Essentia Health
Patient and Provider Education

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Objectives

- Introduction
- Overview – What is the problem?
- Essentia Health site and structure
- Identify and acknowledge obstacles
- Opportunities and Mechanisms for information sharing
- Identify champions
- Who is the audience?
- Documentation and Tracking
- Resources

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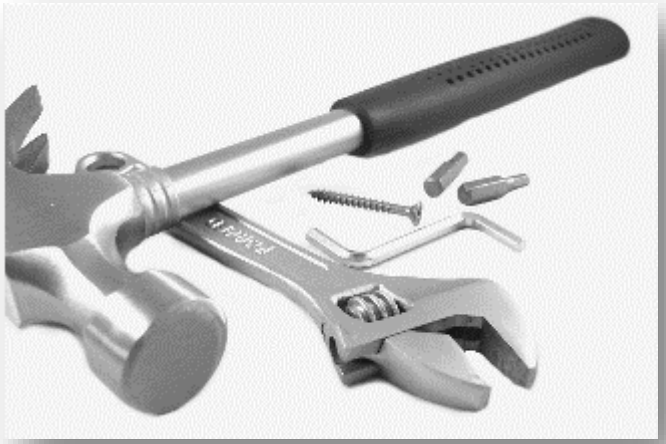
Take-Home Message

Understand the Big Picture

Narrow Focus

Know your audience(s)

Tools



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Overview – What is the Problem?

Antimicrobial **overuse** and **misuse** has led to:

- Increased **RESISTANCE** and "super bugs"[1,2]
- *Clostridium difficile* (C. diff) infections, or CDI are on the rise and affecting young, healthy patients[3]
- Adverse drug reactions[4]

There are a limited number of antimicrobial drugs available and few new treatments in development that can keep up with the increased resistance of microorganisms.[5]

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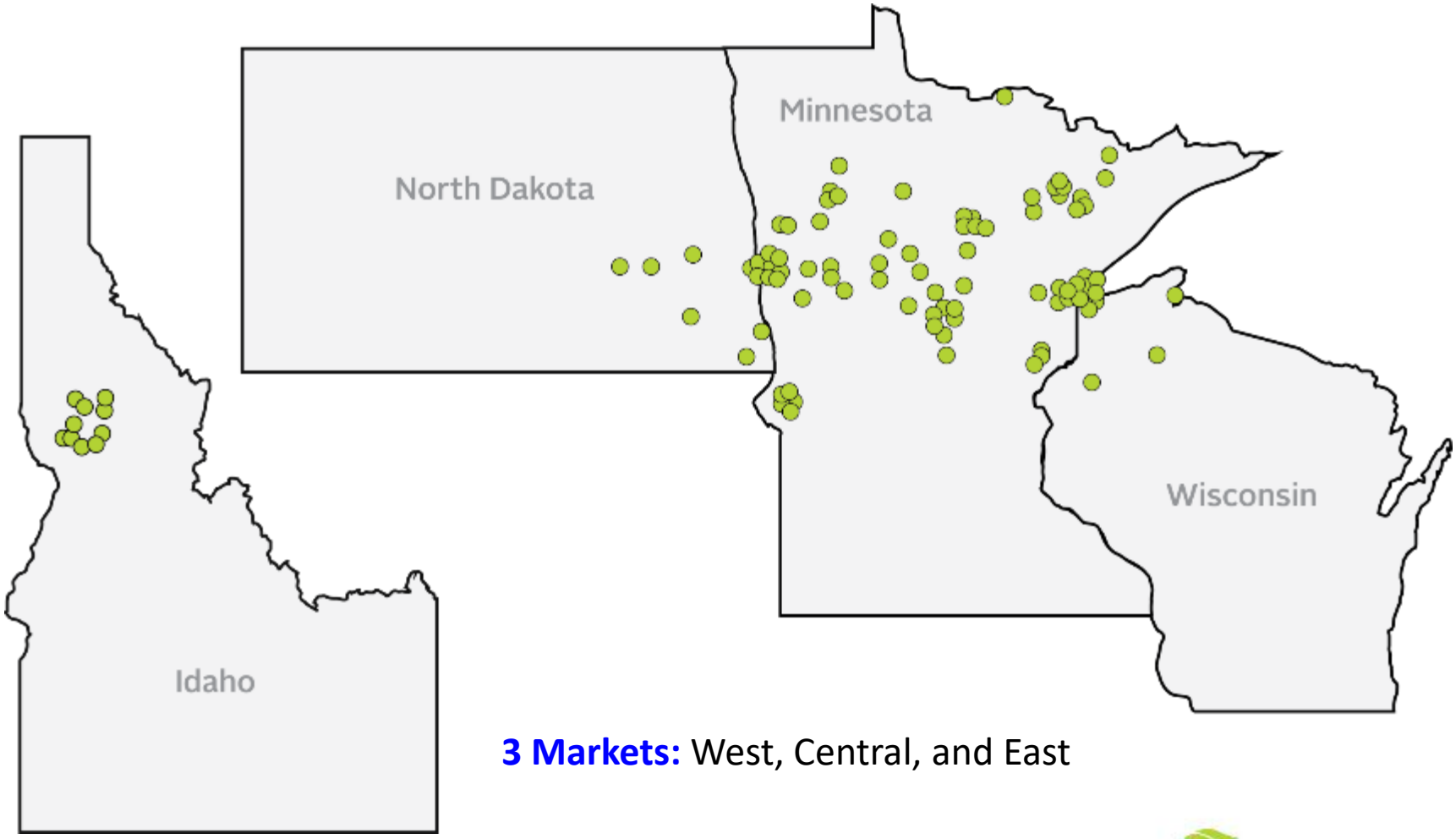
Define the Site, Understand the Structure (cont)

