



Reflect on your practice...

What is one thing you would change that would make your work more meaningful or give you joy in your work?

In 1990, two-thirds of children in Vietnam under five were starving.

Yet, in one village some of the children were healthy and well nourished.

How could that be?





Caregivers washed their hands whenever they were dirty and prior to food preparation.

Well-nourished children had tiny shrimp and crabs and greens from sweet potato plants added to their food.

Two small practices differed from the norms, but yielded life-saving results.



Positive Deviance focuses on those who demonstrate **exceptional performance**, despite facing the **same constraints** as others.





What did you hear in this story that made it possible for villagers to change their circumstances?

What started in one village spread to **150 villages** impacting **2.2 million people**.



It is easier to **ACT** your way into a new way of thinking than it is to **THINK** your way into a new way of acting.

In 2006, a large hospital in Pittsburgh had an MRSA problem.

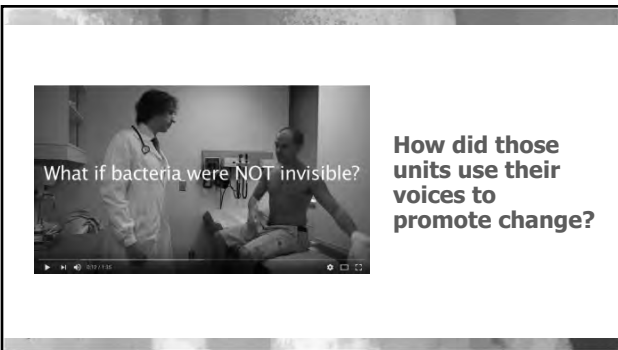
Except...Two nursing units were able to eliminate MRSA.

Other units, however, did not see a decrease.

Why?







What was the difference?

| | |
|---|--|
| Two Units: Self-discovered | Other units: Imposed |
| <ul style="list-style-type: none">• Identified positive deviant behavior• Owned their practice through performance• Change came from within | <ul style="list-style-type: none">• Given data• Told the practice• Provided education• Thinking did not translate into acting |

The uptake of a superior practice is limited when it is imposed and not SELF-DISCOVERED.



How can we nurses act our way into a new way of thinking?

How could we become fully in charge of our practice?

Institute for Healthcare Improvement
2016 Initiative: Breaking the Rules for Better Care

“If you could break or change one rule in service of a better care experience for patients or staff, what would it be and why?”

Reflection Activity

Question #1

What was the one thing that you identified at the beginning that you would change?

Institute for Healthcare Improvement
2016 Initiative: Breaking the Rules for Better Care

What percentage of changes you and others have identified do you believe are imposed by outside agencies?

Institute for Healthcare Improvement
2016 Initiative: Breaking the Rules for Better Care

In reality **only a quarter of the rules were imposed** by regulatory agencies. 75% were a misinterpretation or were self-imposed.

75% of rules are within our influence.

What does your change need?



Clarity



Redesign



Advocacy

Reflection Activity

Question #2

Could the one thing that you identified change with clarity, redesign, or advocacy?



How can we nurses use our voices to act?

Lisa spends most days at work reading and interpreting regulations. Why?

She likes to use her voice to challenge the status quo.





How many of you have gotten a daily physician's order for non-violent or med-surg restraints?

She was told this came from CMS and it has to be done.

Lisa read the CMS regulations at least 10 times.

She reviewed the Joint Commission standards.

She again used her voice and sent an email to CMS and the Joint Commission.



Here's what CMS said:

"There is no requirement for a daily renewal order for non-violent/non-self-destructive restraints. This is up to the organization to define per policy."

Visiting Hours or Quiet Time

Unit based model with the primary aim of promoting increased patient rest/sleep by decreasing sound stimuli in a CVICU.

Why?
Protect our Patients.
(Fatigue, Delirium)



Quiet Time is 2-4pm, 10pm-4am

Our words and actions radiate possibility.



Project Goals

- Reduce patient falls
- Decrease staff injuries
- Improve HCAHPS scores
- Increase staff perception of adequate staffing

How did they take action?

- Defined workflow for each shift
- Defined responsibilities for all staff
- Built in communication between RN and NA during the shift
- Built in reward and recognition



Outcomes

- Reduced falls 50%
- Reduced staff injuries 81%
- Increased staff satisfaction by 43%

<http://www.aacn.org/clinical-resources/staffing>

Unintended Outcomes

- No CAUTI for 18 months
- No CLABSI for 24 months
- Reduced C-diff to only 1 incident in 12 months
- Reduced HAPU from 6 to 2 in 12 months



How can you use your voice to act?

"Take the first step in faith. You don't have to see the whole staircase, just take the first step."

- Dr. Martin Luther King Jr.

Reflection Activity


Question #3

How will you use your voice to take control of your practice and bring about change?



Your examples show the strength we have when we use our voices to take control of our practice and improve the lives of our patients.





**Our Voice
Our Strength:
Powerful Beyond
Measure**

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