

Addition of the Protein Modular to the Nutrition-MAR

Kaci Favreau MS, RD, CNSC, LDN

December 6, 2018

The Problem and the Team

Problem

- ▶ Observed poor documentation of the protein modular in the EHR
 - ▶ 2015 - 13% accuracy
- ▶ RNs unsure of order
- ▶ RDs and MDs unsure of provision
 - ▶ Increase in LOS
 - ▶ Poor patient outcomes
 - ▶ Poor wound healing
 - ▶ Malnutrition

The Project Team

- ▶ Team leader
- ▶ Pharmacy/Willow Team
- ▶ RNs/EPIC team
- ▶ Nurse educators
- ▶ RDs (peds, adults, health system wide)

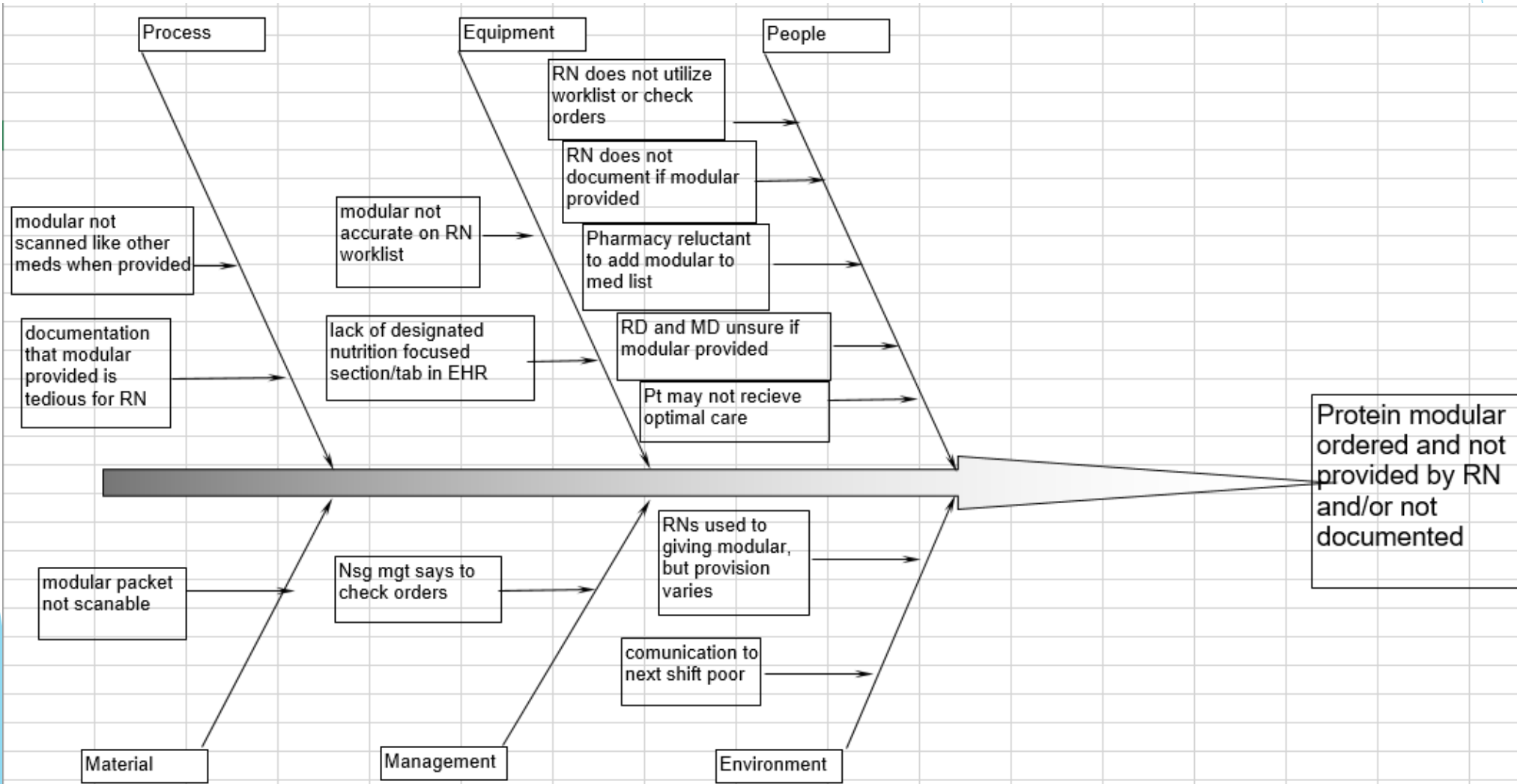
Change Management

- ▶ What was your experience with change management?
 - ▶ 5+ years pharmacy reluctant to add product
- ▶ Did the team need a great deal of change management?
 - ▶ Associate CMO involvement and new Pharmacy Director
- ▶ How did you handle it?
 - ▶ Repeat 1-on-1 nursing education to remind the were to look for order and where to document

