# Hospital Acquired Pneumonia Prevention by Engaging Nurses:

# HAPPEN CHAMPION TRAINING

**for full details see the VA oral care implementation toolkit**

VA | U.S. Department of Veterans Affairs

# HAPPEN Impact for Veterans and VA facilities

- Improved patient safety, quality of care, and overall well-being
- Reduced risk of hospital acquired pneumonia, better nutrition (e.g. teeth do not hurt), and lower risk of complications like sepsis (blood stream infection)
- Improved patient and staff knowledge about prevention of pneumonia
- Shorter length of stay, fewer transfers to ICU and long-term care, and improved chance of returning home after discharge
- Expected cost avoidance of $40,000 per case

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# 6 Steps to Implementation

**1 Prepare Foundation**
- Action 1: Identify Facility Champion
- Action 2: Determine Implementation Approach
- Action 3: Develop Project Charter
- Action 4: Engage Stakeholders

**2 Obtain and Organize Supplies**
- Action 1: Procure Supplies
- Action 2: Determine Supply Storage and Distribution Plan

**3 Customize Templates, Tools, and Materials**
- Action 1: Adopt Oral Care Documentation Template
- Action 2: Tailor Documentation Audit Tool
- Action 3: Customize Patient Education Materials

**4 Customize and Conduct Nursing Staff Trainings**
- Action 1: Coordinate Nursing Staff Trainings
- Action 2: Customize Nursing Staff Trainings
- Action 3: Conduct Nursing Staff Training Sessions

**5 Implement**
- Action 1: Ensure Readiness for Launching the Practice
- Action 2: Launch Practice and Mitigate Challenges

**6 Monitor and Iterate/Scale**
- Action 1: Conduct Audits
- Action 2: Administer Surveys
- Action 3: Analyze Data and Evaluate Impact
- Action 4: Scale and/or Sustain the Practice

# Preparing Foundation

| | |
|---|---|
| **Identify** | Identify facility/ unit champions (that's you!) |
| **Determine** | Determine implementation approach- facility wide or unit by unit |
| **Adopt** | Adopt project charter from the toolkit |
| **Engage** | Engage stakeholders e.g. nursing leadership, medical center director, logistics, infection control, quality management, dental, speech and language pathology, respiratory therapy |

# Obtain and Organize Supplies

- Review existing supplies on the implementing units and discuss your needs with nursing, dental, and facility leadership
- Talk with the procurement and logistics office to help you order supplies and maintain adequate par levels as well as a distribution and storage plan
- **Be sure to account for expiration dates of some oral care supplies** (e.g., toothpaste usually has a shelf life of 2-3 years)
- Choose American Dental Association (ADA) approved, high-quality toothbrushes, toothpaste, and other oral hygiene supplies such as alcohol-free mouthwash (optional), denture cleansers, denture adhesives and lip moisturizers

# Oral Care Documentation and Tracking

- Caribou users can tailor the random chart audit tool from the toolkit to track oral care provided and documented so you can recognize your high performing staff
- Staff who chart in CPRS either using nationally approved covid notes, the new shift assessment note, or the original oral care documentation template can track oral care documentation progress using the health factor report located here: https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNursing%2fOralCare%2fOralCare&rs:Command=Render

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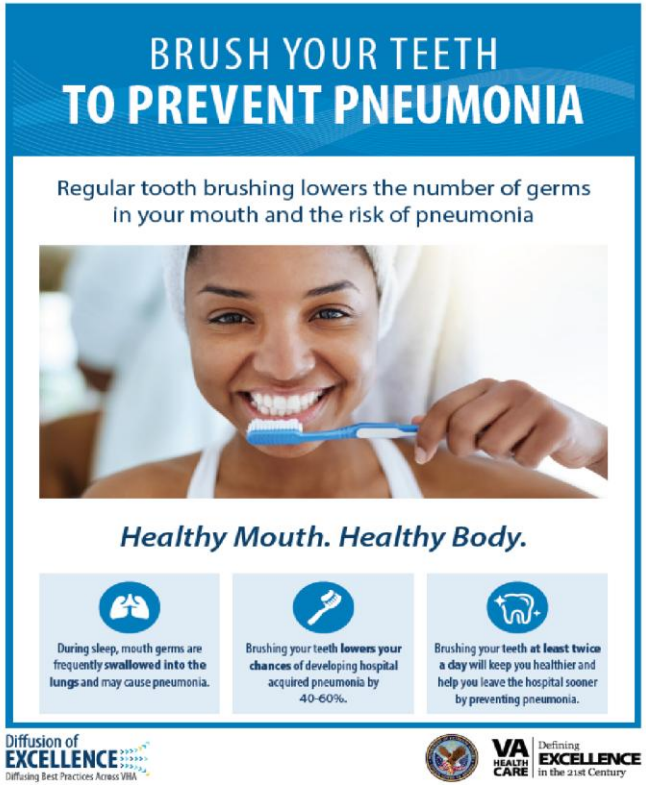
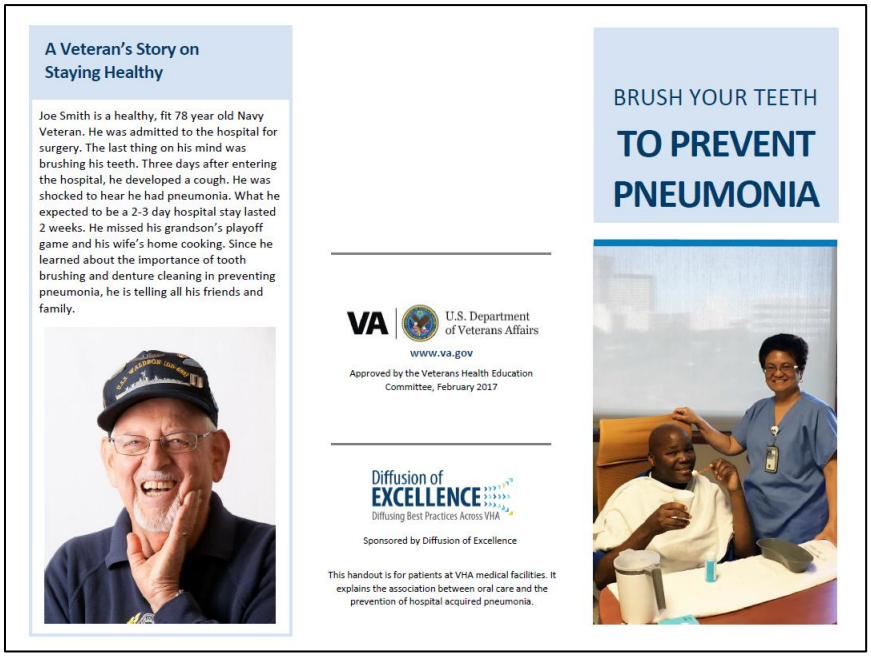
# Customize Patient Education Materials

