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How to Use this Change Package

This change package is intended for hospitals participating in the Hospital Engagement Network (HEN) 2.0 project led by the Centers for Medicare & Medicaid Services (CMS) Partnership for Patients (PFP); it is meant to be a tool to help you make patient care safer and improve care transitions. This change package is a summary of themes from the successful practices of high performing health organizations across the country. It was developed through clinical practice sharing, organization site visits and subject matter expert contributions. This change package includes a menu of strategies, change concepts and specific actionable items that any hospital can choose to implement based on need or for purposes of improving patient quality of life and care. This change package is intended to be complementary to literature reviews and other evidence-based tools and resources.

PART 1: ADVERSE EVENT AREA (AEA) DEFINITION AND SCOPE

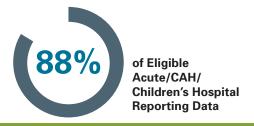
Mechanically ventilated patients are at high risk for complications such as ventilator-associated events (VAE) including ventilator-associated pneumonia (VAP), peptic ulcer disease (PUD), gastrointestinal bleeding, aspiration, venous thromboembolic events (VTE) and problems with secretion management. Evidence-based interventions can reduce the risk and incidence of these complications. For example, implementation of the ventilator bundle has been shown to reduce VAP.^{1,2} The VAP prevention bundle includes: head-of-bed elevation to 30 to 45 degrees, oral care with chlorhexidine at 0.12 percent, peptic ulcer disease prophylaxis, deep vein thrombosis (DVT) prophylaxis and ABCDEF bundle elements (i.e. assess, prevent and manage pain — both spontaneous awakening trials and breathing trials, choice of analgesia and sedation, delirium assessment, prevention and management, exercise and early progressive mobility and family engagement and empowerment).^{3,4}

Magnitude of the Problem and Why This Matters

Over a quarter million patients in the United States receive mechanical ventilation annually, putting them at risk for acute lung injury, including mortality related to pneumonia and acute respiratory distress syndrome, among other lung injuries and death. 5,6,7 In 2011, nearly 50,000 patients developed VAP during the course of their acute care hospital stay and 157,000 patients were diagnosed with health care-associated pneumonia. Of patients on mechanical ventilation, the elderly (aged 85 years and older) are at a higher risk for lung injury than younger. Poor outcomes after mechanical ventilation include: extended time on mechanical ventilation, longer stays in the ICU and hospital, increased health care costs and increased risk of disability and death. Mortality attributed to ventilator-associated pneumonias (VAPs) is estimated to be between nine and 13 percent. It is predicted that a VAP diagnosis costs an additional \$41,000 and leads to a 14 day increase in length of stay for acute care hospital patients.

HEN 1.0 Progress

Through the work of the AHA/HRET HEN, from 2011 through 2014, over 1,400 hospitals worked to prevent and reduce VAE. Results summarized below.



19%
Weighted Reduction from Baseline



"Chance The Information Will Improve My Effectiveness/Results"

of "Excellent" or "Good" Responses to VAE Education Events

What does that Mean?



\$1,218,000 TOTAL PROJECTS ESTIMATED COST SAVING



HEN 2.0 Reduction Goals

Reduce the prevalence of ventilator associated events (VAE) by 40 percent by September 23, 2016

PART 2: MEASUREMENT

A key component to making patient care safer in your hospital is to track your progress toward improvement. This section outlines the nationally recognized process and outcome measures on which you will be collecting and submitting data as part of the AHA/HRET HEN 2.0. Collecting these monthly data points at your hospital will guide your quality improvement efforts as part of the Plan-Do-Study-Act (PDSA) process. Tracking your data in this manner will provide valuable information you need to study your data across time and determine the effect your improvement strategies are having in your hospital at reducing patient harm. Furthermore, collecting these standardized metrics will allow the AHA/HRET HEN to aggregate, analyze and report its progress toward reaching the project's 40/20 goals across all AEAs by September 2016.

Nationally Recognized Measures: Process and Outcome

Please download and reference the encyclopedia of measures (EOM) on the AHA/HRET HEN website for additional measure specifications and for any updates after publication at: http://www.hret-hen.org/audience/data-informatics-teams/EOM.pdf

HEN 2.0 EVALUATION MEASURES

- Ventilator-associated condition (VAC) all facilities
- Infection-related, ventilator-associated complication (IVAC) all facilities

PROCESS MEASURES

- Percentage of patients who underwent the ABCDEF bundle assessment
- · Percentage of eligible patients who receive spontaneous awakening trial
- Percentage of eligible patients who receive spontaneous breathing trial

PART 3: APPROACHING YOUR AEA

Suggested Bundles and Toolkits

- Society of Critical Care Medicine ICU Liberation. Retrieved at: www.iculiberation.org
- Critical Care Societies Collaborative joint statement on prevention of VAE. Retrieved at: http://ccsconline.org/ventilatorassociated-pneumonia
- Vanderbilt ICU Delirium and Cognitive Impairment Study Group. Retrieved at: www.icudelirium.org
 - > ABCDEF Bundle
 - > Protocols
 - > Assessment tools
 - > Patient and family education

- The "Wake Up and Breathe" protocol pioneered by Vanderbilt University. Retrieved at: http://www.mc.vanderbilt.edu/icudelirium/docs/WakeUpAndBreathe.pdf
- AACN Practice Alert. Delirium Assessment and Management. Retrieved at: http://www.aacn.org/wd/practice/content/ practicealerts/delirium-practice-alert.pcms?menu=practice
- latrogenic Delirium Change Package from HRET-HEN. Retrieved at: http://www.hret-hen.org/topics/iatrogenic-delirium.shtml
- IDSA and SHEA Compendium on VAP 2014 Update. Retrieved at: http://www.jstor.org/stable/10.1086/591062
- CDC/NHSN Surveillance for VAE. Retrieved at: http://www.cdc.gov/nhsn/acute-care-hospital/vae/
- VAE Calculator Version 3. Retrieved at: www.cdc.gov/nhsn/VAE-calculator/index.html
- For key tools and resources related to preventing and reducing VAE, visit www.hret-hen.org

Investigate Your Problem and Implement Best Practices

Driver diagrams: A driver diagram visually demonstrates the causal relationship between your change ideas, secondary drivers, primary drivers and your overall aim. A description of each of these components is outlined in the table below. This change package is organized by reviewing the components of the driver diagram to first, help provide you and your care team identify potential change ideas to implement at your facility and second, to show how this quality improvement tool can be used by your team to tackle new process problems.

Aim	·	Secondary Driver	Change Idea
		Secondary Driver	Change Idea
		Secondary Driver	Change Idea

AIM: A clearly articulated goal or objective describing the desired outcome. It should be specific, measurable and time-bound.

