Reducing Distractions During Rounds

Emma Pabarcus, Jennifer Signor, Kelly Smucker, Meghan Fanta, and Laura Hagemeyer
University of Minnesota Department of Pediatrics

BACKGROUND

- Interruptions during rounds create potential for errors and patient safety events[1].
- Previous QI studies at UMMCH have shown that phone calls are the most common type of interruption during rounds. Previous QI efforts utilized signs posted on computers and elimination of sticky note phone contact information to remind staff to page residents during rounds with non-urgent needs[2].

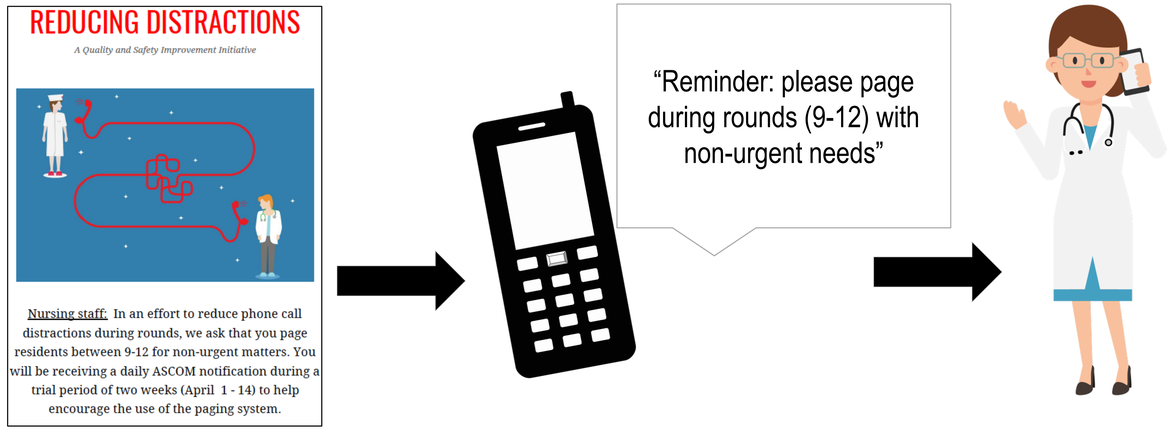
AIM STATEMENT

To reduce the number of Ascom phone call disruptions per patient during rounds to the general pediatric Purple team on unit six of UMMCH by 25% by April 21, 2019.

MATERIALS AND METHODS

- Collected Ascom phone data and patient census information for the general pediatric Purple team at UMMCH from September 1, 2018 to April 21, 2019.
- During the intervention period, April 1-14, 2019, a daily text page was sent to nursing staff on unit six prior to morning rounds.
- A one-tailed student's t-test was used to analyze the statistical significance of calls per patient in the pre-intervention and intervention time period. The means of these two groups were also compared.

INTERVENTION

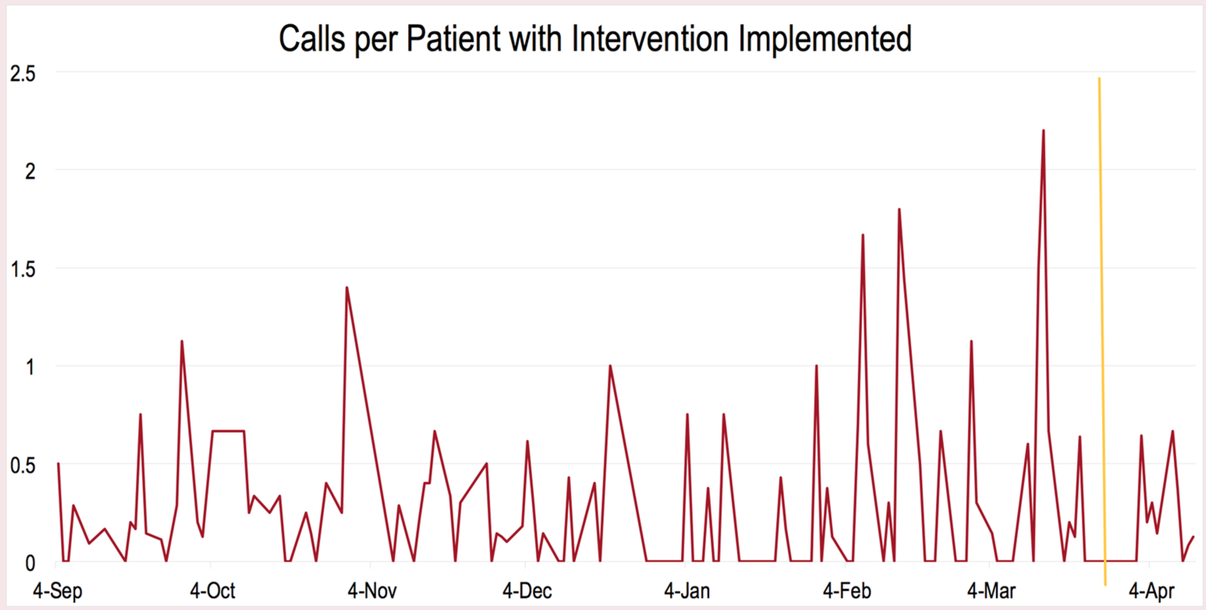


RESULTS

PRE-INTERVENTION
0.3 calls/patient

POST-INTERVENTION
0.25 calls/patient

15%
p-value = 0.42



CONCLUSIONS

- We did not achieve our aim to reduce phone calls by 25%.
- Our intervention reduced phone calls by 15%, although not statistically significant.
- One limitation of the study is that we only collected phone data vs. previous years collected phone and pager data. We are not able to compare with last year's data.

LESSONS LEARNED

- Pre-intervention distraction rate was lower than expected, possibly due to previous QI efforts. Future efforts should target units with higher rates of distractions.
- A longer intervention period may yield a more significant reduction.
- Sustainability of this intervention may be limited by alarm fatigue, could consider weekly instead of daily text-pages.

ACKNOWLEDGEMENTS

Thank you to the 6th floor RN staff, Kristin Jones (RN manager), Lynn Schaar (IT support), and all those who contributed to this project.

REFERENCES

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