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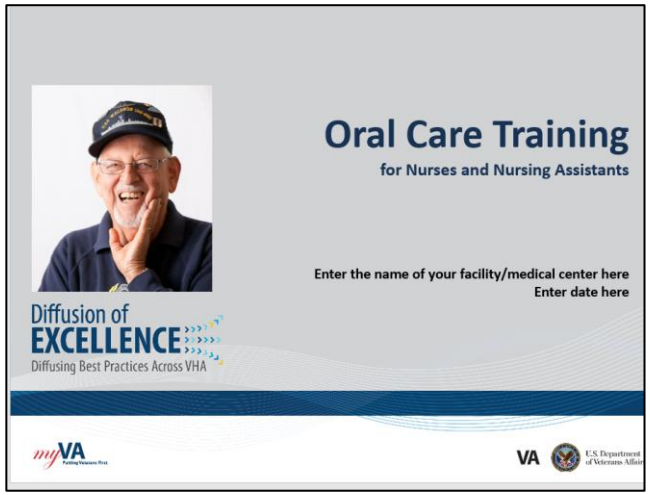
# Customize and Conduct Staff Training

- Offer multiple training sessions during different shifts using the staff training PowerPoint in the toolkit as a guide and/or assign the TMS Healthy Smiles for Veterans course #VA37674.
- Consider offering hands on/ simulation training
- Ask your facility's dental clinic professionals for their help with training



# Implementation

- Ensure readiness to launch the practice
  - Oral care supplies in a logical accessible place
  - Patient educational posters and brochures are distributed in accordance with facility policy
  - Staff have been trained in oral care provision and documentation
  - Following the SOP guidance
  - Send launch reminder email *see toolkit for an example
- Track the number of NV-HAP cases before (and after) to chart your progress
- Launch the practice and address challenges

# Last Step: Monitor and Spread

- Monitor staff documentation of oral care
- Review before/ after NV-HAP data and evaluate impact
- Share best practices and spread HAPPEN to other interested units
- Celebrate!

# Part II:
# Managing Resistance to Oral Care

# Resistance

**Resistance conjures up ideas of stubbornness, obstinacy, defiance, hardheadedness, rigidity, and opposition**

- "Yes, but" means not buying what you are selling
- Dissonance between communicators
- Not on the same page
- Signs of resistance
  - Verbal
  - Non-verbal

# Examples of Resistance

**Patient:** “How am I supposed to brush my teeth when I can’t get out of my hospital bed? The nurses never come when I use my call bell.”

**Patient:** “Who can afford toothpaste?!”

**Nurse:** “How are we supposed to help patients brush their teeth? We don’t have time for that.”

**Nurse:** “I guess you will expect us to floss their teeth next. Gross.”

# Managing Resistance

- ***Use open ended questions***
- ***Use reflection****:* keep conversation going
- ***Avoid arguing****, or trying to convince*
- ***Express empathy****:* "Sounds like it's hard for you to take action at this time"
- ***Respond with curiosity****:* "Help me to understand…"
- ***Support autonomy****:* "What do you feel is best?"

# Reflective Listening

## Tips for reflective listening:

- Repeat words: “So, you would like to take better care of your health…”
- Reflect feelings, concerns, values, and deeper meaning:
  - “You’re worried that you will not be able to afford oral care supplies or dental care.” (patient)
  - “You’re concerned that you will not have time to help patients clean their teeth and dentures.” (staff)
- Summarize

# Reflective Responding

## Tips for reflective responding:

- Use statements regarding the other person's experience
  - Emotion/feeling statements: "You are feeling worried because…"
  - Thought statements: "I hear that you're thinking…"
  - Statement about the context/situation: "In your current situation, you find yourself…"
- Recommend using different words in your response
- A genuine attempt is more important than being right

# Goals of Reflective Responding

- The person you are responding to should not feel a need to defend himself/herself
- They should be willing to talk openly and honestly because they are being given choices
- Reflective responding calms the situation and clarifies the other person's line of reasoning
- Reflect and empathize with issues
- Invite the person to draw a new conclusion

# Useful reflective responding sentences to overcome resistance

- “I hear…”
- “I gather that…”
- “I am hearing that…”
- “It sounds like…”
- “You’re feeling…”
- “It seems that…”

# Addressing barriers to change

- "What will get in the way?" "What else?"
- "What might help you to overcome that barrier?"
- "What helped in the past?"
- "Would you like to hear what others have done?"
- "Ok, now what is your plan?"

# Questions?