

**Maine Pressure Ulcer Prevention  
Collaborative  
Summary & Celebration Forum  
Staying Connected to Sustain the  
Change: TCAB- A Strategy to Carry On**

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# TCAB: Transforming Care at the Bedside

AIM: Improve clinical outcomes and quality of care on hospital medical/surgical units.

The program engages leaders at all levels of the organization, including the front-line staff to:

- improve the quality and safety of patient care
- increase the vitality and retention of nurses
- engage and improve the patient's and family members' experience of care
- improve the effectiveness of the entire care team

# TCAB: Transforming Care at the Bedside

- Launched in 2003, TCAB is a national program of the Robert Wood Johnson Foundation (RWJF)
- Based on experience of 117 TCAB hospitals
- Regional approach launched 2010
- Maine Quality Counts TCAB Collaborative began in August, 2011

# TCAB Domains and High Leverage Changes...the “what” of TCAB

- Safe and Reliable Care
- Vitality and Teamwork
- Patient-Centered Care
- Value-added Care Processes
- Transformational Leadership

# Safe and Reliable Care

Care for patients who are hospitalized is safe, reliable, effective, and equitable.”

## High Leverage Changes:

Develop a rapid response team or early recognition system

Develop hospice and palliative care programs

Prevent patient injury from falls

**Prevent hospital-acquired pressure ulcers**

Reduce harm from high hazard drug errors

# Vitality and Teamwork

“Within a joyful and supportive environment that nurtures professional formation and career development; effective care teams continually strive for excellence.”

## High Leverage Changes:

Building capabilities of front-line staff in innovation and process improvement

Develop mid-level Managers and Clinical Leaders to lead transformation

Optimize communications and teamwork among clinicians and staff

# Patient Centered Care

“Truly patient-centered care honors the whole person and family, respects individual values and choices, and ensures continuity of care.

## High Leverage Changes:

Create patient and family-centered healing environments

Involve patients and family members in QI Teams

Create an ideal “transition home”

Initiate multidisciplinary rounds involving patients and family members (customizing care to patient’s values, preferences and expressed needs)

# Value-Added Care Processes

“All care processes are free of waste and promote continuous flow.”

## High Leverage Changes:

Implement patient-centered design (e.g. acuity-adaptable beds or units)

Optimize the physical environment for patients, clinicians and staff (using 5S and other Lean techniques)

Eliminate waste and improve workflow in admission process, medication administration, handoffs, routine care and discharge process

Put necessary supplies at the bedside

# Transformational Leadership

“Successful changes on the TCAB units will be adapted and spread to all medical and surgical units.”

## High Leverage Changes:

Establish, oversee, and communicate system level aims for TCAB units and the spread of TCAB innovations

Align system measures, strategy, projects and a leadership learning system

Build improvement capability at all levels of the organization

Get the right team “on the bus” —CEO, CNO, CMO, CFO, and COO

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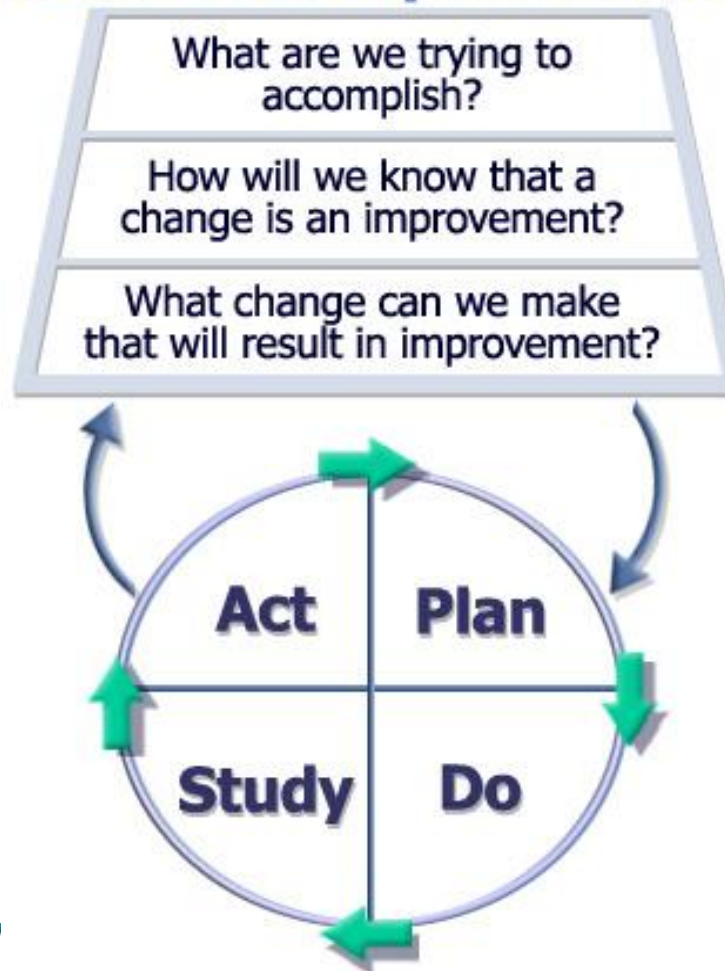
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# The “how” of TCAB

- Link TCAB aims to the hospital’s strategic plan
- Generate new ideas for testing
  - “Snorkel” (adaptation of IDEO’s “Deep Dive”)
  - Adapt strategies from other industries
  - Adapt “best practices”
  - Conduct site visits / calls with other TCAB teams /  
Storyboard
- Test new ideas and measure outcomes
- Implement and spread successful changes

# Model for Improvement



# The “who” of TCAB in Maine

The Maine Transforming Care at the Bedside Collaborative began in August, 2011 and continues for 18 months. Teams include:

17 TCAB Teams from across Maine:

- 13 Hospitals
- 1 Nursing Facility

From Sanford to Calais &  
From Portland to Presque Isle

# The “who” of TCAB in the Maine TCAB Collaborative

Aroostook Med Ctr  
Calais Hospital  
Eastern Maine Med Ctr (X3)  
Franklin Memorial Hosp  
Goodall Hospital  
Houlton Regional Hosp  
Inland Hospital

MaineGeneral Med Ctr  
MaineGeneral Rehab & Nsg Ctr  
Gray Birch  
Mercy Hospital (x2)  
Midcoast Hospital  
New England Rehab Hospital  
Southern Maine Med Ctr  
St Joseph Hospital

# Pressure Ulcer Prevention Collaboration Continues Through TCAB

TCAB is intended to spread!

- Through spread of successful strategies
- Through spread of successful processes
- Through spread of additional TCAB units

SO MORE TO COME!

# For more information about Transforming Care At the Bedside in Maine

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