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### Winning the Battle and the War Against *C. difficile*

Emily Villegas

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# Winning the Battle and the War Against C. difficile

Emily Villegas

## Problem Statement:

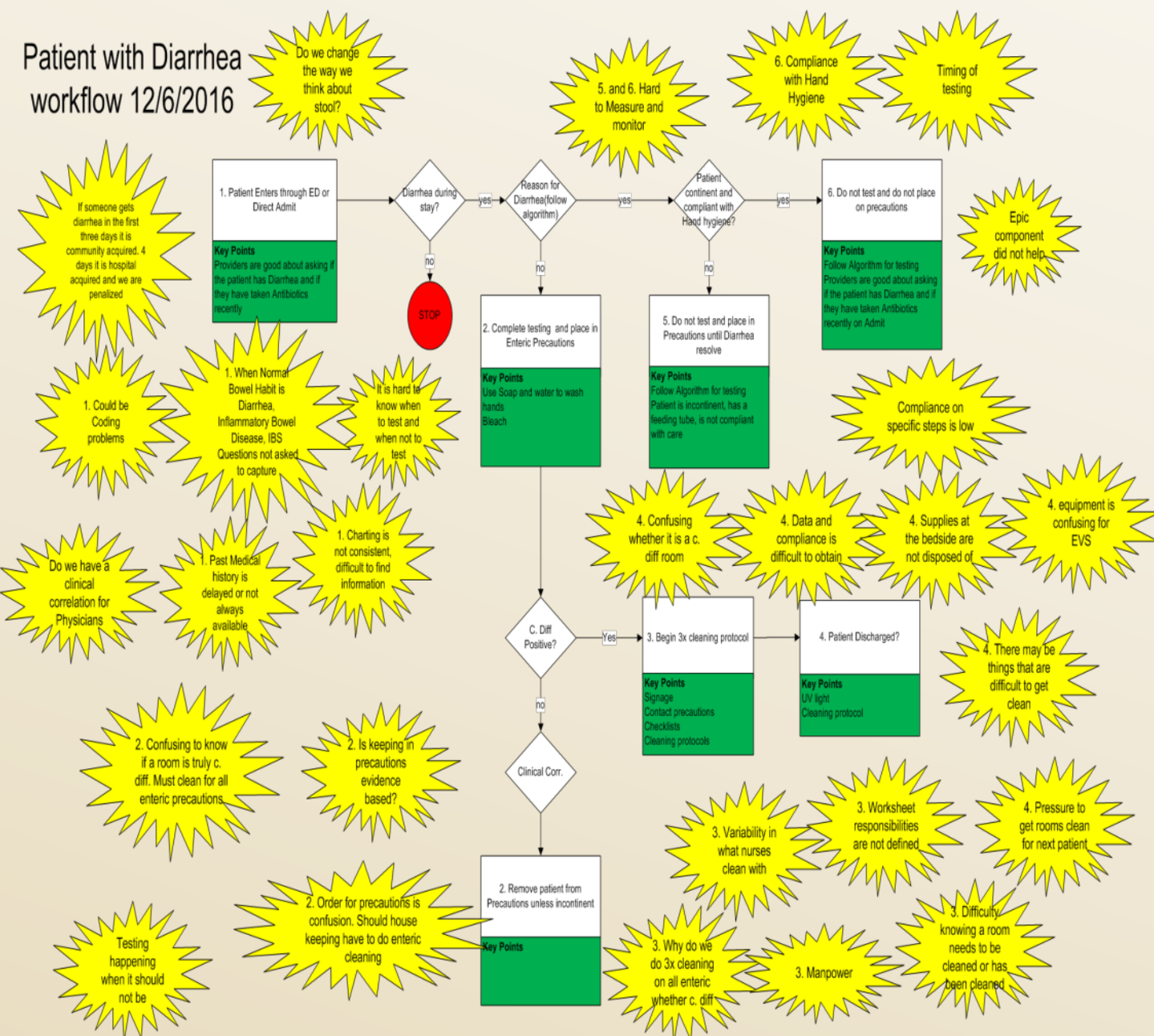
Preventing hospital acquired Clostridium difficile infection (HACDI) is a challenge that every healthcare organization across the country faces. Providence St. Patrick Hospital experienced 43 HACDIs in 2016, resulting in penalties from CMS, increased length of stay for patients, increased workflow challenges for caregivers and higher costs associated with care. Multiple efforts had been made to address this problem, but none of the interventions resulted in sustainable improvements.

## Project Aim:

Reduce HACDI by 60% and sustain improvements.

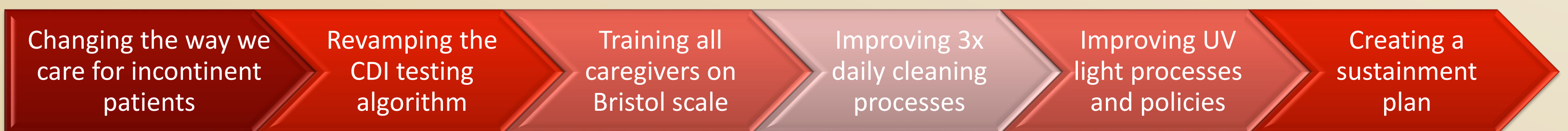
## Project Strategy:

A cross-functional team was assembled, with involvement from housekeeping, infection prevention, inpatient nursing, emergency department, clinical laboratory and hospitalists. To ensure effective improvement, time was spent on team formation and understanding the processes used by each stakeholder group. Various improvement tools and methods were used to detect barriers and gaps within the identified processes. After root cause analysis, interventions were defined, tested, implemented and studied for impact before the next intervention was pursued. Once all interventions had been implemented, the team created a sustainment structure that was placed into policy.



## Interventions Implemented:

Over 60 different issues were identified in our current processes and workflows. The team focused on interventions starting from the beginning of the process through the end. All interventions went through the PDSA cycle and were adjusted until deemed functional. The interventions undertaken where:



## Sustainment:

To ensure there would be long term sustainment, the team created a Quality Management Package, which included a control plan and associated documents. This plan has driven accountability and allowed the team to sustain improvements moving into year four.

## Lessons Learned:

- We must understand the global impact of all processes steps and focus on issues from the beginning of the process.
- Cross-functional problem solving is essential for impactful change.
- Gradual change over time creates meaningful improvements.
- Sustainability can be achieved by implementing control plans and putting them into policy.

## Outcome:

