Long-distance Coaching for a Quality Improvement Initiative to Improve Nursing Assessment and Management of Nausea and Vomiting in Marrakech, Morocco

Liz Sniderman MSN APRN CPNP-AC CPHON (presenting)
Lisa J. Krull MS
Mina Barkouch
Imane Ouddir
Karima Lambache
Jamila El Houdzi, MD
Speaker Disclosure Slide

• Liz Sniderman has no industry relationships to disclose.
Learning objectives

1. Describe the role of the coach on quality improvement teams

2. Identify challenges to implementation of quality improvement in resource-limited settings
Background

• Quality improvement (QI) in health care consists of **systematic and continuous actions** that lead to **measurable improvements** in the patient experience.

• The foundations of QI are **novel in many low- and middle-income countries**.
Coaching team identified a pediatric oncology nursing team at Centre Hospitalier-Universitaire Mohammed VI (CHU Mohammed VI) in Marrakech, Morocco.

This team was mentored to plan, implement, and monitor a QI initiative to improve the nursing assessment and management of chemotherapy-induced nausea and vomiting (CINV).
Centre Hospitalier-Universitaire Mohammed VI- Marrakech

- Tertiary care university hospital in Marrakech, Morocco
  - Made up of 4 hospitals and 2 centers
  - 1548 total beds
    - Hematology-Oncology Center: 86 beds
    - Pediatric Hematology-Oncology: 9 beds
- Nursing staff represent 75.52% of the total staff of the CHU
- Oncology services available:
  - Inpatient and outpatient chemotherapy
  - Surgical services
  - Radiation therapy
  - Bone Marrow Transplant (only for adults)
  - Diagnostic imaging and pathology
Objectives

1. Implement a nurse-led QI project at CHU Mohammed VI
2. Prove the feasibility of long-distance coaching of a QI team
3. Teach QI skills that empower the nursing team to implement future QI projects
IHI Improvement Coaching Program

- Mentors from St. Jude participated in the IHI Improvement Coaching Program from June-September 2019.
- An improvement coach:
  - Supports the team leader and team in learning and applying improvement concepts, methods, and tools, and applying group processes
  - Builds capacity for the team and team leader to develop self-sufficiency in running teams and making improvements

Improvement coaching goal: Transfer knowledge and skills to achieve self-sufficiency
Methods

• The QI team at CHU Mohammed VI was identified
  • Team leaders:
    • Two pediatric oncology nurses (Imane Ouddir and Mina Barkouch)
    • Support from the medical director of the pediatric oncology unit (Dr. Jamila El Houdzi)
  • Other team members:
    • Inpatient and outpatient pediatric oncology nurses (Karima Lambache, Fatiha Kazdir, Bouchra Amtouy, Gueddi Karima, Imane Hammouda)
    • Nutritionist (Salsabil Hadir)
Quality Improvement Workshop

Workshop objectives:

QI basics:
- Model for Improvement
- Aim statements
- Block diagrams
- Driver diagrams
- PDSA cycles
- Data collection
Quality Improvement Workshop

Workshop objectives:

Develop a nursing policy and documentation tool for the assessment and management of CINV
Quality Improvement Workshop

Workshop objectives:

Develop an implementation plan for the QI project
Methods

- Following the on-site workshop, virtual meetings were held to:
  - Support implementation of the first PDSA cycle, through the adoption and dissemination stages of the project
  - Discuss and troubleshoot barriers to implementation
  - Support data collection and analysis
Outcomes

- Successful development and implementation of the policy for nursing assessment and management of CINV

Implement a nurse-led QI project at CHU Mohammed VI
Outcomes

• Following the success of their first project, the team in Marrakech developed and implemented a QI project aimed at safe blood transfusion practices

2 Prove the feasibility of long-distance coaching of a QI team

3 Teach QI skills that empower the nursing team to implement future QI projects

Improvement coaching goal:
• Transfer knowledge and skills to achieve self-sufficiency
Discussion

Barriers identified:

- Internet connectivity
- Language
- Protected time for project
- Rotating nurses
- COVID-19
Conclusion

- Long-distance coaching is a feasible way to build sustainable capacity for quality improvement in low- and middle-income settings.
- Nurse-led quality improvement projects can lead to improved patient outcomes.
- Barriers to long-distance coaching, including those specific to low- and middle-income countries, should be discussed prior to project initiation (when possible!).
References
