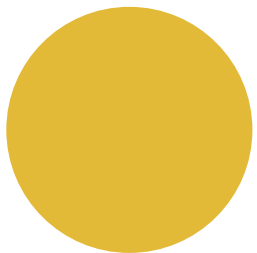
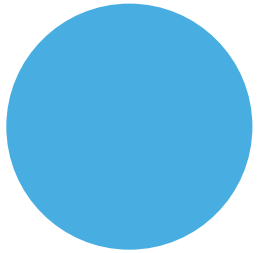
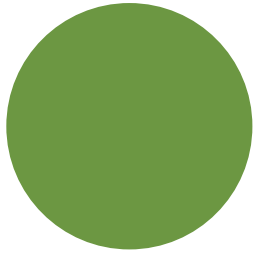


# Timely Medical Care for UTIs





# Quality Corner



## The Three Questions

1

Aim

What are we trying to accomplish?

2

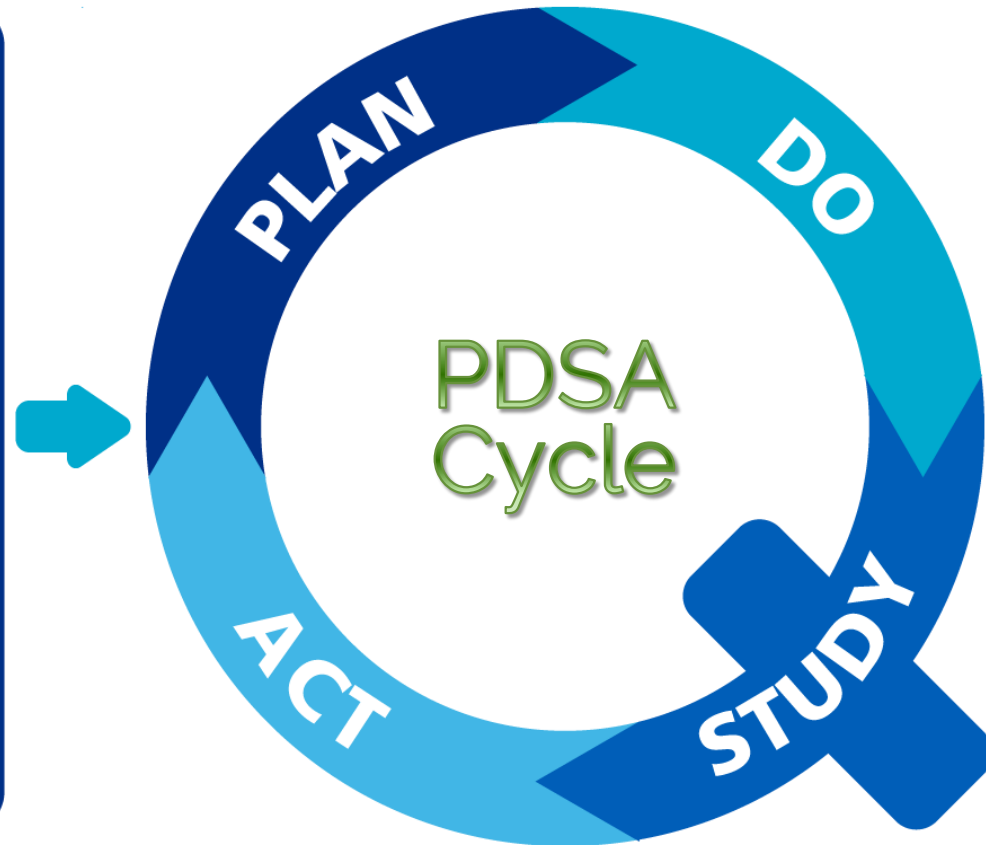
Measure

How will we know that a change is an improvement?

3

Change

What changes can we make that will result in an improvement?



## NEXT Try using the Model for Improvement<sup>2</sup> and the Plan-do-Study-Act (PDSA) Cycle.

**Aim:** What are you trying to accomplish? What is your SMART Objective? (Specific, Measurable, Achievable, Relevant, Time-bound)

**Measure:** How will you know a change is an improvement? Describe the measurable outcome(s) you want to see.

**Change:** What change can you make that will result in an improvement?

### Act and decide what to do next. You can:

**Adapt:** Modify the changes and do another PDSA cycle.

**Adopt:** Continue or expand the change in your organization.

**Abandon:** Abandon this change and select a different change to test in the next cycle.

Document and describe what changes to make for the next cycle based on what you learned.

### Study the change you made.

Study and analyze the data you collected. Document how the measured results compare to the predictions. What did you learn? Did the change result in the expected outcome? Were there any surprises, successes, failures, unintended consequences? What would you do different in another test?



### Plan a test of your change.

Document the steps that you are going to do. What is your timeline? Who will be involved? When and how will the change happen? What resources will you need? What do you think will happen when you make the change? What data do you need to collect? How will you collect it? When will you have the data?

