

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

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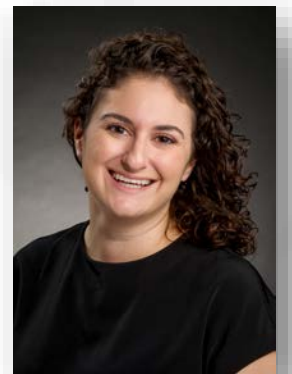
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Imane Ouddir

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

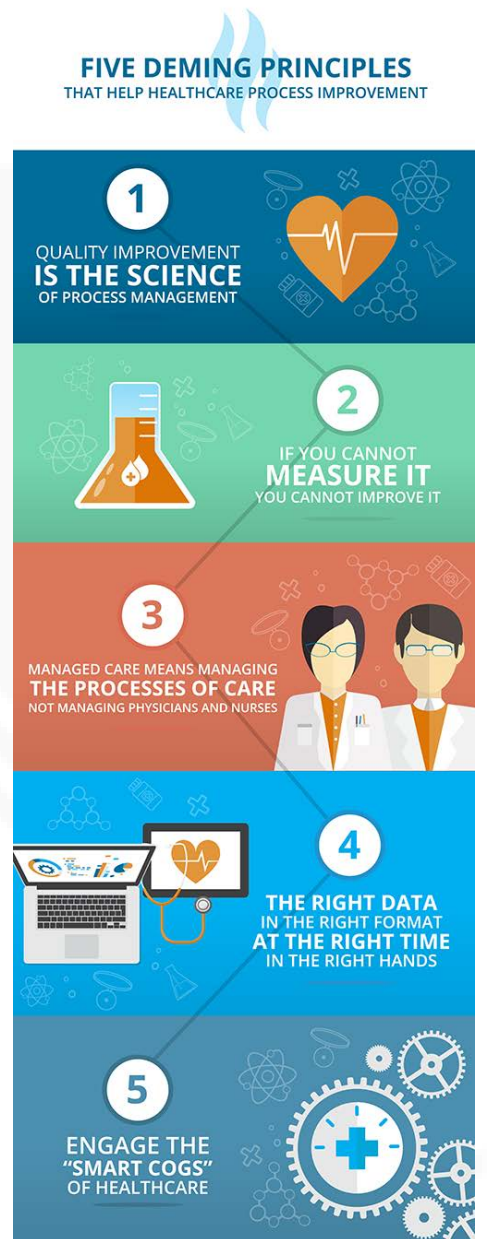
2

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.**



Source: <https://downloads.healthcatalyst.com/wp-content/uploads/2014/03/Five-Deming-Principles-help-process-improvement.png>



Background

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)



(Left to right)
Lisa Krull, Salsabile Hadire, Karima Lambache,
Imane Ouddir, Mina Barkouch, Fatiha Kazdir,
Liz Sniderman, Dr. Jamila El Houdzi

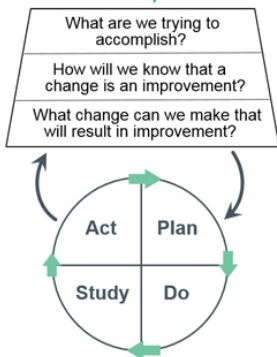
Quality Improvement Workshop

Workshop objectives:

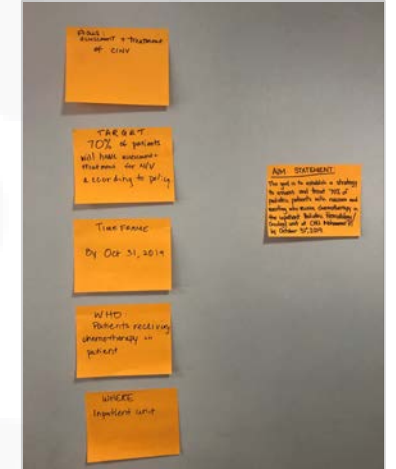
QI basics:

- Model for Improvement
- Aim statements
- Block diagrams
- Driver diagrams
- PDSA cycles
- Data collection

Model for Improvement



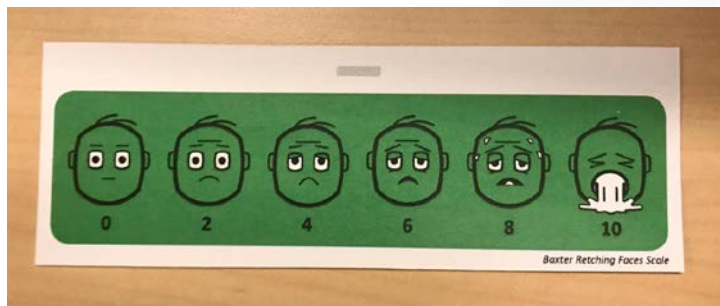
Source:
Institute for Healthcare Improvement