At a Glance: Essentia Health Service Area



3 Markets: West, Central, and East

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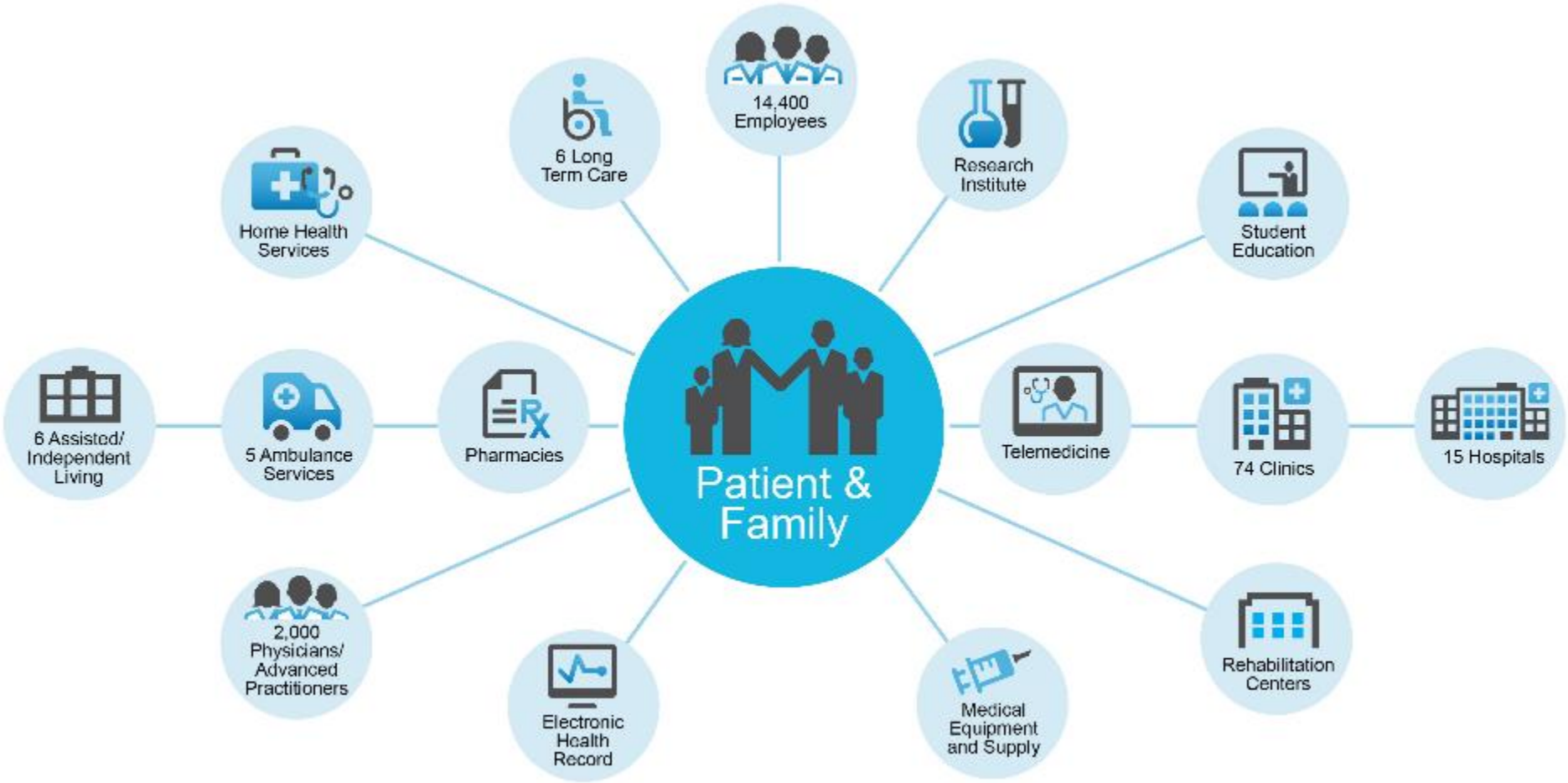
Define the Site, Understand the Structure (cont)

