

On the CUSP: Stop BSI

Barriers to Implementation... a Conversation and Lessons Learnt

Midcourse/Final Face to Face Meeting

KS/MO

December 6, 2011



Learning Objective

To identify barriers to implementing aspects of the project and potential approaches to facilitate implementation and what we have learned so far in the process

Types of Barriers (4As)

- Awareness → Implement education
- Agreement → Group discussion
- Ambiguity → Clarify any type of ambiguity
- Ability → Identify any impeding system factors and eliminate them or reduce their impact

Ambiguities

- Task ambiguity
- Expectation ambiguity
- Responsibility ambiguity
- Method ambiguity
- Exception ambiguity



The “Plan”

- Pick one of 3 discussion groups
 - Please avoid “clumping” by team
- Group discussion
(~45 minutes)
- Groups report out on barriers and solutions
(~10 minutes per group)



Discussion Groups

- Not enough engagement
- Not enough time
- Not enough communication



Not Enough Engagement

- With regards to:
 - Senior executives
 - Physicians
 - Nurses
 - Quality officers
 - Infection preventionists
 - Others
- What barriers has your team faced engaging this group?
- How have/could you respond?
- What worked or didn't?
- Why?

Not Enough Time

- How do you overcome barriers to senior leadership availability?
- How do you overcome barriers to unit-level availability to do the work?
- How do you manage data within the time constraints of your work?

Not Enough Communication

- How do you create a communication “vessel”?
- How do you communicate the goal and the process for getting there?
- How do you empower staff to speak up?
- How do you set clear expectations avoiding role and task ambiguity?
- How do you foster using clear and concise language?