PRIMARY DRIVER: System components or factors that contribute directly to achieving the aim.

SECONDARY DRIVER: Action, interventions or lower-level components necessary to achieve the primary driver.

CHANGE IDEAS: Specific change ideas which will support or achieve the secondary driver.

Drivers in This Change Package

Prevent VAE	Elevate The Head Of Bed (HOB)	Use visual cues	Change Idea
	To Between 30-45 degrees	Identify a designated staff member to check HOB elevation on each shift	Change Idea
		Establish a process for HOB elevation in non-ICU areas and during transport	Change Idea
		Use order sets for HOB elevation checks	Change Idea
	Peptic Ulcer Disease (PUD) Prophylaxis	Incorporate PUD prophylaxis into order sets and daily nursing checklists	Change Idea
	- P 7	Engage pharmacy	Change Idea
	Venous Thromboembolism	Initiate VTE prophylaxis unless contraindicated	Change Idea
	(VTE) Prophylaxis	Enlist interdisciplinary support	Change Idea
	Utilize The ABCDE Bundle	'A' — Assess, prevent and manage pain pontaneous breathing trial (SBT) protocols	Change Idea
		'B' — Both spontaneous awakening trials (SAT) and spontaneous breathing trials (SBT)	Change Idea
		'C' — Choice of analgesia and sedation	Change Idea
		'D' — Delirium monitoring and management	Change Idea
		'E' — Early progressive mobilization and ambulation	Change Idea
		'F' — Family engagement and empowerment	Change Idea
	Oral Care	Create protocols for regular oral care	Change Idea
		Educate nursing staff about oral care	Change Idea

OVERALL AIM: PREVENT VAE

Primary Driver > Elevate the Head of Bed (HOB) to Between 30-45 Degrees

Elevating the head of the bed to between 30 to 45 degrees is a simple nursing measure that has resulted in VAP reduction. Keeping the HOB elevated has been shown to help prevent aspiration of gastric contents and secretions. 3,14,15,16,17,18,19

Secondary Driver > Use visual cues

Visual cues are important to remind staff to elevate the HOB. A visual cue can also act as a guide to show staff how steep 30 to 45 degrees should be; staff often underestimate the angle of the HOB. One research study found that HOB angle was perceived correctly by only 50 to 86 percent of clinicians.²⁰

Change Ideas

Standardizing the processes of care has been shown to increase the number of patients who are placed in a semi-recumbent position.^{21,22} Engage staff nurses in collaborating and developing visual cues that are effective in their environment and which support unit workflow. See Appendix II for an example of a VAE Prevention Visual Cue and Appendix III for Colored Stripe on Bed Frame Side Rail visual cue. Examples of visual cues include:

- + Using a line (red tape) on the wall that can only be seen if the head of the bed is below a 30 degree angle.²³
- + Cutting a piece of cardboard in the shape of a slice of pizza, i.e. a 30 degree triangle.
- + Placing a red stripe on the bedframe at a 30 degree angle. When the HOB is at 30 degrees, the red stripe will appear to be parallel to the floor.
- + Including the interventions on nursing flowsheets.
- + Incorporating HOB elevation into the standardized order set.

Secondary Driver > Identify a designated staff member to check HOB elevation on each shift

The environment of an intensive care unit is a busy and stressful one. Clinicians are confronted with multiple urgent demands for attention. Engagement of the entire team, including bedside nurses, intensivists, nurses' aides, respiratory therapists and the charge nurse is essential to ensure that preventive measures such as elevated HOB are implemented. See Appendix IV for an example of a Best Practices Checklist.

Change Ideas

- + Assign respiratory therapy staff or a unit assistant to observe for compliance with HOB greater than 30 degrees every one two hours and notify bedside nurse if HOB is not in compliance.
- + Include interventions on nursing flowsheets.
- + Include HOB elevation in charge nurse rounds, if performed; the charge nurse can provide "just-in-time training" as needed.
- + Promote an environment in which respiratory therapists work collaboratively with nursing staff to maintain HOB elevation.
- + If HOB elevation is contraindicated, communicate and document the rationale and contraindication.

Secondary Driver > Establish a process for HOB elevation in non-ICU areas and during transport

At-risk occasions for aspiration include when a patient is in the emergency department after intubation awaiting an ICU bed, or during transport within the hospital (as patients travel to and from locations for diagnostic testing and procedures) or between facilities (e.g. from a referring facility to an accepting facility).

Change Ideas

- + Work with the ED staff to incorporate HOB elevation into their workflow once patient is hemodynamically stable. Ventilated patients do not routinely remain for more than a few hours in the ED. The creation of a checklist to ensure that atypical, but essential care interventions, such as elevated HOB are performed is helpful.
- + Utilize respiratory therapy staff, as they round and care for patients on ventilators in the ED, to double-check and ensure HOB elevation is performed.
- + Educate transport staff on the benefits of HOB elevation and how it should be performed.
- + Partner with your referring hospitals and nursing homes to implement essential bundle elements such as HOB elevation while the patient is awaiting transport.
- + Work with ambulance personnel to establish the HOB practice during transport.

Secondary Driver > Use order sets for HOB elevation checks

Research suggests that standardized order sets can be effective in improving compliance with evidence-based practices in areas such as VAP reduction, improved stroke care and sepsis. Standardized order sets have been shown to increase patient safety and improve outcomes for multiple patient conditions.^{24,25,26,27}

Change Ideas

- + If using an electronic health record (EHR), institute computer based pop-up reminders.
- + Discuss procedures during multi-disciplinary rounds to ensure that all of the bundle components have been understood and implemented.
- + Establish a process to communicate contraindications for HOB elevation for an individual patient.

Suggested Process Measure for Your Test of Change

• Daily audit of the percentage HOB elevation compliance and/or documentation of contraindications to HOB elevation

Hardwire the Process

Hardwiring tactics for the HOB elevation include many of the change ideas. Ongoing monitoring of compliance for HOB elevation and performance feedback to staff is vital to sustain recommended practices. Implement routine reminders to help the intervention become part of the daily care processes, such as: including HOB elevation on the daily audit checklist and on nursing and respiratory care flowsheets.

Primary Driver > Peptic Ulcer Disease (PUD) Prophylaxis

Critically ill patients requiring mechanical ventilation are at increased risk for stress ulcers and subsequent gastrointestinal bleeding. Additionally, bacterial colonization of the stomach can lead to infection of the respiratory tract through aspiration of stomach secretions.^{3,28}

Secondary Driver > Incorporate PUD prophylaxis into order sets and daily nursing checklists

To reduce PUD risk, mechanically-ventilated patients should receive PUD prophylaxis.²⁹ Histamine 2 (H2) blockers are preferred over sucralfate. Proton-pump inhibitors (PPI) may be efficacious, and serve as an alternative to sucralfate or an H2 blockers. Requiring PUD prophylaxis on both ICU admission and ventilator order sets will standardize the treatment. Furthermore, include PUD prophylaxis in charge nurse rounds (see Appendix IV for an example of a Best Practices Checklist). A charge nurse can provide "just-in-time" training and assist bedside nurses in obtaining orders for PUD prophylaxis.

Change Ideas

- + Discuss interventions during multidisciplinary rounds.
- + Include a clinical pharmacist on the care team to guide complex cases.
- + Include PUD prophylaxis in ICU admission and ventilator order sets.
- + Allow physicians to opt-out when clinically appropriate and ask them to communicate and document the reasons for the opt-out to promote learning and understanding among the health care team.
- + Make PUD review part of daily charge nurse rounding.

Secondary Driver > Engage pharmacy

Asking the pharmacy to support your program will add a layer of redundancy to improve reliability and promote opportunities for earlier detection of failure patterns. Including a pharmacist as part of interdisciplinary rounds is a cost-effective addition and can improve patient safety. ^{31,32} Pharmacists can produce reports from the pharmacy information system that can positively affect care and can consult with physicians as medically appropriate.

Change Ideas

- + Discuss procedures and interventions during multidisciplinary rounds.
- + Consider producing a pharmacy exception report for PUD prophylaxis.
- + Include a pharmacist on ICU multidisciplinary rounds.

Suggested Process Measure for Your Test of Change

· Daily audit of PUD prophylaxis percent compliance or documented contraindications to PUD prophylaxis

Hardwire the Process

To hardwire PUD prophylaxis, make the process of ordering PUD prophylactic medications as routine as possible. If such orders are contraindicated then the rationale should be communicated and documented. Methods for hardwiring consist of:

- + Including PUD prophylaxis on the daily audit checklist and taking corrective action if PUD prophylaxis missing
- + Including it as a standing item in nurse-to-nurse hand-off reports

Primary Driver > Venous Thromboembolism (VTE) Prophylaxis

Mechanically-ventilated patients are at high risk for VTE. Risk factors include immobility and a stress inflammatory response resulting in hyper-coagulation. Although there is no evidence to suggest VTE prophylaxis reduces VAE risk, it is appropriate to include VTE prophylaxis in a bundle that promotes improved care of mechanically-ventilated patients due to their high risk for VTE.^{3,33}

Secondary Driver > Initiate VTE prophylaxis unless contraindicated

All high risk patients should have pharmacological VTE prophylaxis unless it is contraindicated due to bleeding risk. For patients with severe bleeding risk, mechanical prophylaxis is recommended unless contraindicated due to the patient's condition. Intermittent pneumatic compression (IPC) is the preferred method for mechanical prophylaxis.^{35,34} The addition of mechanical prophylaxis to pharmacological prophylaxis has shown some benefits in VTE reduction.³⁵

Change Ideas

- + Include VTE prophylaxis in the ICU admission order set and the ventilator order set.
- + Allow physicians to opt-out with appropriate patients and ask that the rationale for the opt-out be communicated and documented.

Secondary Driver > Enlist interdisciplinary support

Engage pharmacists to ensure ICU patients have been given appropriate VTE prophylaxis and to review pharmacotherapy on interdisciplinary rounds. VTE prophylaxis should be a team effort to initiate and ensure completion.

Change Ideas

- + Consider creation of a pharmacy exception report to determine if appropriate VTE prophylaxis is being provided.
- + Include VTE prophylaxis on nursing daily checklist and charge nurse rounds.

Suggested Process Measure for Your Test of Change

• Daily audit of percentage VTE prophylaxis compliance or documentation of contraindications

Hardwire the Process

Making the VTE ordering process automatic will assure that VTE prevention is addressed for every mechanically-ventilated patient. Examples of hardwiring include inclusion in ICU or ventilator order sets, pharmacist driven daily exception reports, inclusion in multidisciplinary rounds and charge nurse daily audits. Each of these examples provide real time feedback to direct caregivers and providers and allows for immediate correction of omissions. In addition, the inclusion of a clinical pharmacist on the interdisciplinary team provides easy access for clinicians to collaborate and coordinate care.

Primary Driver > Utilize the ABCDEF Bundle

The ABCDEF bundle extends the original VAP bundle and its HOB, PUD prophylaxis, VTE prophylaxis and oral care interventions. The ABCDEF bundle was developed to improve the health of ventilated patients by reducing their risk of over-sedation, improve patient, immobility, improve patient comfort, reduce the risk of infection and decrease the risk of mental status changes and long term morbidity. The bundle approach provides a means to incorporate evidence-based interventions into patient care. Bundles are not meant to be rigid recipes for the care of ventilated patients. Providers should assess which components of a bundle would be appropriate for each individual patient.

ABCDEF bundle components include: 37,38,39

- A Assess, prevent and manage pain
- B Both spontaneous awakening trails & spontaneous breathing trials
- C Choice of analgesia and sedation
- D Delirium: assess, prevent and manage
- E Exercise and early mobility
- F Family engagement and empowerment

Secondary Driver > 'A' - Assess, prevent and manage pain

Caregivers should be aware that patients who received mechanical ventilation report pain was part of their suffering regardless whether or not they underwent invasive procedures.⁴⁰ Poor pain control is a risk factor in critically ill patients for nosocomial infection, longer mechanical ventilation duration and may precipitate delirium.⁴¹

In January 2013, the updated practice guidelines for pain, agitation and delirium (PAD) were published.⁴² The goal of the guidelines is to improve the comfort and outcomes of adult critically ill patients using a patient-centered, evidence-based approach.⁴³ Key recommendations from the PAD guidelines are to treat pain before anxiety, consider goal directed sedation using a validated scale and avoid the use of benzodiazepines.

According to the 2013 PAD Guidelines⁴⁴:

- + Pain should be routinely monitored in all adult ICU patients.
- + Vital signs alone should not be used for pain assessment but as a cue to further assess pain.
- + Intravenous opioids may be the first line choice to treat non-neuropathic pain in critically ill patients.

Change Ideas

- + Assess pain routinely, i.e. include pain assessment with vital signs.
- + Use a validated pain assessment tool, i.e. the Critical-Care Pain Observation Tool or the Behavioral Pain Scale.⁴⁵
- + Include pain management in interdisciplinary rounds and nurse to nurse handoffs.

Secondary Driver > 'B' — Both spontaneous awakening trials (SAT) and spontaneous breathing trials (SBT)

Sedation in a mechanically ventilated patient may be necessary to control anxiety, reduce pain and manage oxygenation needs. However, the use of sedation can prolong the duration of mechanical ventilation. A6,47,48 Daily sedation interruption or a light target level of sedation should be routinely used in adult ICU patients on mechanical ventilation as recommended by the 2013 PAD Guidelines. This enables patients receiving sedation to have a neurological assessment. Daily screening of respiratory function using trials of daily awakening and spontaneous breathing has been shown to reduce the duration of mechanical ventilation and the risk of VAP.

Coordinate SAT and SBT to maximize weaning opportunities when patient sedation is minimal. Nursing and respiratory therapy should work as a team to ensure patient safety and to address the selected VAE prevention bundle interventions. SBT will fail if the patient has had too much sedation to allow for spontaneous awakening or breathing.

The use of non-physician, staff-driven protocols has been found to be very effective in assessing readiness to wean from the ventilator and has demonstrated a reduction in VAP.⁵² By developing staff-driven protocols and incorporating SAT and SBT into the daily care of the ventilator patient, patients will experience fewer days on the ventilator and a shorter ICU stay.^{53,54.}

Change Ideas

- + Adopt SAT and SBT protocols with clearly defined roles and responsibilities (see Appendix V for sample SAT and SBT protocols).
- + Incorporate into daily workflow:
 - > Determine if a patient meets the SAT criteria with no contraindications
 - > Decrease or stop sedation per the SAT protocol (nurse)
 - > Determine if patient meets SBT criteria with no contraindications
 - $>\,$ Perform an SBT per the protocol (respiratory therapist)
- + Perform daily assessments of readiness to wean and extubate based on the SAT/SBT results.
- + Discuss the results of a patient's SAT and SBT during daily multidisciplinary rounds. The SAT and SBT results should also be included in nurse-to-nurse hand-offs, nurse-to-charge nurse reports and charge nurse-to-charge nurse reports.

Secondary Driver > 'C' - Choice of analgesia and sedation

Sedation typically assists in the pulmonary recovery of patients and should be goal-oriented. Too little sedation can lead to increased anxiety, increased work of breathing, reduced blood and tissue oxygenation and self-extubation. Too much sedation can lead to decreased respiratory muscle function, prolonged neurological depression and the inability to wean from mechanical ventilation. The use of a sedation algorithm or scale, such as the RASS, to monitor the level of sedation will help to reduce over-sedation, deliver the most effective sedative dose and reduce the duration of mechanical-ventilation. Type of sedation has emerged in the literature to be key in ventilator weaning, length of ventilation, ICU length of stay and the development of delirium. Total Patients.

The 2013 PAD Guidelines recommendations for agitation include:

- + Titrate sedative medications to maintain a light level of sedation, unless clinically contraindicated.
- + Use non-benzodiazepine sedation strategies.
- + Sedation management should be goal directed by using tools for agitation assessment such as the Richmond Agitation-Sedation Scale (RASS) and the Sedation-Agitation Scale (SAS).

Analgesia-first sedation should be used in mechanically ventilated adult ICU patients.

Change Ideas

- + Coordinate between nursing and respiratory therapy to manage the SAT and SBT.
- + Discuss sedation goals and progress toward reduction in multidisciplinary rounds.
- + Use whiteboards, the EMR or other communication tools to enhance coordination.
- + Consider strategies to decrease benzodiazepine usage, such as:
- > Goal-directed sedation with titration of medications using sedation protocols and a sedation scale, i.e. RASS or SAS. (See Appendix VII for a Sedation Protocol for Mechanically Ventilated Patients)
- + Consider the use of an alternative sedative to benzodiazepines (e.g., dexmedetomidine or propofol).

Secondary Driver > 'D' - Delirium monitoring and management

Delirium, an acute form of brain dysfunction, remains undetected by both nurses and doctors in more than 65 percent of ICU patients. ^{60,61} Up to 81 percent of mechanically ventilated patients experience delirium. ⁶² Delirium is associated with a longer duration of mechanical ventilation, a longer length of stay in the ICU and the hospital and with increased morbidity, mortality and long term cognitive impairment. ^{63,64} The Food and Drug Administration (FDA) has not yet approved any drug to treat delirium, nor is there any evidence that the use of phenothiazines, such as haloperidol, treats delirium. Patients, however, should have their pain and agitation addressed while maintaining a balance to prevent the development of delirium.

2013 PAD Guidelines recommendation regarding delirium include:

- + Delirium should be routinely monitored in all adult ICU patients.
- + Tools recommended for delirium assessment include the Confusion Assessment Method for the ICU (CAM-ICU) and the Intensive Care Delirium Screening Checklist (ICDSC).
- + Promote early mobilization of adult ICU patients whenever feasible to reduce the incidence and duration of delirium.
- + Use non-benzodiazepine sedation whenever possible.
- $^{\rm +}$ Benzodiazepines have been reported to be an independent risk factor for delirium. 65,66,67

For more in-depth information on delirium monitoring and management, access the latrogenic Delirium Change Package at: http://www.hret-hen.org/topics/iatrogenic-delirium.shtml

Change Ideas

- + Adopt a delirium prevention and management protocol.
- + Assess the patient at least daily or as needed for confusion and delirium and to determine if the target RASS/SAS goal is met. If not, audit and analyze the reasons for missing the target. (See Appendix VII for a Sedation Protocol for Mechanically Ventilated Patients).
- + Designate a time of day for the SAT and SBT to be attempted that will not disrupt patient sleep cycles (See Appendix VI for a sample of Communication of Rest Period).
- + Implement a pharmacist review of patients' medication list to help identify any sedatives, analgesics, or anticholinergic drugs that may be discontinued or decreased in dose.
- + Remove benzodiazepines from standard order sets.
- + Avoid using benzodiazepines in patients at high risk for delirium.

Secondary Driver > 'E' — Early progressive mobilization and ambulation

Many research studies have sought to find the etiology of ICU-acquired weakness and for the acute onset of neuromuscular and functional impairment in the critically ill for which there is no plausible cause other than critical illness. ^{68,69,70} This weakness impairs ventilator weaning and functional mobility and can persist well after hospital discharge. Early progressive mobility can mitigate neuromuscular and functional impairment and reduce the inherent risks of immobility such as VAP, hospital-acquired pneumonia, prolonged length-of-stay, skin breakdown, delirium incidence and decreased cardiovascular function. ^{71,72} The new PAD guidelines recomend early mobilization of adult ICU patients whenever feasible to reduce the incidence and duration of delirium. ⁷³ Some studies suggest that early mobilization can decrease delirium duration by 50 percent, can decrease ICU length of stay by 25 percent and can increase the likelihood of a return to independence by the time of discharge by nearly 75 percent. ^{74,75,76} "Progressive mobility is defined as a series of planned movements in a sequential manner, beginning at a patient's current mobility status or level with a goal of returning to his/her baseline. ⁷⁷⁷ (See Appendix VIII for a Sample Mobility Protocol).