### Do (implement) the plan.

Carry out the plan on a small scale to begin with. Document your steps and observations, including any problems and unexpected findings or events. Collect the data you need, per your plan. Describe what happened when you ran the test.

**CONTINUE** Plan-Do-Study-Act Cycles based on what you learn in order to achieve improvement.

# Filling out the PDSA

<p><b>Aim Statement:</b> What is your baseline data, and what is your SMART objective?</p>	<p>The aim of the UTI learning collaborative is to reduce the percent of individuals experiencing UTIs by September 2024.  <b>The Learning Collaborative, the baseline is: 16/75 (21%) The Goal is: 13%</b>  <b>For our organization, the baseline is: _____ The Goal is: _____</b></p>																																																																																			
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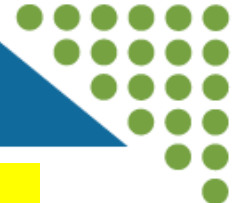


# Filling out the PDSA

Example

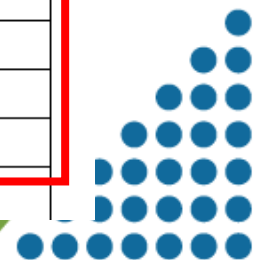
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# What other change could you test?

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## PDSA planning and sharing time

- Share ideas: What's going to be in your 'Plan'?
- Make sure to put it on your PDSA Worksheet.
  - How are you going to test this change?
  - How are you going to study this change?
  - Is there another 'change' you're interested in testing?



# Learning Collaborative Resources

1

## Resources:

<https://dbhds.virginia.gov/clinical-and-quality-management/office-of-community-quality-management/>

- PowerPoint slides, Handouts, PDSA Forms

2

## Monthly data reporting here:

<https://forms.office.com/g/zKqTqW6Rqm>

3

## Schedule:

**NEXT:** Report on May data:  
**June 7, 2024**

Report on June data: July 5, 2024, or next business day

Report on July data:  
August 2, 2024



- ✓ Bring new tools/resource back to your organization re: timely medical care.
- ✓ Plan to do your Changes and follow the PDSA Worksheet!
- ✓ Submit next data report on **Friday June 7, 2024 for the May/Perineal care data.**
- ✓ Need help? Reach out!
  - [Pebbles.Brown@dbhds.virginia.gov](mailto:Pebbles.Brown@dbhds.virginia.gov) Quality Improvement Specialist, Region 4
  - DBHDS Office of Community Quality Management (OCQM), (804) 314-2065
  - [MaryBeth.Cox@dbhds.virginia.gov](mailto:MaryBeth.Cox@dbhds.virginia.gov) , QI Coordinator, OCQM, (804) 709-9225
  - Tammie Williams, RNCC, Community Nursing and Educational Lead.  
[tammie.Williams@dbhds.virginia.gov](mailto:tammie.Williams@dbhds.virginia.gov)
  - Marylou Bryan, RNCC, Educational Development.  
[marylou.bryan@dbhds.virginia.gov](mailto:marylou.bryan@dbhds.virginia.gov)
  - Joy Richardson, RNCC, [joy.richardson.@dbhds.virginia.gov](mailto:joy.richardson.@dbhds.virginia.gov)
  - Brian Phelps, BCBA. [brian.phelps@dbhds.virginia.gov](mailto:brian.phelps@dbhds.virginia.gov)





Learning Collaborative Schedule of Events	Duration
<ul style="list-style-type: none"> <li>✓ Information session Thursday Feb. 29, 2024, 10:00 am – 11:00 am</li> </ul>	30 minutes
<ul style="list-style-type: none"> <li>✓ Pre-work Due: Registration Information Due: Friday March 8, 2024</li> </ul>	60 minutes
<ul style="list-style-type: none"> <li>✓ Introduction meeting &amp; Topic 1 - <u>Handwashing</u> Thursday March 28, 2024, 9:30 am – 12:30 pm – IN PERSON*</li> </ul>	3 Hours
<ul style="list-style-type: none"> <li>✓ Meeting 2 - Virtual &amp; Topic 2 – <u>Perineal Care</u> Thursday April 25, 2024, 10:00 am – 11:30 am</li> </ul>	120 minutes
<ul style="list-style-type: none"> <li><b>TODAY</b> Meeting 3 - Virtual &amp; Topic 3 – <u>Timely Medical Care</u> Thursday May 30, 2024, 10:00 am – 12:00 PM</li> </ul>	120 minutes
<ul style="list-style-type: none"> <li>Meeting 4 - Virtual &amp; Topic 4 – <u>Obtaining urinalysis</u> Thursday June 27, 2024, 10:00 am – 12:00 PM</li> </ul>	120 minutes
<ul style="list-style-type: none"> <li>Meeting 5 – <b>Virtual??</b> - Wrap-up Thursday July 25, 2024, 10:00 am – 12:00 PM</li> </ul>	120 minutes





**Questions?**

**Comments?**

**Concerns?**