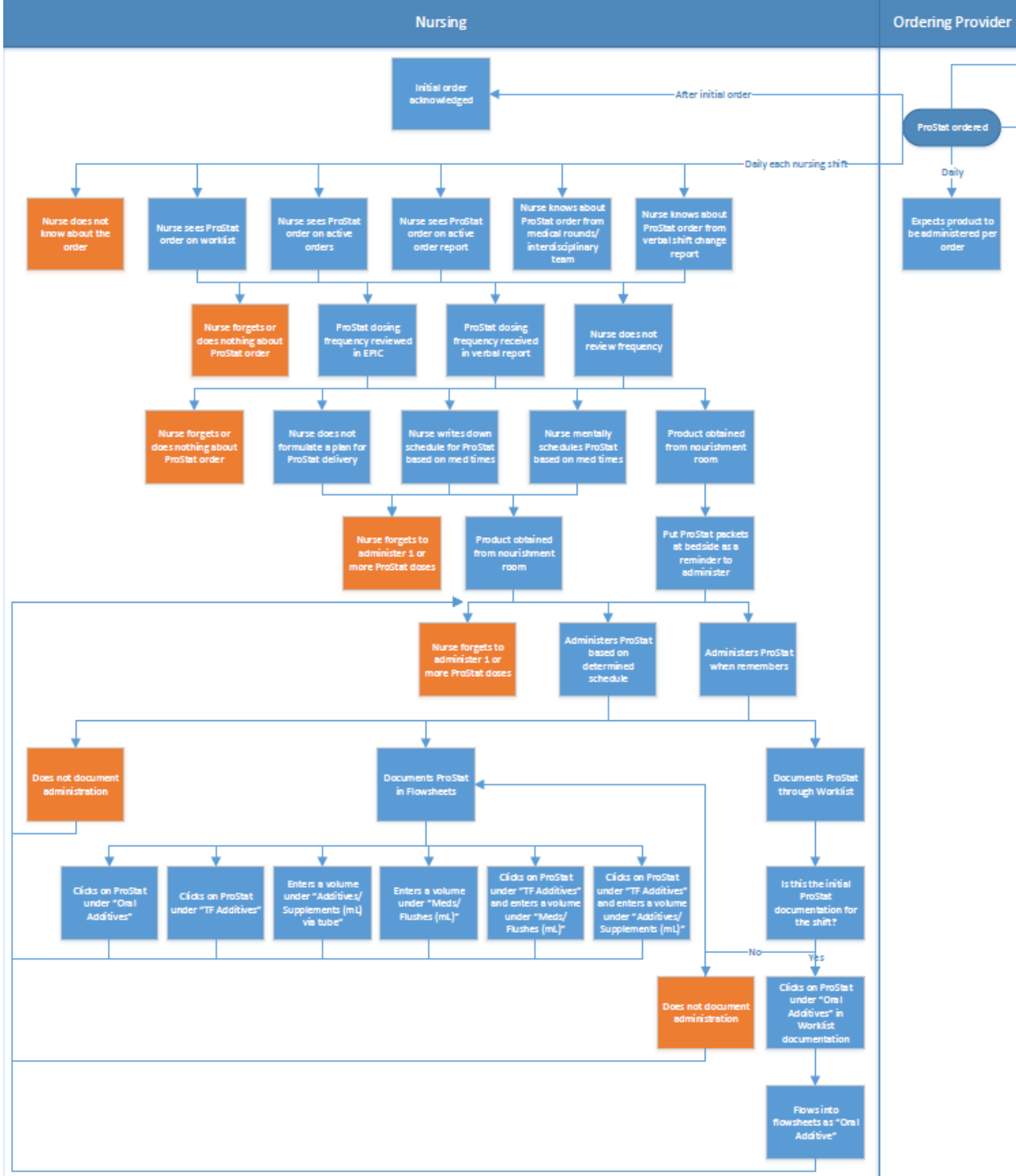
AIM Statement

- ▶ The Clinical QI Team will achieve improved provision of the protein modular with improved documentation via the Nutrition-MAR in adult patients requiring additional protein supplementation from 27% to >50% provision by 2 months post N-MAR Go-Live (10/23/18).

PLAN: Fishbone



Protein Modular Process Chart for nursing



Baseline or Collected Data

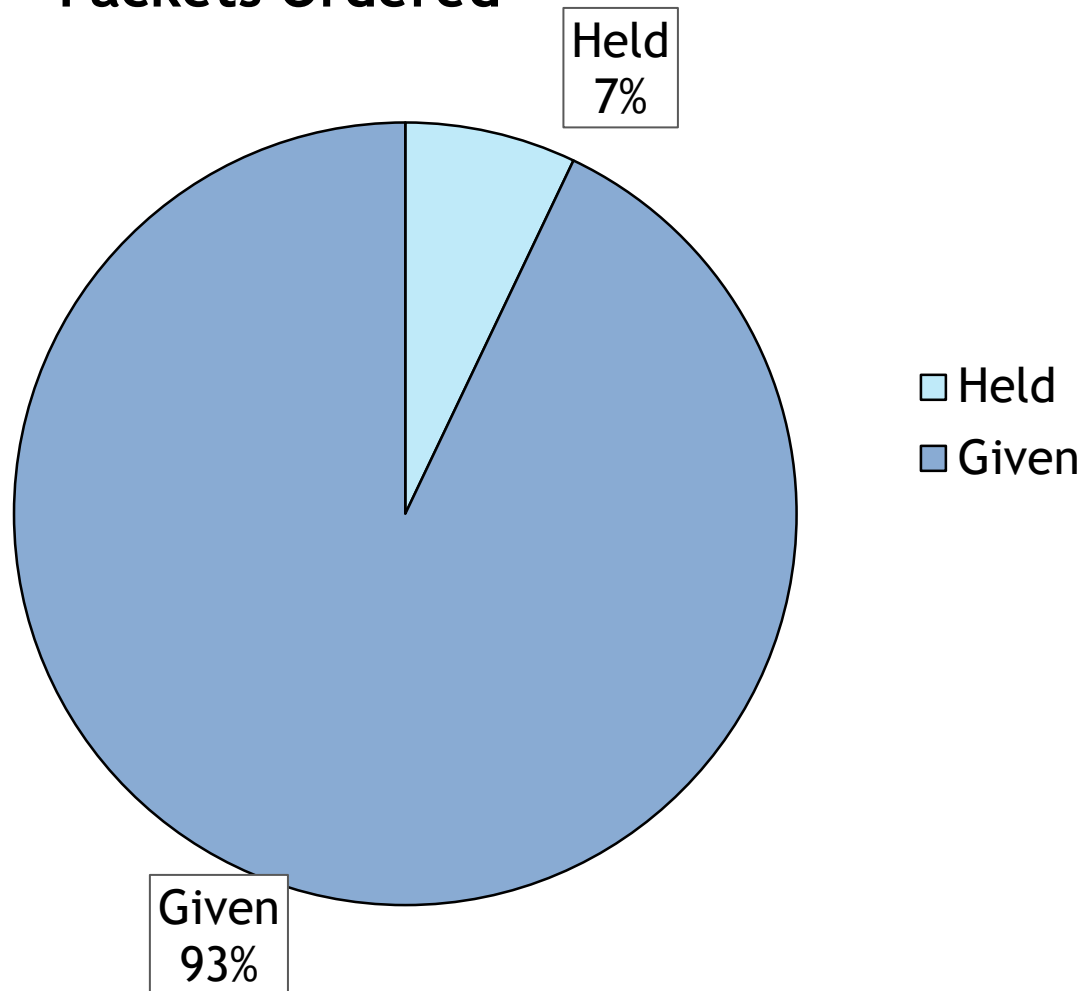
- ▶ Pilot
 - ▶ “Investigational drug” for research
- ▶ Interviews with RNs
 - ▶ How to find order, where to document, how do you communicate provision
- ▶ Pre Go-live data in October 2018
 - ▶ Ran daily reports on # of modular packets ordered
 - ▶ Used tally sheets from FNS staff member of floor counts and # packets left
 - ▶ Approximately 27% packets ordered were actually provided

DO

- ▶ Communication Plan
 - ▶ Pharmacy, RNs/CNAs, Physicians/APPs, RDs
- ▶ Implementation Plan
 - ▶ Pharmacy and EPIC team to create N-MAR in which protein modular is scanned and provided just like any other med
 - ▶ RNs obtain same product, scan product, provide to patient as usual, then verification of provision appears on N-MAR and list of meds
- ▶ GO LIVE
 - ▶ October 23, 2018 at 0800