Change Ideas

- + Modify standardized ICU admission orders to change the default activity level from bed rest to as tolerated.
- + Establish a process for timely physical and occupational therapy evaluation for patients on ventilator support to establish a plan for progressive mobility.
- + Include the mobility plan in interdisciplinary rounds, handoffs and charge nurse reports.
- + Partner nursing, rehabilitation and respiratory into scheduling mobility activities.

Secondary Driver > 'F' - Family engagement and empowerment

The "F" in the bundle includes and highlights the family as an integral member of the care team instead of being a spectator on the sidelines. Families are important because they are a support to the emotional and mental health of the patient. They also support the clinical care team by asking questions that serve as reminders to include care interventions and can assist in care delivery, such as HOB elevation and ambulation, performing oral care and passive range of motion. It is up to the care team to enable families to feel comfortable speaking up, asking questions and being an active part of the team. Invite families to participate in care by encouraging them to ask if other prevention efforts have been completed, such as oral care. Consumer groups have become valued allies in this effort by encouraging patients' families to partner with hospital staff to keep their loved ones safe. The Vanderbilt ICU Delirium and Cognitive Impairment Study Group website provides family engagement and empowerment tools for families (see the bundles).

Change Ideas

- + Educate patients and their families on the importance of keeping the HOB elevated, the risks of VAE and other ways they can partner with caregivers to mitigate those risks. (See Appendix IX for a Sample Family Education Tool).
- + Ask family members to remind staff to elevate the HOB after linen changes, patient repositioning or other regular events in the patient's day.
- + Teach willing family how to perform oral care and how to suction oral secretions. Use teach-back and return demonstration to assure adequate understanding and ability. Include family members or caregivers in monitoring and documenting oral care at the bedside.
- + Teach families the importance of pain management and the behavioral manifestations of pain in the sedated patient utilizing the teach-back method. Include their pain assessments in bedside handoffs when family is present.
- + Post the bundle elements at the bedside and teach family members, using teach-back.
- + Include family in clinical rounds, physician rounds and bedside handoffs. Solicit feedback and observations from the patient's family on the patient's pain, sedation levels, oral care, HOB elevation and mobility as much as possible.
- + Encourage family members to keep an intensive care diary of events to share with their loved one to help the patient cope with traumatic events. Many patients experience post-traumatic stress disorder (PTSD) after their ICU stay.⁷⁹

Suggested Process Measures for Your Test of Change

- Sample a small number of patients each month to determine if their levels of agitation and sedation are assessed reliably (suggested sample size = 10 percent of the cases)
- Sample a small number of patients each month to determine if their levels of agitation and sedation assessed using SAS/RASS match the targets set forth by the ordering physicians (suggested sample size = 10 percent of the cases)
- Audit the percent compliance of patients on progressive mobility protocol or meets contraindications for non-compliance (e.g. hemodynamic instability)
- Sample a small number of patients each month to determine if their levels of agitation and sedation are assessed reliably (suggested sample size = 10 percent of the cases)

- Sample a small number of patients each month to determine if their levels of agitation and sedation assessed using SAS/RASS match the targets set forth by the ordering physicians (suggested sample size = 10 percent of the cases)
- Audit the percent compliance of patients on progressive mobility protocol or meets contraindications for non-compliance (e.g. hemodynamic instability)
- · Audit the percentage of mechanically ventilated patients with documented family education regarding pneumonia prevention

Hardwire the Process

Hardwiring the ABCDEF bundle can be challenging, but multidisciplinary collaboration is key. Team members' roles and tasks should be clearly defined. While education of clinicians is foundational, it is not a hardwiring tactic by itself. Hardwiring comes in the process design: adoption and testing of protocols; coordination of care among physicians, nursing and respiratory staff; and reminders for treatments and intervention. In addition, managing ABCDEF protocol implementation in smaller steps and anticipating staff fears about patient self-extubation is key to implementing a sustainable process. Research literature suggests that self-extubation is slightly higher with SAT/SBT, but re-intubation rates are lower in the SBT/SAT group, indicating that many patients were ready for extubation. BO,81 Incorporate the ABCDEF bundle into standing orders as a default order, making its elements a daily part of care and provide opt-outs for patients for whom the bundle or its individual elements are contraindicated.

Primary Driver > Oral Care

Oral care may seem to be a simple task, but can be challenging to implement. Swabbing a patient's mouth with an antiseptic mouth wash has been recommended for comfort, but recent studies have demonstrated that oral care with an antiseptic has also reduced the risk for VAE.⁸²

Secondary Driver > Create protocols for regular oral care

Protocols will support regular oral care with an antiseptic solution, brush teeth and perform oral and pharyngeal suctioning. Oral care is a basic task that can positively impact VAE prevention.⁸²

Change Ideas

- + Brush teeth twice a day, as per order sets in all ventilated patients. 83,84
- + Include routine oral care (at least every two-four hours) with an antiseptic mouthwash swab to clean the oral cavity and teeth.⁸⁵
- + Order chlorhexidine 0.12 percent mouthwash at least daily (many studies suggest using mouthwash every 12 hours) for all ventilated patients 86,87,88 Include the chlorhexidine mouthwash on the medication administration record (MAR) as a scheduled medication as a way to ensure delivery.
- + Create visual cues to demonstrate compliance with oral care. Examples include keeping empty holders of oral care products by the bedside or dating and timing oral care products used.
- + Engage respiratory therapy in the performance of oral care; make it a joint nursing and respiratory therapy function.
- + Use a whiteboard to document the delivery of oral care; omissions will make missed interventions more obvious.

Secondary Driver > Educate nursing staff about oral care

Educate the nursing staff about the benefits of good oral hygiene and its role in reducing ventilator-associated pneumonia. Institution of the ventilator bundle does not by itself guarantee a decrease in VAE. A decrease in VAE is more likely to occur when compliance with the bundle is audited.^{89,90}

Change Ideas

- + Provide routine feedback to staff on compliance with oral care recommendations.
- + Coach staff on the necessity of oral care in VAE prevention.
- + Regular audits by charge nurse to ensure compliance.

Suggested Process Measure for Your Test of Change

• Daily audit percentage of oral care compliance

Hardwire the Process

Hardwiring oral care requires ready access of all the necessary supplies and standard order sets for the chlorhexidine rinse and oral care frequency. Monitoring daily compliance by leadership and peers will reinforce the priority and maintain reliability. Additionally, setting up reminders or automatic prompts for oral care will help ensure care is performed reliably.

PDSA IN ACTION | TIPS ON HOW TO USE THE MODEL FOR IMPROVEMENT

Choice of Tests and Interventions for VAE Risk Reduction:

There are many potentially effective interventions to reduce the risks of VAE. Improvement teams should begin their efforts by asking: "What is the greatest need at our facility? Where can we have the greatest impact?" Examples of approaches to take to get started include:

- Begin with a bundle element that will be easy to trial, will likely be successful and have a significant positive impact.
 For example, implementing HOB elevation is less complicated than implementing SAT/SBT protocols yet greatly reduces
 VAE risk.
- · Continue to implement the VAE bundle one element at a time.

