OBJECTIVES

1. Identify areas of impact and utilize informatics to address.
2. Implement strategies to bring clinical nutrition to the forefront.
3. Effectively communicate nutrition metrics to sustain a quality practice.

Nutrition Informatics

The effective retrieval, organization, storage, and optimum use of information, data, and knowledge for food- and nutrition-related problem solving and decision-making.

The intersection of information, nutrition, and technology.

Applications to Clinical Nutrition

- Clinical documentation via EHR
- Creation of clinical decision support system tools, alerts, and reminders
- Integration of peer-reviewed literature at point-of-care
- Integration of Nutrition Care Process
- Querying database for quality improvement
- Remote care and telemedicine

CNM Symposium 2012

Quality Nutrition Outcomes: Idea to Implementation

Elevate, Promote and Expand the role of the dietitian.

THINK... Spend Time Thinking

What?
Why?
Why?
Why?
How?
- THERE WILL ALWAYS BE MORE GOOD IDEAS THAN THERE IS CAPACITY TO EXECUTE -

Why Change?

• Patient Safety
• Patient Satisfaction
• Order Compliance
• Evidence Based

KEY:
Align with institution strategies

Communicate the Right Message at the Right Time

<table>
<thead>
<tr>
<th>LESS IS MORE</th>
<th>Who</th>
<th>How</th>
<th>When</th>
<th>Status</th>
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<tbody>
<tr>
<td>Nursing</td>
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<td>Responsibility:</td>
<td>RDs assigned to attend council meetings &amp; RD responsible for working with nursing staff on assigned units</td>
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<td>Education Council</td>
<td>CNO Council</td>
<td>Personal Education with Reference Card</td>
<td>Inservices, Orientation</td>
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<td></td>
<td>Sept-Oct 2013</td>
<td></td>
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<td>Unit Secretaries</td>
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<tr>
<td>Responsibility:</td>
<td>RDs assigned to attend council meetings &amp; RD responsible for working with nursing staff on assigned units</td>
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<td></td>
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<tr>
<td></td>
<td>Personal Education with Reference Card</td>
<td>Monthly Meeting</td>
<td>Inservices, Orientation</td>
<td>Flyers, posters, table tents, announcements to be placed in nursing lounges</td>
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<tr>
<td></td>
<td>Sept-Oct 2013</td>
<td></td>
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</tbody>
</table>

ENGAGE & EMPOWER

Dietitians make a difference!

If we don’t ADVOCATE for NUTRITION who will?
When people want to do something – it is easy; and when they don’t – it is hard

Sometimes a Leader has to LEAD

Manage the Barriers
– Increase RD privileges
– Position yourself at meetings
– Volunteer for committees
– Put yourself in the fire
– Be SEEN
– Constantly manage up
– Create a culture of feedback
– Remind staff of the WHY
– Avoid the whirlwind

Actions are Nice, Results are What Counts

ELEVATE

Raised awareness of RD role:

• Patient advocates
• More face time with MDs and RNs
• MDs asked for RDs to be accountable, like them
• Increased MD respect
• Put ourselves in harms way!!

Report Out the Truth

Fall-out Details for ICU:
• 62% started within 48 hrs out of 72 eligible patients
• 10 appropriate to not start EN (GI issue, end of life care)
• Opportunity Areas:
  • Unable to gain access: 3
  • Delayed Order: 5
  • Multiple procedures: 7
  • Other: 2

83% if all patients started appropriately
Sacrificing individual gain for the team’s greater good is the price of admission members must pay … and keep on paying… to be on the team.

Anything You Can Measure …
Initial RD Response time

Anything You Can Measure, You Can Make Better

No Change is Ever Painless, Seamless, or Invisible

Change is Inevitable & Necessary
Old Model
Only made phone calls. Very expensive.
New Model
Integrates everything. Invaluable.

Culture Change
Old model
• Consult service
• Lack of face-to-face
• Recommendations left in chart
• Reactive

New model
• Physician rounds
• Daily in ICUs
• Nutrition expert – nursing resource
• Quick implementation
• Integration into service lines
• CNSCs in ICUs
• Proactive
Culture Change

- Established awareness, respect and trust for clinical dietitians
- MDs requesting their RD presence vs asking “who is the RD?”
- Raised the bar – high expectations of staff
- Increased accountability
- System councils reach out to us
- CEOs, CNOs, CIO, CMO all know Clinical Nutrition on first name basis

EXPAND

System Clinical Nutrition Expansion

<table>
<thead>
<tr>
<th>Year</th>
<th># hospitals</th>
<th>Hospital CN Directors</th>
<th>Hospital CNMs</th>
<th># RDs in sys</th>
<th># RDs with Advanced Practice</th>
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<tr>
<td>2011</td>
<td>12</td>
<td>0</td>
<td>5</td>
<td>67</td>
<td>24</td>
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<td>2012</td>
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<td>1</td>
<td>7</td>
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<tr>
<td>2013</td>
<td>12</td>
<td>1</td>
<td>7</td>
<td>83</td>
<td>33</td>
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Clinical RD staff at Academic Hospital

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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<tbody>
<tr>
<td>Total FTEs</td>
<td>23.8</td>
<td>22.8</td>
<td>23</td>
<td>26</td>
<td>31.8</td>
</tr>
<tr>
<td>#ICUs</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>#RDs</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>FTE:ICU beds</td>
<td>1:40</td>
<td>1:40</td>
<td>1:40</td>
<td>1:25</td>
<td>1:25</td>
</tr>
<tr>
<td>Days/week RD in rounds</td>
<td>1 – 5d/wk</td>
<td>1 – 3d/wk</td>
<td>1 – 3d/wk</td>
<td>5 – 5d/wk</td>
<td>8 – 5d/wk</td>
</tr>
<tr>
<td>% ICU RDs with CNSC</td>
<td>100%</td>
<td>100%</td>
<td>80%</td>
<td>86%</td>
<td>100%</td>
</tr>
</tbody>
</table>

EMPOWER

MHHS RDs at State/National Conferences

We EMPOWER you..

- To take one thing from today and THINK on it
- To FIND and MEET with your nutrition champion
- To ELEVATE the perception of your dietitians
- To develop a strategy to ENGAGE your dietitians
- To PROMOTE the importance of clinical nutrition to your administrator
- To MEASURE RD outcomes using nutrition informatics
- To put yourself in HARM’s WAY
- To JUST DO IT

PROMOTE

- Bring awareness to the interventions of the RD
- Represent and present at EVERY hospital & system council and meeting
- Showcase the RDs
- Link RD value to meaningful outcomes
The Power of Teamwork: 
Inspired by the Blue Angels

www.youtube.com/watch?v=U-i+yBsaehn8

When each member accepts full responsibility and strives for excellence... trust and performance increase exponentially... the team is ready to take off.

The Blue Angels

References


• FranklinCovey Co. Leadership Modular Series.