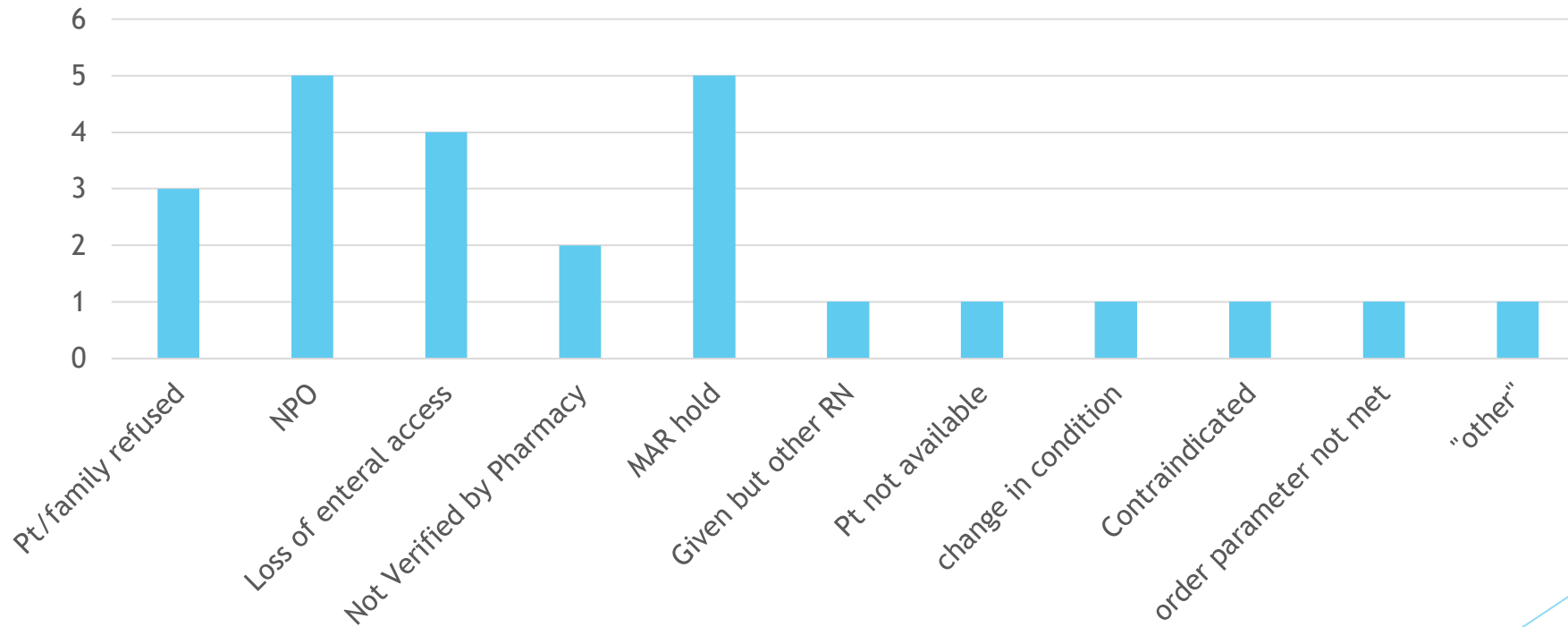
STUDY

Packets Ordered



STUDY

Reasons modular not provided



ACT

- ▶ Awaiting formal report
- ▶ Monthly spot checks to ensure maintain >90% provision and documentation
- ▶ Focus on why the protein modular may be held
- ▶ Evaluate and assist “problem units”
- ▶ Use in other hospitals in system

DASHBOARD

- ▶ The Clinical QI Team will maintain >90% provision of the protein modular with improved documentation via the Nutrition-MAR in adult patients requiring additional protein supplementation monthly after N-Mar Go-Live (10/23/18).
- ▶ Compare # ordered to # given - view 1 week per month
 - ▶ House wide and individual units
 - ▶ View reasons for modular not given
- ▶ If <90%, evaluate reasons not modular not given, provide nursing education as indicated

LESSONS LEARNED

- ▶ Resilience
- ▶ Patience
- ▶ Pediatrics is a whole different world 😊
- ▶ Team making progress on getting the tube feeding formulas added to the N-MAR

Sponsor Disclosure: This presentation has been sponsored by Nestlé HealthCare Nutrition, Inc. The material herein is accurate as of the date it was presented, and is for educational purposes only and is not intended as a substitute for medical advice.

Reproduction or distribution of these materials is prohibited.

© 2018 Nestlé. All rights reserved.