Implement Small	Tests o	f Change
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Testing SAT/SBT protocols

PLAN

Do not reinvent the wheel. Use a protocol that has been successful at another hospital and adapt it your facility. Test one step at a time. For example, do not plan to implement all of the ABCDEF recommendations at once. Concentrate first on the ABCD and then add the E and F.

DO

Ask a receptive, early-adopter physician on your improvement committee to trial these changes with one of his or her next patients on ventilation. Ask a receptive nurse and respiratory therapist on your committee to trial the protocols as well. Test "small": coordinate with the physician champion to trial the protocol on one patient, assisted by one nurse and one respiratory therapist.

STUDY

Debrief as soon as possible after the test with those involved, asking:

- What happened?
- What went well?
- · What didn't go well?
- · What do we need to revise for next time?

ACT

Do not wait for the next committee meeting to make changes. Revise and re-test the revisions with the same physician, the same nurse and the same respiratory therapist.

Potential Barriers

The complexity of the VAE prevention interventions require well designed and efficiently coordinated interdisciplinary processes. It is important that clinical leaders and executives be engaged in assessing for early warning signs of system failures that could be caused by new barriers or poorly designed systems. Investigating why those processes are breaking down will help identify barriers such as: engagement of front line staff or physicians, flawed process design, no or little testing, availability of supplies, knowledge deficit or inadequate leadership.

Recognize that many physicians could perceive these interventions as a change in their practice and may be resistant to those changes, creating a barrier to adoption.

- Traditionally ventilation weaning and sedation were under a physician's sole purview, not duties implemented by
 multidisciplinary, non-physician staff. To discuss the impact of these changes and promote acceptance and implementation,
 select respected lead physicians to serve on the improvement team and advocate as champions for these best practices with
 physician colleagues.
- Order sets and protocols are seen by some physicians as cookbook medicine. Reframe these interventions as evidenced
 based medicine, using research findings to suggest improved and individualized patient care options to reduce the risk of
 VAE. Allow physicians to "opt-out" if the bundle or one of its elements if contraindicated. Ask the physician to help improve
 the bundle by communicating and documenting the rationale for why the intervention was not appropriate for the patient.

Providers may define tasks as "ours" and "theirs". Examples include: oral care is "theirs" — a nursing task, medications are "ours" — the responsibility of the physician and ventilator management is "theirs" overseen by the respiratory therapist. Include key stakeholders such as physicians, bedside nurses and respiratory therapists on improvement teams to collaborate in the development of protocols, work-flows and peer education programs. 91,92

These processes may be new territory for many physicians, nurses, respiratory therapists and pharmacists. Nurses and respiratory therapists, for example, may be concerned about errors and that patients may self-extubate during a SAT/SBT trial. They may also fear potential conflicts with or resistance from the medical staff. To mitigate these concerns:

- Educate all health care providers about the proven methodologies to reduce the risks and incidence of VAE.
- Share evidence and experience from comparable hospitals that demonstrate successful implementation of these processes
 without complications (e.g., self-extubations). If possible, visit a peer hospital that has successfully implemented the bundle
 to allow for peer sharing of learnings and experience.
- Test the supporting processes using rapid-cycle improvement methodologies involving front line staff and physicians.

Enlist Administrative Leadership as Sponsors to Help Remove or Mitigate Barriers

Because it is vital to have interdisciplinary collaboration to ensure success, enlist an executive sponsor who recognizes the value of teamwork and collaboration in preventing VAE. The sponsor can provide solutions and resources to address concerns about potential burdens of new process implementation such as ABCDEF bundles for hospital staff. An executive sponsor can help staff see the big picture on how these changes may benefit the entire organization, advocate for necessary funding, provide staffing and supplies, mitigate implementation barriers and educate the governing board.

Change not Only "The Practice," but also "The Culture"

Instituting the VAE bundle will require a change in culture, particularly among physicians. Physicians will be asked to transition from their traditional approach of individualizing mechanical ventilation management for each patient to a standardized and more effective approach. Physicians may be concerned about the perceived loss of control and the risks of shared responsibility. Physician champions can encourage their peers to actively monitor the effectiveness of therapy and the benefits to the patient and thereby promote increased acceptance of bundles.

Many pulmonologists and intensivists prefer to learn from peers rather than to follow impersonal expert advice. Use lead pulmonologists and intensivists as peer educators to advocate for the adoption of improvements such as order sets.

Nurses and respiratory therapists may be uncomfortable implementing staff-driven sedation or SAT/SBT protocols independent of physicians and may have little experience collaborating with other health professionals. Educate staff about the expertise and roles of their colleagues and provide opportunities for collaboration on the development of new protocols and care delivery such as SAT/SBT protocols, oral care or HOB elevation.

PART 4: CONCLUSION & ACTION PLANNING

VAE prevention is complex and requires a high rate of compliance to recommended bundle elements. It also requires a multidisciplinary approach that includes bedside nurses, respiratory therapists, intensivists, physical therapists, pharmacists and unit and facility leadership working together. Key to success is ongoing monitoring of compliance to bundles for data driven decision-making, using data to drive practice and process changes and communication of supporting processes performance to staff.

Evaluate VAE prevention efforts by using the Top Ten Checklist (Appendix I). Ask "Do we have this element in place? If so, how well are we doing it? Is practice drift present?" Enlist physician, nursing, respiratory and physical therapy champions to join the team and to assist in data analysis, determine potential interventions and conduct small tests of change. If an element has not been adopted, consider adopting, testing and implementing the missing element.

Refine current processes to ensure ongoing high compliance by tapping into bedside staff. Ask "What gets in the way of performance (specific bundle element, i.e. SAT/SBT)? What change should be made to help? What is needed?" Test these solution ideas and adopt into process changes.

