Implementing Checklists for Quality Improvement: Best Practices Along the Implementation Pathway – Engage

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Webinar Functionality – Chat & Raise Hand
Panelists

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Poll 1

What is your professional background: (Select all that apply)

- Healthcare provider
- Public Health Professional
- Researcher
- Administrator
- Student
- Other
Roadmap for Webinar Series on Checklist Implementation

Webinar 1
1. Presented an overview and development of the WHO Safe Childbirth Checklist (SCC)
2. Shared an effective implementation pathway for the WHO SCC
3. Discussed the Namibian SCC implementation experience

Webinar 2
Today’s objectives
1. Understand how to ensure buy-in and identify relevant stakeholders
2. Learn how to establish an implementation team
3. Understand best practices in checklist adaptation

Webinar 3
Formally introducing the WHO Safe Childbirth Checklist checklist to staff through a participatory event
The experience at Ariadne Labs with Quality Improvement tools

Our mission is to build and support a community of researchers and practitioners who create and drive scalable solutions that produce better care at the most critical moments in patients’ lives everywhere.
Poll 2

What have been the biggest challenges to implementing the Checklist at your facility/organization?: (Select all that apply)

☐ Lack of leadership support and commitment
☐ Lack of resources (personnel and/or materials)
☐ Lack of understanding about the importance of the Checklist
☐ Time
☐ I have not implemented the Checklist
☐ Other
Effectively implementing quality improvement tools requires strong engagement

- Determine program goals and gain buy-in
- Create an implementation team and identify a champion
- Conduct a needs assessment
- Adapt and own the WHO Safe Childbirth Checklist
Effectively implementing quality improvement tools requires strong engagement

1. Determine program goals and gain buy-in
2. Create an implementation team and identify a champion
3. Conduct a needs assessment
4. Adapt and own the WHO Safe Childbirth Checklist
Determine program goals

Overarching goal
- What do you hope to accomplish with the program?
- How will the WHO Safe Childbirth Checklist improve quality of care?

Define your mission statement
- For example: Improved neonatal and maternal outcomes and quality of care

Set program goals
- For example:
  - Strengthened individual and system standards
  - Improved quality of care for neonates and mothers
Gain buy-in

What does it mean to gain buy in?
• Create partnerships
• Ensure leadership involvement

What can I do?
• Have 1:1 conversations
• Set up meetings to introduce the Checklist at the facility and district level
• Share motivational stories and global experiences

Who should I involve?
• Involve people at all levels:
  • Physicians
  • Administrative team
  • District/higher level constituents
• Colleagues
• Don’t avoid the skeptics – include them
Effectively implementing Quality Improvement tools requires strong engagement

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- Adapt and own the WHO Safe Childbirth Checklist
Create a team and identify a champion

- Identify a passionate champion
- Dedicate resources
- Form a multidisciplinary team
Build your team

Include representatives from each role that will be touched by the project

- Physicians
- Nurses
- Birth attendants
- Pharmacists
- Lab technicians
- Administrators
- Coaches
- Others

Find people who:

- Are enthusiastic
- Are well-respected
- Are interested in efforts to improve patient safety and respectful care
- Believe that the WHO Safe Childbirth Checklist can improve maternal and neonatal quality of care
- From multiple disciplines
Effectively implementing Quality Improvement tools requires strong engagement

- Determine program goals and gain buy-in
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Conduct a needs assessment

Assess needs - What do you need to be ready to implement?

- Leadership support
- Resources
- System capabilities
- Prior quality improvement implementation experience
- No major competing priorities

Gap analysis - What resources are available and which are missing?

- Supplies
- Human resources
- Referral systems
- Funding
Effectively implementing Quality Improvement tools requires strong engagement

Determine program goals and gain buy-in

Create an implementation team and identify a champion

Conduct a needs assessment

Adapt and own the WHO Safe Childbirth Checklist
Customization and adaptation of your Checklist

Why customize?

• Creates a sense of ownership
• Improves buy-in
• Engages your implementation team and champions
• Addresses facility-specific needs and culture
Principles for effective adaptation

1. Respect the goals of the WHO Safe Childbirth Checklist

2. Keep the four-pause framework

3. Use as few items as possible to meet your goal

4. Use language that is easy to understand

5. Always add the name of your facility

6. Keep the design simple and easy to read
Poll 3

*What part of ‘Engage’ have you found the most difficult to implement?:* (Select all that apply)

- Identifying a program goal
- Gaining buy-in
- Building a team
- Identifying an implementation champion
- Assessing needs
- Adapting the Checklist
- None
- Not applicable - I have not implemented the WHO SCC
Implementing the WHO Safe Childbirth Checklist in Port Harcourt, Nigeria

Dr. Rosemary Ogu, MBBS, FWACS, FMCOG, FICS

Senior Lecturer/Consultant Obstetrician Gynecologist, University of Port Harcourt Teaching Hospital
Secretary, WHARC WHO FMOH MNCH Study Team
President, Medical Women's Association of Nigeria, Rivers State Branch
WHO Collaboration in Nigeria

From November 2012 through March 2015 a total of 34 groups registered projects with the Collaboration, representing 29 countries and 234 sites.

http://www.who.int/patientsafety/implementation/checklists/childbirth
Creating Engagement around the WHO Safe Childbirth Checklist in Nigeria

Sub-Saharan Africa suffers some of the highest rates of maternal and perinatal mortality in the world. Poor quality of care and errors in clinical management are some of the key factors.

