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

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Webinar Functionality – Chat & Raise Hand

How to Conduct a Clinician Training Session
Ariadne Labs | November 2015
Panelists

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Clinical Implementation Specialist, Nurse Liaison, Ariadne Labs

Marthoenis
Banda Aceh, Indonesia

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Chiapas, Mexico

Rose Molina, MD
Chiapas, Mexico
Poll 1

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

- □ Healthcare provider
- □ Public Health Professional
- □ Researcher
- □ Administrator
- □ Student
- □ Other, please specify ________
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.

BetterBirth Program
WHO Safe Childbirth Checklist and Implementation Guide

Safe Surgery Program
WHO Safe Surgery Checklist and Implementation Guide

Serious Illness Care Program
Serious Illness Conversation Guide
Recap Webinar 1 – Implementing the Checklist

- Presented an overview of how and why the WHO Safe Childbirth Checklist (SCC) was developed
- Discussed the WHO SCC Collaboration and lessons learned from that implementation experience
- Shared an effective implementation pathway for the WHO SCC
- Heard from Dr. Leonard Kabongo and his experience in Namibia implementing the WHO SCC
The WHO Safe Childbirth Checklist

- Childbirth is a complex process – it can be difficult to remember everything needed

- Checklists have proven to be successful in other industries to promote safety and quality (ex. aviation)

- The WHO Safe Childbirth Checklist is an organised list of essential evidence-based birth practices to improve quality of care and reduce maternal and newborn harm
Components of the WHO Safe Childbirth Checklist

The **WHO Safe Childbirth Checklist** is designed around four pause points — critical moments of care during the delivery process when complications can be averted and appropriately treated, with items concerning both mother and baby.

The checklist can be modified to fit local context and guidelines.
Recap Webinar 2 - Engage

- Learned how to ensure buy-in and identify relevant stakeholders
- Discussed how to establish an implementation team to take ownership of the WHO SCC
- Reviewed the purpose of conducting a needs assessment
- Shared best practices in checklist adaptation to fit local context and needs
- Heard from Dr. Rosemary Ogu about engaging her facility and implementing the WHO SCC in Nigeria
Poll 2

In our webinar series so far, which topics would you like more information on: (Select all that apply)

- The development of the WHO Safe Childbirth Checklist
- Determining program goals and gaining buy-in
- Building an implementation team
- Identifying a quality improvement Champion
- Conducting a needs assessment
- Adapting the WHO Safe Childbirth Checklist
- This is my first webinar
Where we are now - Launch

Today’s objectives:
- Learn how to formally introduce the WHO Safe Childbirth Checklist to staff through a participatory Launch event
- Tips for how to prepare for and host a successful Launch event
- Share Launch experiences from the field in Mexico and Indonesia
Launch purpose

• Formally introduce the WHO Safe Childbirth Checklist through an official event
• Share the vision for quality improvement
• Build an inspiring atmosphere which is engaging for all participants
• Set the stage for how the Checklist will be implemented
Practical considerations

- Prior to the Launch event:
  - Determine the best time/place to hold your launch event
  - Ensure key leadership and team members are available
  - Provide food

- At the Launch event:
  - Start with an inspiring story or video
  - Ask the audience to share experiences that could have been helped by the Checklist
  - Share testimonies of how the Checklist has helped improve care in other places
  - Address concerns people may have with using the Checklist
Launch event outline

1. Introduce the implementation team
2. Introduce the benefits of using a checklist
3. Explain the four Pause Points of the WHO SCC
4. Demonstrate and explain proper use of the Checklist
5. Explain how implementation will be supported
Introduce the implementation team

- Encourage an open and welcoming environment

- Introduce yourself and the team
  - Explain roles

- Facilitate introductions of all the participants
Introduce the benefits of using a Checklist

• Why use a Checklist?
  - Childbirth is a complex process and memory often fails when we are doing more than one thing at a time.