PART 5: APPENDICES

APPENDIX I: VENTILATOR ASSOCIATED EVENTS (VAE) TOP TEN CHECKLIST

Associated Hospital/Organization: AHA/HRET HEN 2.0

Purpose of Tool: A checklist to review current or initiate new VAE reduction interventions in your facility

Reference: www.hret-hen.org

2016 VAE Top Ten Checklist				
Process Change	In Place	Not Done	Will Adopt	Notes (Responsible and By When?)
Include all elements of the bundle in charge nurse rounds and nurse-to-charge-nurse reports.				
Enlist a multidisciplinary approach. Nurses, physicians and respiratory therapy staff need to work together to ensure bundle items such as head of bed (HOB), spontaneous awakening trials (SAT), spontaneous breathing trials (SBT) and oral care are done according to recommendations.				
Elevate HOB to between 30-45 degrees (use visual cues, designate one person to check for HOB every one to two hours).				
Establish a process to perform routine oral care every two hours with antiseptic mouthwash and Chlorhexidine 0.12percent every 12 hours (create visual cues, partner with respiratory therapy in performing oral care). Make the above oral care part of the ventilator order set as an automatic order that requires the physician to actively exclude it.				
Include peptic ulcer disease prophylaxis (PUD) on ICU admission and ventilator order sets as an automatic order that requires the physician to actively exclude it.				
Include venous thromboembolism (VTE) prophylaxis on ICU admission and ventilator order sets as an automatic order that would require the physician to actively exclude it.				
Invite families to participate in care by encouraging them to ask if prevention efforts have been completed, such as oral care and HOB elevation. Educate families on the risk of VAE, preventive measures put in place and what they can do to help (e.g. perform oral care or passive range of motion exercises if willing).				
Perform and coordinate SAT and SBT to maximize weaning opportunities when patient sedation is minimal. Coordinate between nursing and respiratory therapy to manage SAT and SBT, perform daily assessment or readiness to wean and extubate.				
Establish a process for timely physical and occupational therapy evaluation for patients on ventilator support to establish a plan for progressive mobility.				
Manage delirium by assessing patients for delirium at least once daily. Sedation should be goal oriented and should be administered, as ordered, by the physician according to a scale such as Richmond Agitation Sedation Scale (RASS).				

APPENDIX II: EXAMPLE OF VAE PREVENTION VISUAL CUE – POSTED AT THE BEDSIDE

Associated Hospital/Organization: Developed by Cynosure Health, redesigned for the purposes of this change package

Purpose of Tool: Sign to post at bedside as a reminder to staff and family

Reference: : Cynosure Health

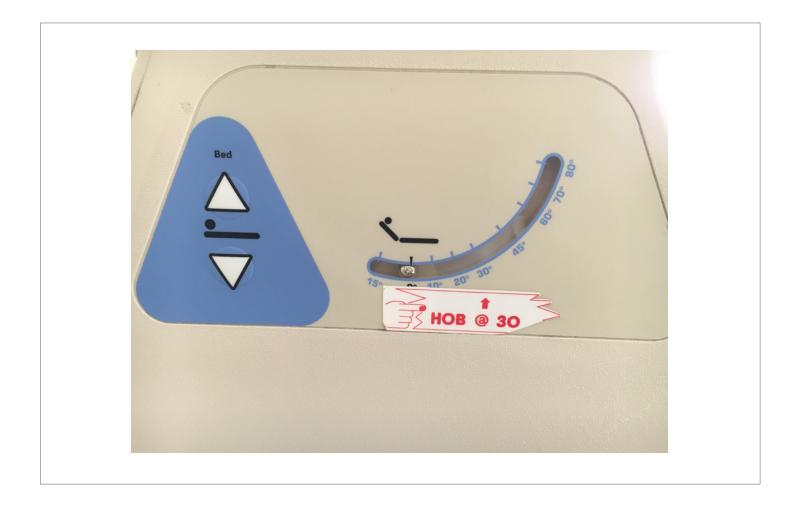
	ICU BEST PRACTICE for VENTILATED PATIENTS
Н	Head of bed up to $30-45$ degrees
Ε	Interal feeding and every 2 hours oral care
A	Air mattress and turn every two hours
D	DVT prophylaxis
S	Sedation vacation
U	Ulcer prophylaxis
P	Pain control

APPENDIX III: EXAMPLE OF A COLORED STRIPE ON BED FRAME SIDE RAIL

Associated Hospital/Organization: Cynosure Health

Purpose of Tool: Provide a visual cue on hospital beds to indicate HOB elevation of 30 degrees

Reference: Cynosure Health



APPENDIX IV: EXAMPLE OF A BEST PRACTICE CHECKLIST

Associated Hospital/Organization: Cynosure Health, redesigned for the purposes of this change package

Purpose of Tool: Daily Audit of Intensive Care Unit best practices

Reference: Cynosure Health

ICU Best Practice Audit								
Date								
Bed #	Not ICU status	MR #	BGM over 200 - write note for follow up Line Care	Sepsis meets CVP goal >8	Sepsis meets fluid goal 2L (initial)	PUD prophylaxis	VTE prophylaxis	Progressive mobility
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
						□Y □N □NA	□Y □N □NA	□Y □N □NA
VAE B	undle							
yes circ	HOB 30-45°, yes circle shift, No X out shift		Chlorhexidine oral rinse q 12h		SAT/SBT done			
N	D E		□Y□N		ΠΥ] N	□ Y □ N	
N	D E		□Y□N		□Υ] N	□ Y □ N	
N	D E		□Y□N		□Υ] N	□ Y □ N	
N	D E		□Y□N		ΠΥ] N	□ Y □ N	
N	D E		□Y□N		ΠΥ] N	□ Y □ N	
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N	D E		□Y□N		ΠΥ] N	□ Y □ N	

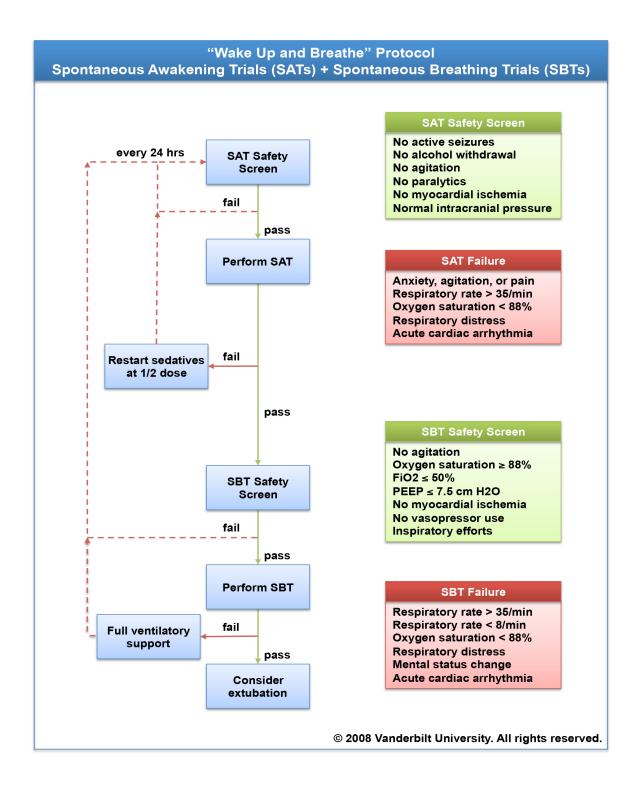
APPENDIX V: SAMPLE SAT/SBT PROTOCOL

Associated Hospital/Organization: Kansas University Hospital, Kansas City, KS

Purpose of Tool: Guide SAT/SBT daily assessment and intervention

Reference: The "Wake Up and Breathe" protocol pioneered by Vanderbilt University can be found at:

http://www.mc.vanderbilt.edu/icudelirium/docs/WakeUpAndBreathe.pdf



APPENDIX VI: SAMPLE COMMUNICATION OF REST PERIOD

Associated Hospital/Organization: Cynosure Health

Purpose of Tool: Communicate to team members and visitors that the patient is resting