At a Glance: Essentia Health



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Identify and Acknowledge Obstacles

- Broad audience
- Different roles
- Obstacles vary by site
- Tailor the message

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Opportunities and Mechanisms

THE MESSAGE:

1. WHAT?
2. WHO?
3. HOW?

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Opportunities and Mechanisms (cont)

- Visual/Media
- Written
- Virtual
- **In-Person**

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Identify and Reward your Champions

- Leadership/ Sponsor Support
- TEAM effort
- Multi-disciplinary approach
- Antimicrobial Review Committee
- Site Champions

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Essentia Health: Antimicrobial Review Committee

- Physician Dyad Partner, Quality
- Physician Dyad Partner, Pharmacy
- Infectious Disease Chair
- Intensivist Chair
- Hospitalist Chair
- Trauma/Surgery Chair
- Emergency Services Chair
- Pediatric Chair
- Pharmacy Chair
- Infection Prevention Chair
- Microbiology/Pathology/Lab Chair
- Nursing Chair
- APC Lead/Urgent Care Chair
- Acute Care Quality Chair
- Ambulatory Quality/Safety Chair
- Primary Care Chair
- Long-Term Care Chair
- Elder Care Chair
- Idaho Physician Chair
- Information Technologist Chair

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Who is the audience?

- Community Education
- Students
- Patients and Families
- Healthcare Team

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Community Education

- Educate people before they become patients
- Educate ALL hospital staff
- Educate students

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Essentia Health Commitment Poster

Antibiotics can be helpful, but can also be harmful.

We are committed to prescribing antibiotics ONLY when needed.

Antibiotics treat infections caused by bacteria like strep throat and pneumonia. Antibiotics don't treat infections caused by viruses like colds that commonly cause cough, runny nose, and sore throat.

Ask your doctor if you have a bacterial infection.

Your doctor may suggest over-the-counter options for symptom relief.

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We are called to make a healthy difference in people's lives.

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Cobranded Commitment Poster – MDH Collaborative

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The DOSE – Essentia All-Staff Newsletter

