Team Track – Wound Care Teams: From Identification Through Implementation & Evaluation

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Objectives
1. List the benefits of a skin and wound team.
2. Describe the successful implementation of a skin and wound team.
3. Describe strategies to keep the momentum going as the skin and wound team matures.

Conflict of interest statement:
no potential bias from the speakers.

Current Trends
- Regulatory mandates
- POA vs. HAPUs
- Importance of skin assessment and documentation on admission
- Legal impact
Successful Teams
Silver Cross Hospital
Joliet, Illinois

Identification
Overall Goal:
To improve nursing education, nursing confidence in wound/skin care and improve patient outcomes.

Administrative Support
• CRUCIAL to success!!!
• WHY NOW ??
  Timing is everything!
• CMS Pressure Ulcer Regulations
• Approval and support to develop team and hold monthly meetings
• Pay for meeting attendance approved
• Assistance to recruit team members
Vision of our Team:
Multiple Units and Departments

- ER
- Dialysis
- Physical Therapy
- ICU
- Cardiac/Telemetry
- Med-Surg
- Orthopedic
- Rehab Unit
- Home Health

Recruit members
ALL SHIFTS

SWAT Team

SECURING THE TEAM:

- Getting the right people for the job
- People who like to teach
- Interest in wounds
- Want to make a difference!!!!!!!
Roles of the Team Members

Act as resource on your unit to patients and other staff members regarding:
• Skin and wound assessments
• Pressure ulcer prevention
• Skin and wound care products (use and how to obtain)
• Pressure relief devices/ mattresses
• Negative pressure therapy

Roles of the Team Members

• Participate in data collection of Pressure Ulcer Prevalence and Incidence studies.
• Participate in evaluation of new wound and skin care products.
• Identify educational needs of your unit and assist in planning educational events.
• Attendance at most SWAT team meetings.

First meeting

Interests/Goals identified by team members
• Surveys of member educational needs and unit needs
• Discussion and prioritization
• Assist with planning educational events
• Feed Them and They Will Come!!!
Education of Team

Don’t Go it Alone!!
Involve Companies:

• Educational programs already developed
• Booklets, pocket cards
• CEUs
• Product samples

Inservices – Hands - On

Looks great to me!! Appealing and catch your eye.

Andrea

Maintaining Enthusiasm by Individual Goals

• Members each chose individual projects for their units
• Exceed on Evaluation
• Unit or department specific
• WOCN would mentor or assist as needed
EMPOWERMENT

Malia developed SWAT Team Buttons to identify members for each unit and department

ENGAGING STAFF

Unit Posters

Empowerment

Weekly Wound Emails
- Melissa developed weekly wound emails to Staff
  - Initially reviewed and approved by WOCNs
  - Independent now – Recognition by manager and Staff
  - Written Nursing, CNA viewpoint

ICU Tool
- Chris developed form for ICU with wound and product ordering information
Tip of the Month

Initial Program Evaluation

• Selection of team members – need to have interest. Most successful have PASSION !!
• Times of meetings were changed for best attendance.

What Was Successful
• Members setting own goals/ projects
• Empowering members to develop ideas/ projects/posters  KEY to SUCCESS !!
Celebration
VP Nursing support

SWAT Poster – National Wound Conferences

Successful Teams

• St. Alexius Medical Center
  Hoffman Estates, IL
Identification

• A Glimpse of St. Alexius
• 2001 Look at DRG 707
• Spring 2002 Consulting Group Evaluation

Administrative Support

• Starting the Team
  – The Idea of a Non-Traditional Team
  – Fall 2002 Wound Team Created
  – 2003 First Team Becomes Certified
  – CWOCN Hired Part time in May 2004

The Skin and Wound Champions

• Selecting Members
• Training the Team Members
• Certification Process
  – Overcoming the Obstacle of no clinicals
Empowerment

• Unit Level Responsibilities
  – Admission Skin Assessment – Identification of POA Pressure Ulcers
  – Staff nurse has easy access to an expert
  – Documentation Specialists role in POA
    • Report from Nursing Admission assessment

• Consults
  – List pulled up daily

Daily Consult List
Maintaining Enthusiasm

• Caseload – Unit Responsibilities

• Continued Administrative Support
  – Bonus Begins 2006

Initial Program Evaluation

• Unit Nursing Director Support

• Selecting the Right Team Member

• Staying Connected with Team Members
We’re getting there......

Keep the Momentum Going

• Keeping things fresh with new ideas and projects

• Annual events with ownership
  – Annual Skin and Wound Fair

Skin and Wound Fair Staff RN Competency
Skin and Wound Fair

Keep the Momentum Going......continued

• New projects
  – Adding Credentialed Skin Champions (PCT’s)
  – Challenge the Wound Champion to step outside their comfort zone: Professional Growth Project
  – Teaching goal
    • Newsletter
    • Emails to unit peers
    • Oral presentation
Quarterly Newsletter
“PRESSURE POINTS”

Keep the Momentum Going
SWAT members present at meetings

Infection Control initiatives added
- SWAT members had input on new Isolation signage
- Infection Control Practitioner member and seeks out issues
- Dr. Bolanos – Infectious Disease regularly attends meetings and presents.
Computer Learning Module

• SWAT Team determined first module to be created
• Braden Pressure Ulcer Risk Assessment Tool due to inconsistencies, and part of acuity scale
• SWAT members completed CBLs first and suggested changes.

ADVANTAGES

• Able to be completed at any time
• Can be done in their own unit or department
• Do not need to be taken away from unit.

PUSHING FOR PERFECTION.....
An ever evolving process
Outcomes

• Hospital acquired Pressure ulcers – below national average
• HAPU occurrence – Root Cause Analysis performed and members presented at their dept. meetings
• SWAT member ED presented POA and documentation

4th Floor SWAT members

SWAT team members Posters on Units
John Busler and Erica Adent

Intensive Care S.W.A.T. Members
• Resource to the unit/patients for:
  • Skin and wound assessments
  • Pressure ulcer prevention
  • Skin and wound care products
  • Pressure relief devices / mattresses
  • Negative pressure therapy (wound vac)
  • Ostomy care

Continuing Education Seminars
Riding the Wave

- Professional Growth Project
  - HAPU’s: Root Cause Analysis
  - Discharge Education Program
  - Skin Tear Treatment Protocols

Empowering Wound Champions (RN’s) to step outside their comfort zone

Riding the Wave…continued

- Braden Scale Healthstream Competency

- Staff lecture on Dressing Selection and Stoma Pouching

- Unit Based Lunch and Learns

New Technology – What’s Next?

Thinking Outside the Box
The cutting edge...

- Industry partnerships
- Websites
- Educational updates through Industry support and professional organizations
- Online continuing education courses

On-line Skin Assessment Competency

IPhone Application for Education
IPad Application for Education

References


• Pelkie Jones, D. We are SMART: Education, energy, enthusiasm lead to quality skin care. Advance for Nurses, April 27, 2009 Vol. 7, No. 9.

Toasting a Successful Team
Thank You!

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