Reference: Cynosure Health



Shhh...I'm getting my ZZZZZZZZ

DO NOT DISTURB

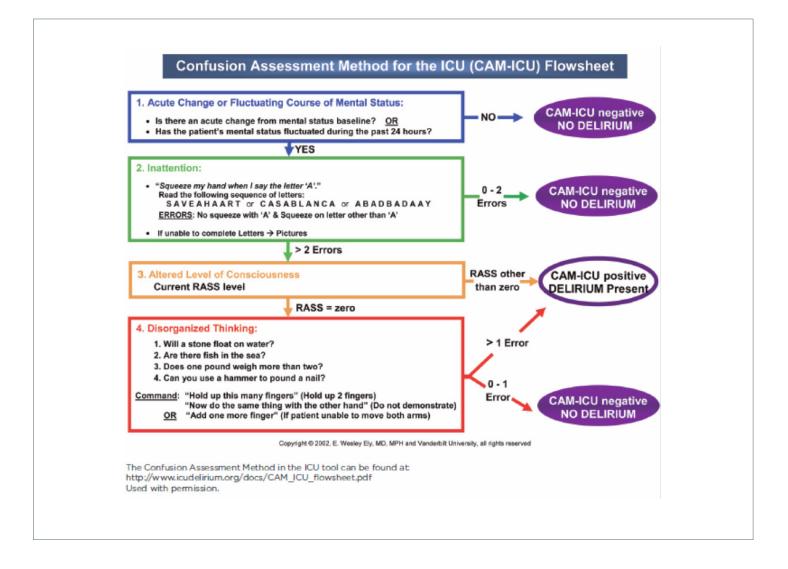
Sleep cycle in progress
Please check with nurse before entering

APPENDIX VII: SEDATION PROTOCOL FOR MECHANICAL VENTILATED PATIENTS

Associated Hospital/Organization: ICU Delirium and the Cognitive Study Group

Purpose of Tool: Guide goal directed analgesia and sedation

Reference: www.icudelirium.org

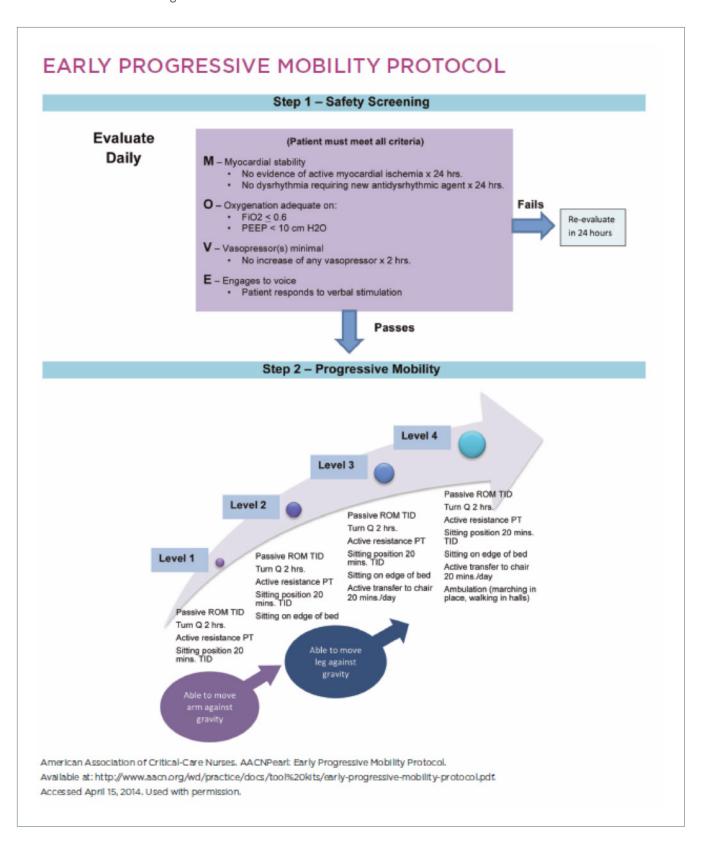


APPENDIX VIII: SAMPLE EARLY PROGRESSIVE MOBILITY PROTOCOL

Associated Hospital/Organization: American Association of Critical Care Nurses

Purpose of Tool: Reference guide for early progressive mobility

Reference: www.AACN.org



APPENDIX IX: SAMPLE FAMILY EDUCATION TOOL

Associated Hospital/Organization: Cynosure Health, redesigned for the purposes of this change package

Purpose of Tool: Education of family members on mechanical ventilation and VAE prevention

Reference: Cynosure Health

What does it all mean - my loved one is on a breathing machine?

The tube & machine:

Sometimes when a person is not able to breath well on their own, a breathing tube is placed in the wind-pipe (trachea) and connected to a machine (ventilator) that helps the person breath. The ventilator provides air and oxygen when it supports the person's breathing. There are some risks for complications of being on a ventilator, like pneumonia and blood clots.

The health care team's actions to reduce risk for complications:

The doctors, nurses, respiratory therapists, physical therapists and other members of the health care team work together to reduce the risk of complications of being on a ventilator. This work includes:

- · Keeping the head of the bed up. This prevents secretions from causing pneumonia
- Administering medication to prevent stomach ulcers
- Administering medication or special leg sleeves to prevent blood clots
- · Providing frequent oral care to help prevent pneumonia
- Using breathing tests to evaluate progress
- · Administering medications to help the lungs breath often called a "breathing treatment"
- Conducting simple exercises done in bed, often called passive range of motion, to help keep muscles from getting too weak

What can you do to help your loved one?

As a family member, you can be a valuable member of the care team - an extra set of eyes or a gentle voice to help caregivers. Here are some things you can do:

- Remind staff to raise the head of the bed if you see that it is flat. (Be aware that sometimes the head of bed needs to be flat depending on patient situation.)
- Ask what you can do to help with bed exercises (passive range of motion) if you think you would be comfortable assisting the
 patient. Many loved ones like to help with the gentle exercises and stretching.
- · Ask if you can help with the oral care, such as moistening lips and mouth.
- Ask other members of the health care team to wash their hands if you do not see them do this. Washing hands is the number
 one way to prevent infection!

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