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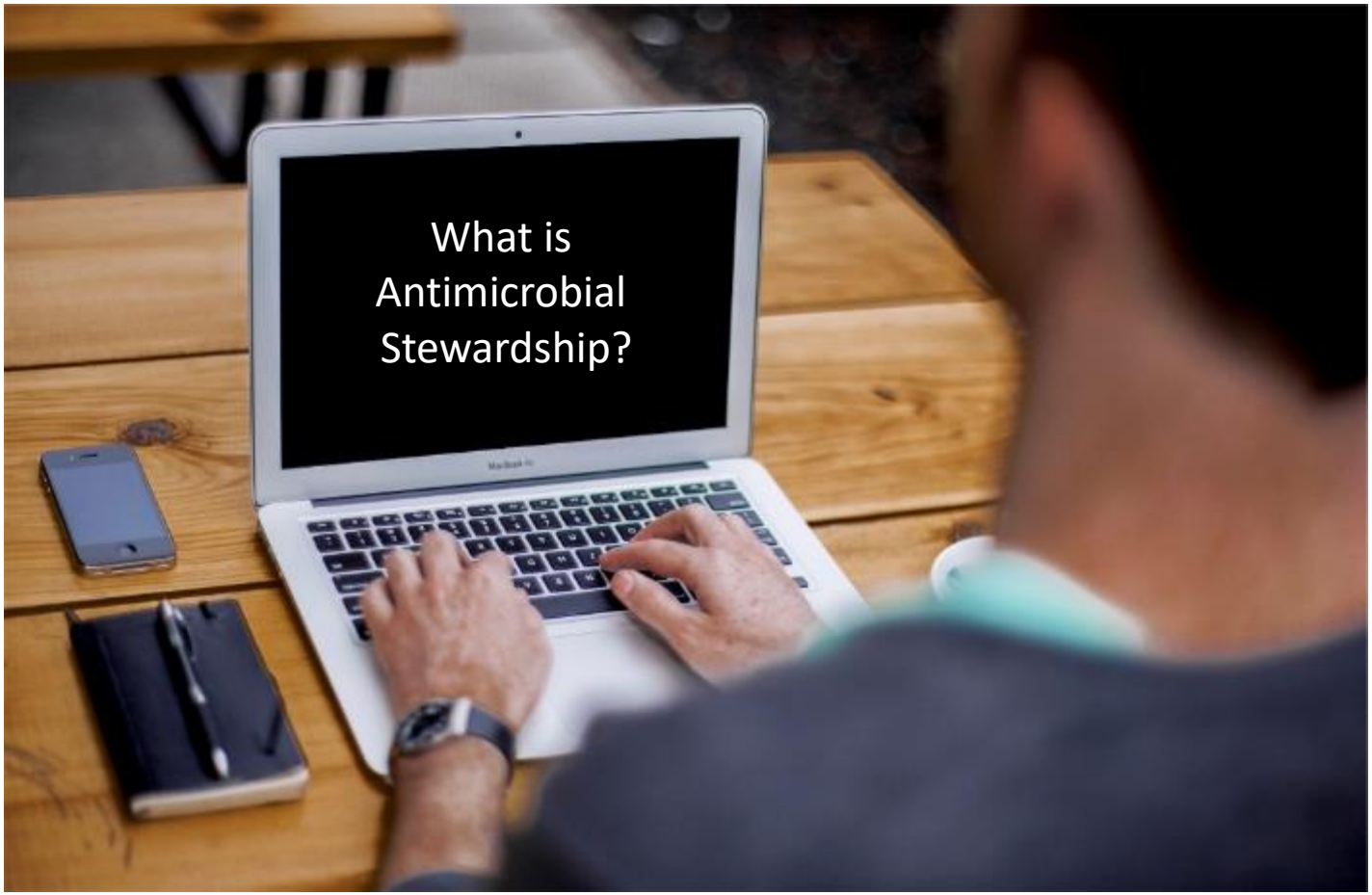
SABA All-Staff Education Module



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Patient and Family Education

- Empower patients by informing them of the risks and benefits
- Educate families and encourage appropriate expectations

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Patient and Family Letter

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After Visit Summary (AVS) Statement

Adapted from Get Smart Campaign patient education:

Essentia Health AVS, Patient Education:

Your antimicrobial medicine

You have been prescribed an antimicrobial. Antimicrobials include antibiotics, antifungals, antivirals and antiparasitics.

Please read this important information.

- Take it exactly as your health care provider tells you.
- Do not skip doses.
- Do not share it with others.
- Do not save it for later.
- Talk to your pharmacist about safe disposal of leftover medicines.

Why is this so important?

All medicines have good and bad side effects. Antimicrobial medicines can make future infections stronger and harder to treat if not taken as directed. You can protect yourself and others when you learn the correct use of your medicine.

Take your medicine the right way!