• How do Checklists work?
  - They help us remember everything we need to do.
  - They provide a structure so that we can complete tasks at the right time and right place
  - They enhance our teamwork and communication by providing transparency and accountability
Explain the Four Pause Points

- Encourage participants to identify each Pause Point and their corresponding essential birth practices.
- Use images and prompts to stimulate discussion around each Pause Point.
  - For example in Pause Point 1, On Admission: How do you normally assess the mother for risks?
Demonstrate how to use the Checklist

• Use mock performances, props, or simulations to facilitate the learning experience and ensure the importance of the Checklist is understood

• Anticipate and address concerns and challenges that participants may raise

• Encourage the use of one Checklist for each mother
How implementation will be supported

• Ensure that participants know they have your support throughout implementation

• The implementation team will work with you to:
  - Track progress for continuous improvement
  - Identify gaps and possible solutions
  - Address concerns and answer questions
Poll 3

What challenges do you anticipate with engaging participants and holding a Launch event?: (Select all that apply)

- Planning event logistics
- Participant attendance
- Lack of resources (personnel and/or materials)
- Ensuring active participation among all staff members
- Staff morale and motivation
- Answering challenging questions regarding the Checklist
- Other, please specify: ____________________
Voices from the field: Experiences shared from Indonesia

Tunis, Coach in Indonesia
Banda Aceh, Indonesia - Background

- Population size: 249.9 million (2013)
Banda Aceh, Indonesia - Launch

- Launch date: 19 October 2016
- Place: Puskesmas Montasik, Aceh Besar, Indonesia
- Population served: villagers, farmers, rural area
- Number of beds: 8
- Number of participants: 21 midwives

Experience with launch event
- Very positive reaction from participants
- Willing to participate in until the next 6 months
- Almost no challenge, the midwives in fact have an SOP with more items to consider
Voices from the field: Experiences shared from Mexico

Jimena Villar and Rose Molina, MD
Partners In Health Compañeros En Salud
CHIAPAS
★ TUXTLA GUTIÉRREZ
NUESTRAS CLÍNICAS
IMPLEMENTATION TEAM

Compañeros en Salud – Partners in Health Office

Director
Clinical Director
Maternal Health Coordinator
OB-GYN Advisor
Medical Intern
M&E and Research Coordinator

Hospital Basico Comunitario Angel Albino Corzo

Hospital Director
Perinatal Nurse
Midwife
5 Obstetric Nurse Trainees
Chiapas, Mexico – Experience with Implementation

• The obstetric nurses, perinatal nurse, and professional midwife started using the adapted SCC in caring for women during childbirth in August 2016 (tablet form in September 2016)

• This implementation requires ongoing accompaniment for sustained behavior change and political buy-in in a community hospital that did not have a similar quality improvement mechanism prior to this work, nor allowed nurses/midwives to attend deliveries

• It may take 1 year to fully implement the adapted SCC with all staff members

• We believe the adapted SCC has helped to standardize care around childbirth and has formed a foundation for ongoing quality improvement opportunities
Chiapas, Mexico – Launch Event

• Launch date: to be determined in upcoming week

• Current status:
  - Met with leaders from Gender Equity and Reproductive Health Center (federal branch of MoH focused on maternal health), hospital director, chief nurses, and hospital physicians about adapted SCC work

• Next steps:
  - Coordinate date with the Medical Director of the Community Hospital
  - Arrange logistics for physicians/nurses on different shifts to attend
  - Address ongoing political concerns
  - Start coaching and observation efforts
Chiapas, Mexico – Lessons Learned

• The implementation and evaluation of the adapted SCC has only been possible through a multi-disciplinary team of physicians, nurses, midwives, researchers, and administrative leaders.

• The MoH involvement at all levels (federal, state, local) is critical for this program’s success.

• The implementation and evaluation requires ongoing accompaniment with supportive supervision and inclusion of all members of the care team, which requires long-term investment of time and energy.
Poll 4

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

☐ I am not likely
☐ I am somewhat likely
☐ I am uncertain
☐ I am likely
☐ I am very likely
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 Program:
https://www.ariadnelabs.org/areas-of-work/serious-illness-care/

Safe Surgery Program:
Next steps for webinar series on Checklist implementation

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

• 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