Place of birth

- Private hospital: 13.2%
- Public hospital: 22.6%
- Home: 63.2%
- Not known: 1.0%

Provider of postnatal care

- Doctor/Nurse/Midwife: 32.0%
- Non-trained providers: 5.2%
- Community-health workers: 2.4%
- Health/Community: 30.4%
- No checkup: 60.4%

Source: Demographic Health Survey (2013)
Hospital Demographics

- Annual delivery rate in 2013: 2,642
- Approximately 600 unplanned emergencies per year
- Cesarean section rate
  - Registered at hospital: 40%
  - Unregistered at hospital: 60%
- Mortality rate
  - Registered at hospital: 143/100,000
  - Unregistered at hospital: 7,857/100,000
Engagement in Port Harcourt, Nigeria

- Determining program goals and gaining buy-in
- Creating an implementation team and identifying champions
- Assessing needs
- Adapting and owning the WHO Safe Childbirth Checklist
Results

- 26 midwives and 38 doctors participated in the focus group discussions as well as questionnaire survey
- Findings showed that patients were counseled more frequently and professional standards of care improved when the checklist was used
- The physical presence of the checklist in the labor ward enhanced sustainability
Quotes from focus group discussions

“Using the checklist helped me to counsel patients better”

“It helps you to check your supplies and know what is available”

“It helps you to assess what you have done”

“It helps me to prepare in anticipation of all the morbidities”

“I remember to do all I am supposed to”
Lessons learned

• Needed sufficient capacity of well-trained, motivated health workers to provide the services to meet patients’ needs
• Gaining buy-in from healthcare facilities was important for implementing the WHO SCC Checklist
• Integrating a checklist program into existing primary healthcare initiatives led to stronger adoption of the Checklist
• Using the WHO Safe Childbirth Checklist facilitated health workers’ compliance with best practices
• The presence of the Checklist in the labor ward served as a reminder and promoted its usage
Poll 4

A. How likely are you to try using the WHO Safe Childbirth Checklist?

☐ Not at all
☐ Somewhat
☐ Very likely
☐ I am already using the WHO SCC
☐ Does not apply to me

B. How likely are you to use a lesson, tool, or resource from this webinar?

☐ I am not likely
☐ I am somewhat likely
☐ I am very likely
☐ I do not know
Questions from the audience
Online availability

The Checklist and Implementation Guide are available to download for the BetterBirth, Safe Surgery, and Serious Illness Care Programs on both the Ariadne Labs’ and WHO websites:

http://www.ariadnelabs.org
http://www.who.int

WHO Safe Childbirth Checklist: https://www.ariadnelabs.org/areas-of-work/childbirth/resources/

http://www.who.int/patientsafety/implementation/checklists/childbirth/en/

Serious Illness Care:
https://www.ariadnelabs.org/areas-of-work/serious-illness-care/

Safe Surgery:

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**Serious Illness Conversation Guide**

1. **Set up the conversation**
   - Introduce the idea and benefits
   - Ask for permission

2. **Assess illness understanding and information preferences**
   - Share prognosis
   - Tailor information to patient preference
   - Allow silence, explore emotion

3. **Share prognosis**
   - Tailor information to patient preference
   - Allow silence, explore emotion

4. **Explore key topics**
   - Goals
   - Fears and worries
   - Sources of strength
   - Critical abilities
   - Tradeoffs
   - Family

5. **Close the conversation**
   - Summarize what you’ve heard
   - Make a recommendation
   - Affirm your commitment to the patient

6. **Document your conversation**

   "I’m hoping we can talk about where things are with your illness and where they might be going — is this okay?"

   "What is your understanding now of where you are with your illness?"

   "How much information about what is likely to be ahead with your illness would you like from me?"

   Prognosis:
   "I’m worried that time may be short."
   or "This may be as strong as you feel."

   "What are your most important goals if your health situation worsens?"

   "What are your biggest fears and worries about the future with your illness?"

   "What abilities are so critical to your life that you can’t imagine living without them?"

   "If you become sicker, how much are you willing to go through for the possibility of gaining more time?"

   "How much does your family know about your priorities and wishes?"

   "It sounds like [ ] is very important to you."

   "Given your goals and priorities and what we know about your illness at this stage, I recommend [ ]…"

   "We’re in this together."
Next steps for webinar series on Checklist implementation

• The next webinar in this series will be held in October.

• More information along with the resources from this webinar will be sent to you via email.

• Today’s webinar will be available in the BetterBirth Ariadne Labs Community:
  
  https://portal.ariadnelabs.org/ > BetterBirth Community

• If you have follow-up questions please contact:
  scc@ariadnelabs.org