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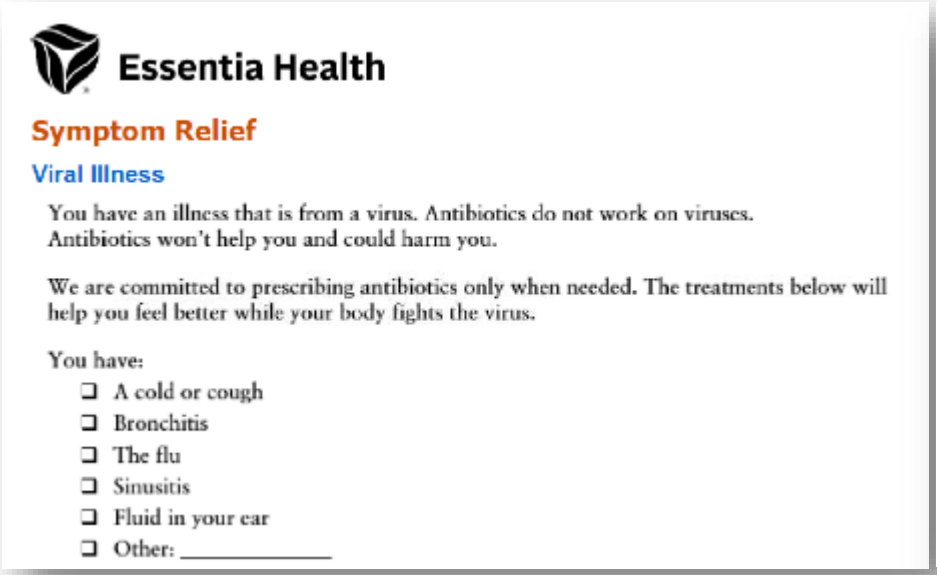
Viral Illness/Symptom Relief Handout

- AVS at discharge
- Print through the Print Shop
- Room card

Adapted from MDH/CDC resources:



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Symptom Relief

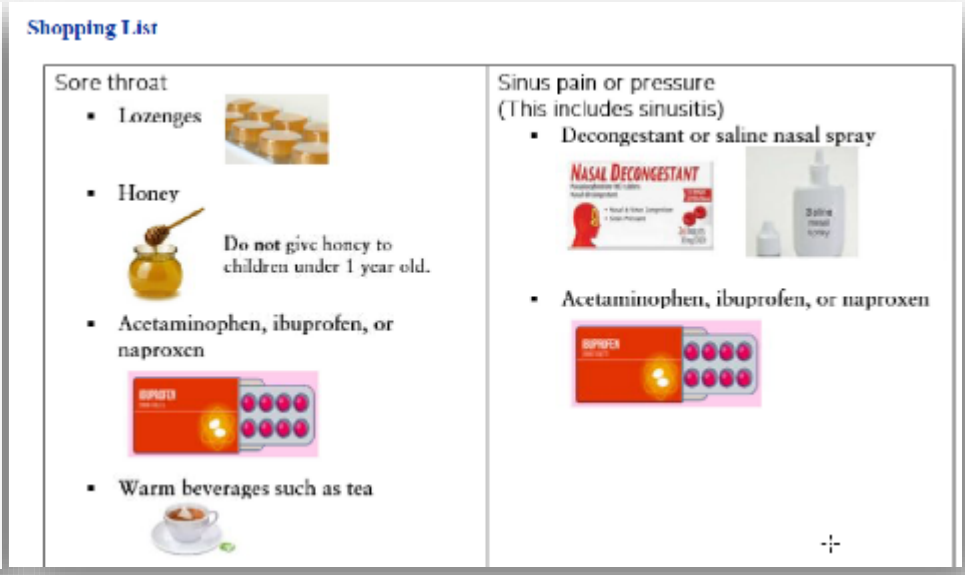
Viral Illness

You have an illness that is from a virus. Antibiotics do not work on viruses. Antibiotics won't help you and could harm you.

We are committed to prescribing antibiotics only when needed. The treatments below will help you feel better while your body fights the virus.

You have:

- ❑ A cold or cough
- ❑ Bronchitis
- ❑ The flu
- ❑ Sinusitis
- ❑ Fluid in your ear
- ❑ Other: _____



Shopping List

Sore throat

- Lozenges
- Honey

Do not give honey to children under 1 year old.

