

HOSPITAL CHARACTERISTICS

## PITT COUNTY MEMORIAL HOSPITAL

- ▶ Greenville, NC
- ▶ 776 beds
- ▶ [www.uhseast.com/pittcounty](http://www.uhseast.com/pittcounty)

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### PATIENT- CENTERED

By testing all pre-elective surgery patients for MRSA, patients are protected from infection.



### EFFECTIVE

By adhering to all of the best practices available and by taking the extra step with MRSA detection, Pitt County is making their hospital a safe place to have surgery.

TEAM MEMBERS

#### Steve Butler

Associate Vice President of Surgical Services

#### Kathy Cochran

Manager, Infection Control

#### Claudia Goettler MD

Medical Director, Trauma and Surgical Services

#### Delores Nobles

Senior Infection Control Practitioner

#### Keith Ramsey, MD

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#### Melissa Roupe

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#### Sanjay Saha

Vice President and Executive Director of Surgical Services

#### Paul Shackelford, MD

Medical Director, Office of Quality

# COMBINING PROGRAMS TO REDUCE MRSA INFECTIONS

## The Problem

The Pitt County Memorial Hospital leadership team decided to reduce surgical complications and infections, with a special desire to decrease MRSA infections.

## The Solution

The surgical teams used the SCIP (Surgical Care Improvement Project) protocols. To enhance the quality improvements brought by SCIP, an organization-wide patient safety culture stresses paying attention to detail, improving handoffs, continuous reporting and increasing critical thinking skills.

The hospital uses the Agency for Healthcare Research and Quality's Hospital Survey on Patient Safety Culture. They embrace a critical thinking strategy known as the AAA approach. AAA stands for: Ask when not sure, Advocate for the patient, and Assert and stop work to keep patient safe. This approach is combined with a behavior-based expectation program that goes by the acronym STAR—Stop, Think, Act, Review. For handoffs, the surgical teams and the hospital as a whole use SBAR— Situation, Background, Assessment, Recommendation. SBAR provides a framework for individuals of all professional backgrounds to communicate about a patient's condition.

Pitt County has taken a special interest in reducing MRSA for surgical patients. Pre-elective surgery patients are screened 10 to 14 days ahead of time so physicians have the chance to order the proper medications and materials before surgery. Everybody throughout the hospital screens for MRSA, including the emergency department, with hopes that no cases make it to patients in the operating room and become a dangerous surgical infection.

Since open communication is such a big part of the culture at Pitt County, the data that is collected every day is reported on a monthly basis. Surgeons get feedback immediately if there is a bump in infections numbers. And as part of this open communication system, if any surgeons or nurses or other staff perceive a problem they are empowered to discuss it or report it.

## Results

Surgical complications are down and Pitt County is nearing its goal of being in the top 25 percent of the national health safety network rates. The real success is in MRSA infection control. Staff are at 100 percent compliance in testing for MRSA. MRSA itself is almost entirely non-existent at Pitt County.