Quality Improvement Workshop

Workshop objectives:

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



Service d'Oncologie et Hématologie Pédiatrique
 Date: 03/08/13

Nom: _____ Diagnostic: *WBL de base*
 Prénom: _____ IP: _____
 Age: *2 ans* Protocole: _____

Heure	10H	14H	18H	22H	02H	06H
Evaluation						
Sétons		X				
Aprepitant						
Corticoïdes						
Intervention						
Benzodiazépine						
Clopramide						
Position demi-assise			X	X		
Eviter de manger 2h avant et après la chimio	X	X				
Fractionnements des repas						
Alimentation parentérale						
Réévaluation						
Observation						
Infirmier traitant						

1) Combien de fois il a vomit ?
 1. 10
 2. 1
 3. 2
 4. Plusieurs fois

2) Est-ce que votre enfant a mangé son repas ?
 1. Oui
 2. Non

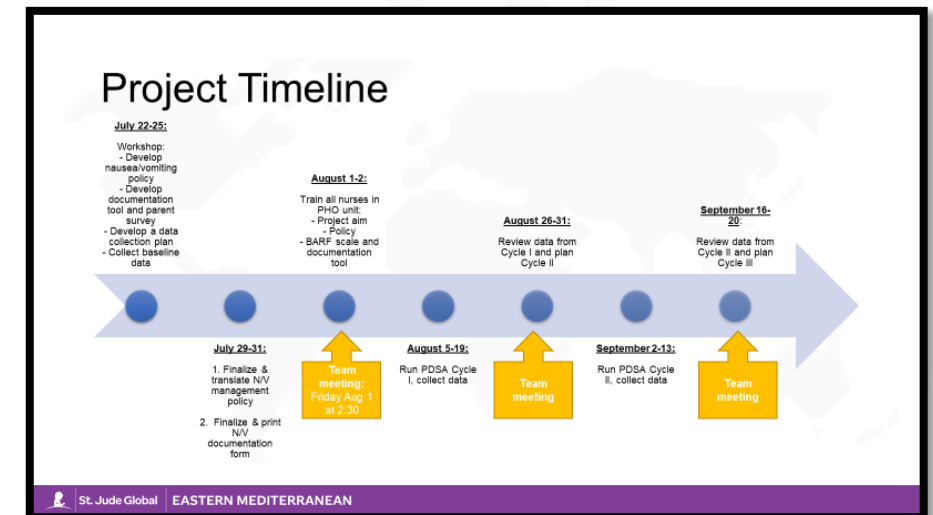
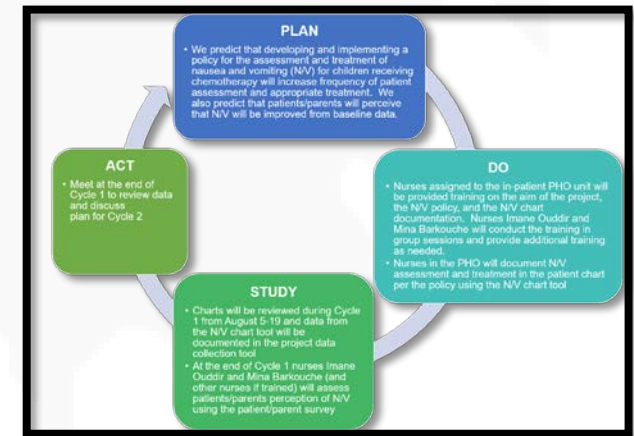
3) Combien de verres d'eau votre enfant peut boire ?
 1. 0
 2. 1 à 2
 3. 3 à 5
 4. + 6



Quality Improvement Workshop

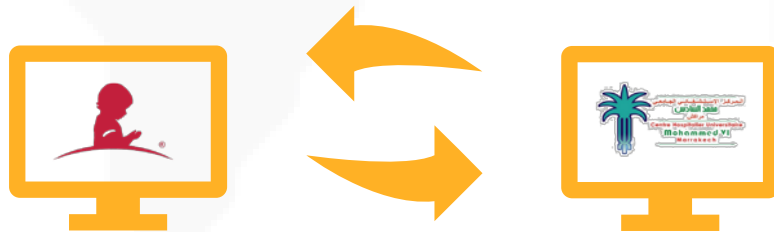
Workshop objectives:

Develop an implementation plan for the QI project



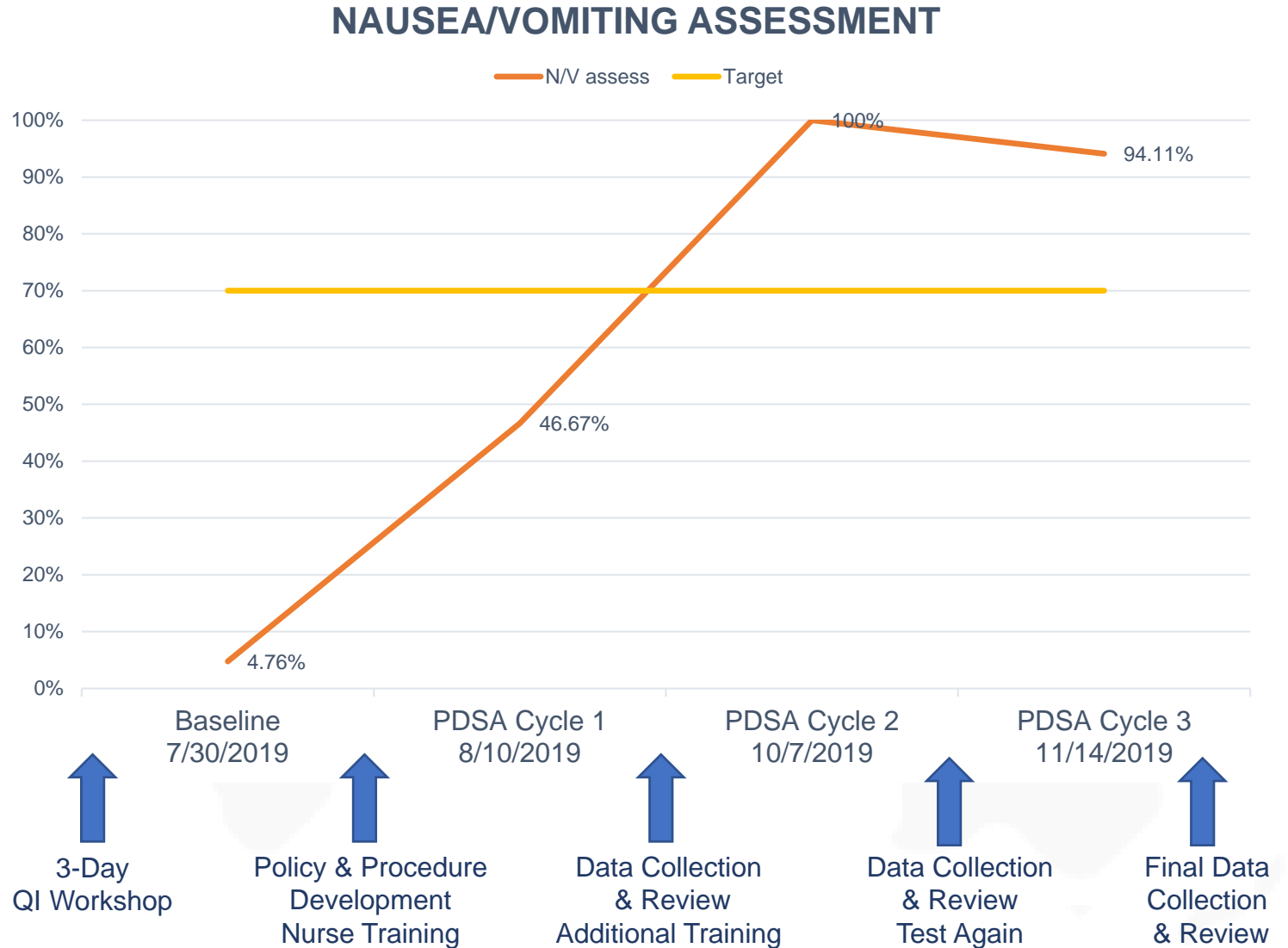
Methods

- 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



1

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

Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP (2009). *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers.

St. Jude Children's Research Hospital Formulary (2017). *Antiemetic Guidelines for Chemotherapy-Induced Nausea and Vomiting*. Retrieved from http://online.lexi.com/lco/action/doc/retrieve/docid/stjude_f/1709360





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