- Acetaminophen, ibuprofen, or naproxen
- Warm beverages such as tea

Sinus pain or pressure
(This includes sinusitis)

- Decongestant or saline nasal spray

NASAL DECONGESTANT

- Acetaminophen, ibuprofen, or naproxen

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Healthcare Team Education

- Provider Considerations
- In-Person Opportunities
- Alternative Communication

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Orientation Education

- New hire Physicians and APCs
- Locum providers

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Here with you

Antimicrobial Stewardship at Essentia Health

A robust system-wide Antimicrobial Stewardship Program is established at Essentia Health. This Program aligns with Essentia's Aspirational Aim and Strategic Goal of Zero Preventable Harm. Nationwide, 20-

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Pharmacist Continuing Education (CE) Modules

- All Essentia Pharmacists
- 3 clinical modules reviewing:
  - Patient Assessment
  - Bugs and Drugs
  - Clinical Application
- 80% passing exam score
- CE credit

Future plan: adapt education to also be offered to Providers

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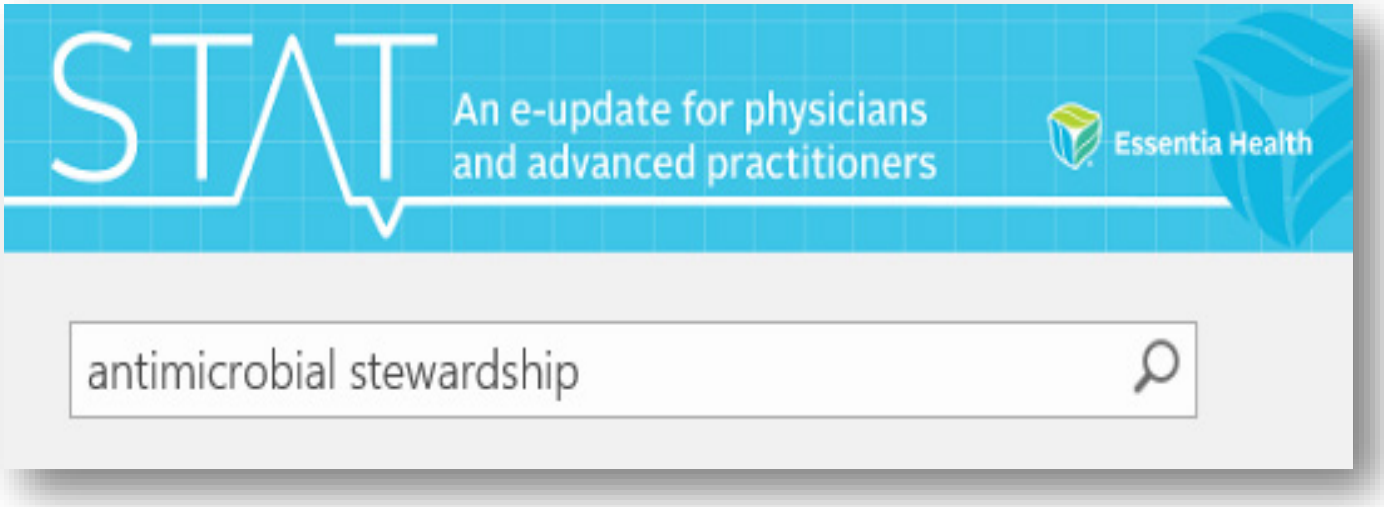
STAT – Essentia Healthcare Provider Newsletter



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Formal Presentations and Staff Engagement:

- Essentia Health Roundtable
- Essentia Friday Morning Grand Rounds
- Essentia Elder Care Rounds
- Essentia Pharmacy Leadership Quarterly Meeting
- Essentia Clinical Practice Committee
- Rural Health Videoconference
- Long-Term Care Annual Conference
- Mock Surveys

Provider Resources and Projects

Provider Resources:

- Antibiogram
- Policies
- Order Set Updates
- Treatment Algorithms
- Duration of Therapy Guide

Projects:

- Ambulatory Indications
- Allergy Context and Management
- HIV Post-exposure Prophylaxis

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Antibiogram

1. **What is it?**
2. **Where is it?**
3. **How do I use it?**

Organisms	Isolates	Amikacin	Ampicillin	Ampicillin/Sulbactam	Cefepime	Ceftazidime	Ceftriaxone	Cephalothin	Ciprofloxacin	Gentamicin	Levofloxacin	Meropenem	Nitrofurantoin	Piperacillin/Tazobactam	Tetracycline	Tobramycin	Trimethoprim/Sulfamethoxazole
Acinetobacter species	12	0	-	100	67	75	-	-	75	91	-	83	-	-	-	100	-
Citrobacter freundii/freundii complex	67	100	0	0	100	100	91	0	96	93	100	100	92	99	84	40	84
Enterobacter aerogenes	50	0	0	0	100	100	92	0	100	98	100	100	26	96	92	0	100
Enterobacter cloacae	103	100	0	0	100	85	89	0	99	99	100	100	30	95	87	0	96
Escherichia coli	3654	99	67	70	100	97	99	46	90	96	75	100	99	99	85	22	85
Escherichia coli ESBL	115	95	0	32	0	0	0	0	24	72	-	100	93	90	47	0	49
Klebsiella oxytoca	111	0	4	76	100	100	96	48	96	100	100	100	96	96	91	-	93
Klebsiella oxytoca ESBL	4	100	0	0	-	-	0	0	75	50	-	100	75	75	0	0	0
Klebsiella pneumoniae	483	100	0	93	100	100	100	92	99	99	90	100	52	99	90	33	96
Klebsiella pneumoniae ESBL	7	100	0	14	0	0	0	0	0	43	100	100	60	86	29	0	14
Klebsiella pneumoniae/oxytoca ESBL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Morganella morganii	20	-	0	17	100	100	97	0	79	90	100	100	0	100	48	100	83
Pantoea agglomerans	4	-	25	75	100	100	100	0	100	100	100	100	100	100	100	-	100
Proteus mirabilis	188	100	95	97	100	100	100	97	91	96	89	100	0	100	0	43	92
Proteus mirabilis ESBL	1	100	0	0	-	-	0	0	0	0	-	100	0	100	0	0	0
Providencia species	4	-	0	75	100	0	100	0	100	100	-	100	0	75	0	-	100
Pseudomonas aeruginosa	194	67	0	0	95	95	0	-	88	91	88	95	-	99	0	84	50
Serratia marcescens	30	100	0	0	100	67	97	0	87	100	100	100	0	83	7	-	93
Stenotrophomonas maltophilia	16	-	-	-	-	69	-	-	-	-	85	-	-	-	-	-	100

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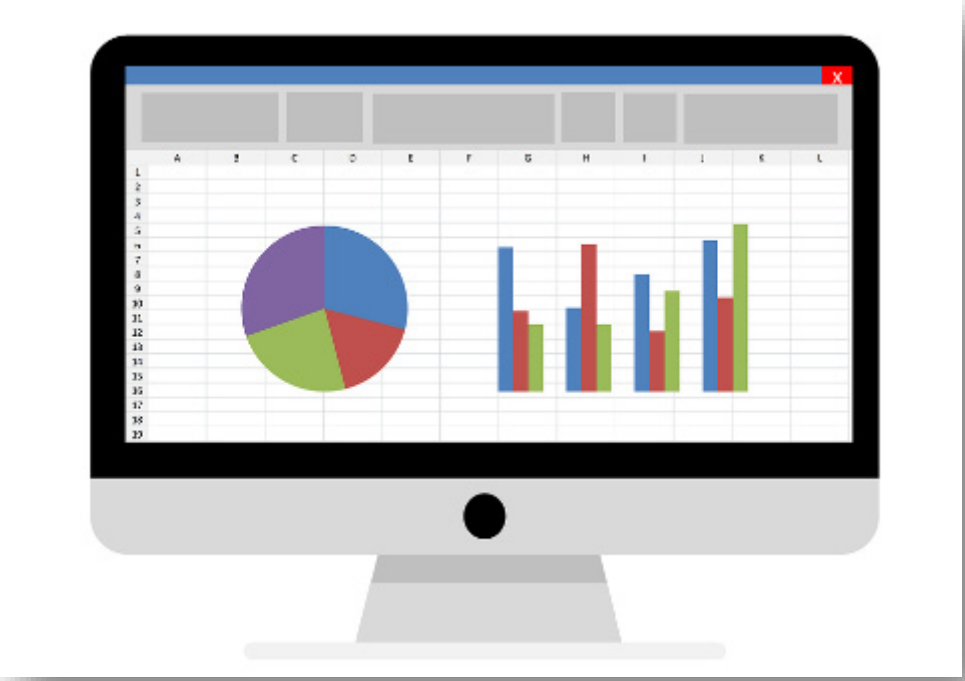
Public Reporting and Provider/Staff Feedback



- NHSN reporting
- AUR Module
- National benchmarking
- Clinical and Patient Safety Dashboards
- EPIC and Slicer Dicer

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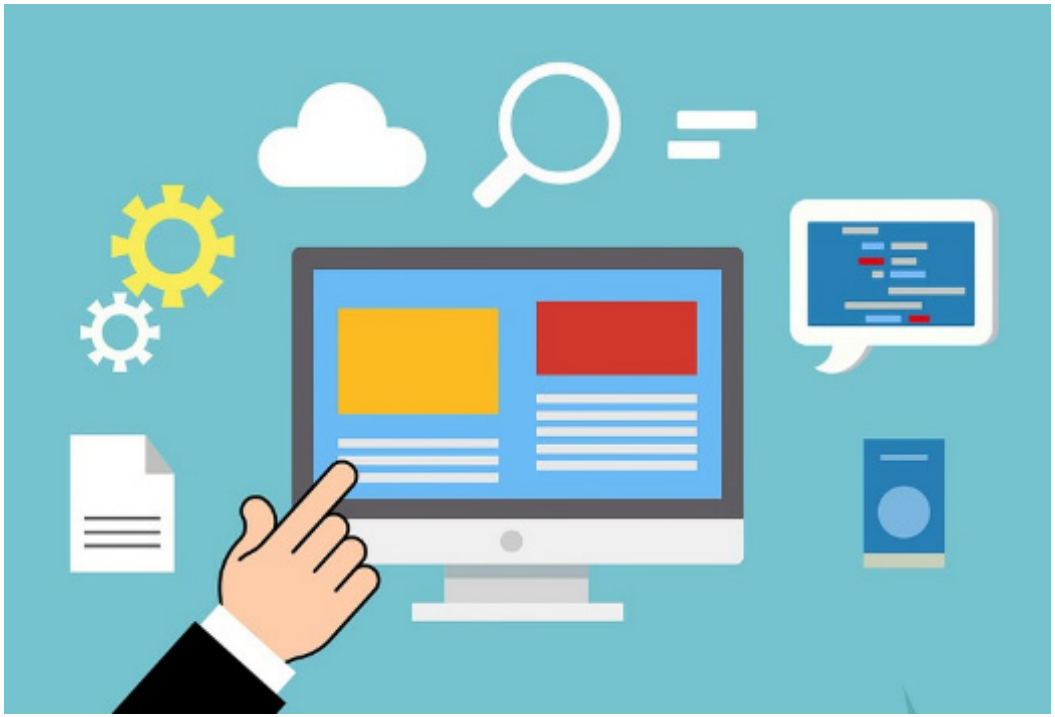
Documentation and Tracking

- Maintain documentation regarding learning tools developed
- Record how information was communicated
- Centralized location
- “Preparedness Guide”



Condense pertinent information into a pocket card.

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Resources

- World Health Organization, MN Department of Health, CDC Core Elements
- The Joint Commission. Antimicrobial Stewardship Toolkit. 2013. http://store.jcrinc.com/antimicrobial-stewardship-toolkit/
- Get Smart Campaign
- National Action Plan for Combating Antibiotic-Resistant Bacteria. https://www.cdc.gov/drugresistance/pdf/national_action_plan_for_combating_antibotic-resistant_bacteria.pdf
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- National Quality Partners Playbook. Antibiotic Stewardship in Acute Care
- NHSN Antimicrobial Use and Resistance (AUR) Module. January 2017. https://www.cdc.gov/nhsn/pdfs/training/aur/aur-training.pdf

- **A Field Guide to Antibiotic Stewardship in Outpatient Settings. Quality Improvement Organizations. Centers for Medicare and Medicaid Services.** https://qioprogram.org/sites/default/files/editors/141/C310_Field_Guide_20180730_FNL.pdf

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