

# ESTABLISHING AND IMPROVING THE USE OF A STANDARDIZED MEDICAL ICU ORDER SET IN OSCEOLA HOSPITAL

Sesha Sai Kanakamedala, MD<sup>1,2,3</sup>, Suhail Saad-Omer, MD<sup>1,2,3</sup>, Ernesto Munoz Pena, MD<sup>1,2,3</sup>, Aarushi Varhney, DO<sup>1,2,3</sup>, Ramzy Daoud, MD<sup>1,2,3</sup>, Alexander Kong, MD<sup>1,2,3</sup>, Joshua Shultz, MD<sup>1,2</sup>, Ashwini Komarla, MD<sup>1,3</sup>, and Tristan Tanner, MD<sup>1</sup>

1. University of Central Florida College of Medicine/HCA Florida Healthcare, Greater Orlando, Florida ; 2. Department of Internal Medicine, University of Central Florida College of Medicine, Orlando, Florida) 3. Orlando VA Healthcare System, Orlando, FL



## Background & Current Condition

- The Intensive care unit (ICU) is one of the sites in which medical errors are most likely to occur due to the complexity of care, thus necessitating a standardized admission process.
- Multiple studies suggest that standardized order sets reduce hospital length of stay, mortality, and medication errors.
- Preintervention, 33% of residents based on a survey, were not aware of an ICU order set at HCA Florida Osceola Hospital, and 40% rarely utilized it. Only 29% were satisfied with the order set.
- The average nurse level of satisfaction with the current ICU Admission Process was 6.8/10. (10 = Very Satisfied)
- The existing ICU Admission order set was used only 30% of the time.

## Aim Statement

- By March 2023, our new standardized medical ICU admission order-set will be utilized in at least 50% of all ICU admissions at HCA Florida Osceola Hospital.
- We aimed for a nursing satisfaction with the final process of at least 8/10.

## Methods

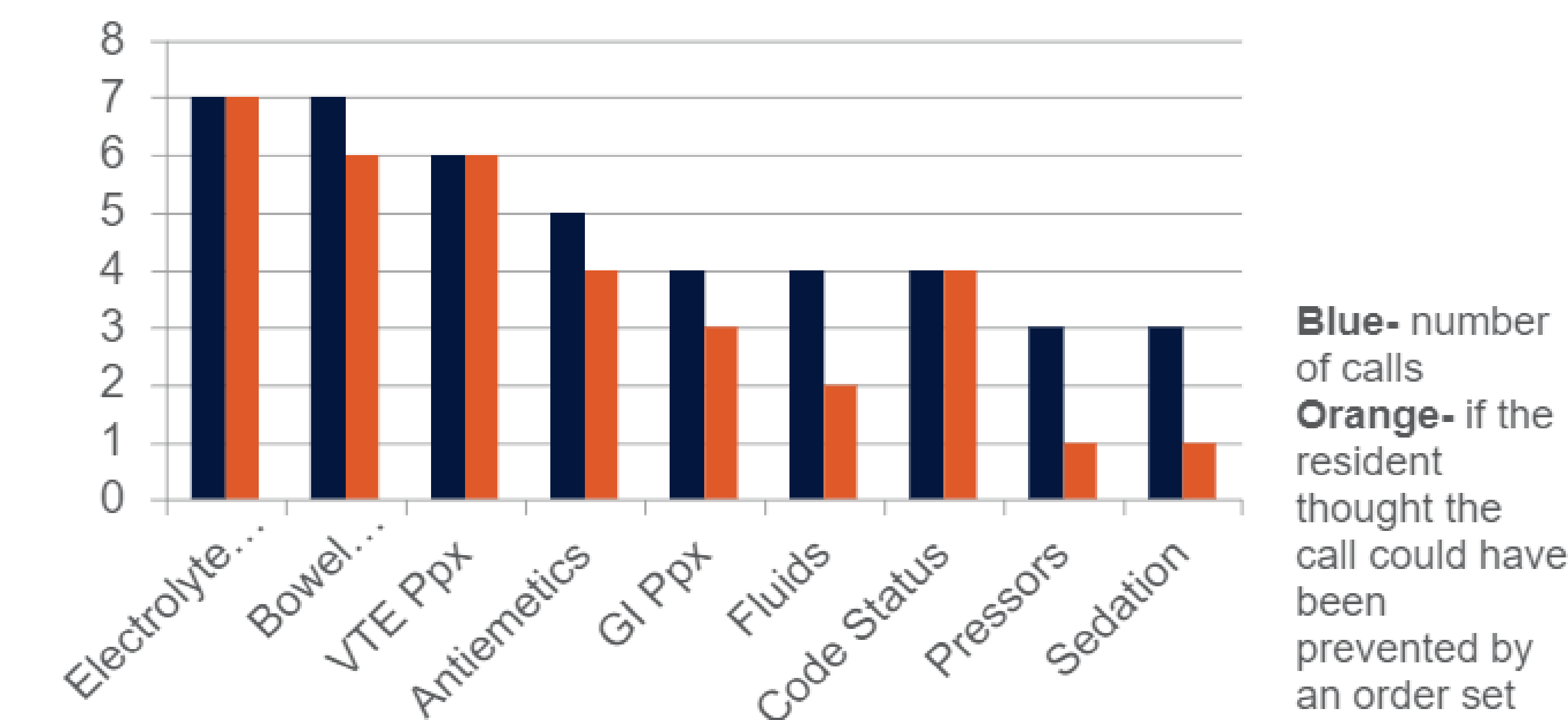
- Data, including missing orders, was analyzed over time pre and post intervention. We tracked this in a run chart as we carried out interventions.
- We made changes in the order set based on calls interns received for missing orders (Figure 1).
- The new ICU order set went live in mid November 2022. We increased awareness of the ICU order set by utilizing flyers, emails, morning report, and AHD announcements.
- Surveys were conducted to assess provider and nursing satisfaction pre and post-intervention.

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## Methods (Continued)

### Preintervention Survey of missing orders



\*12 interns surveyed

Figure 1. Intern calls for missing orders

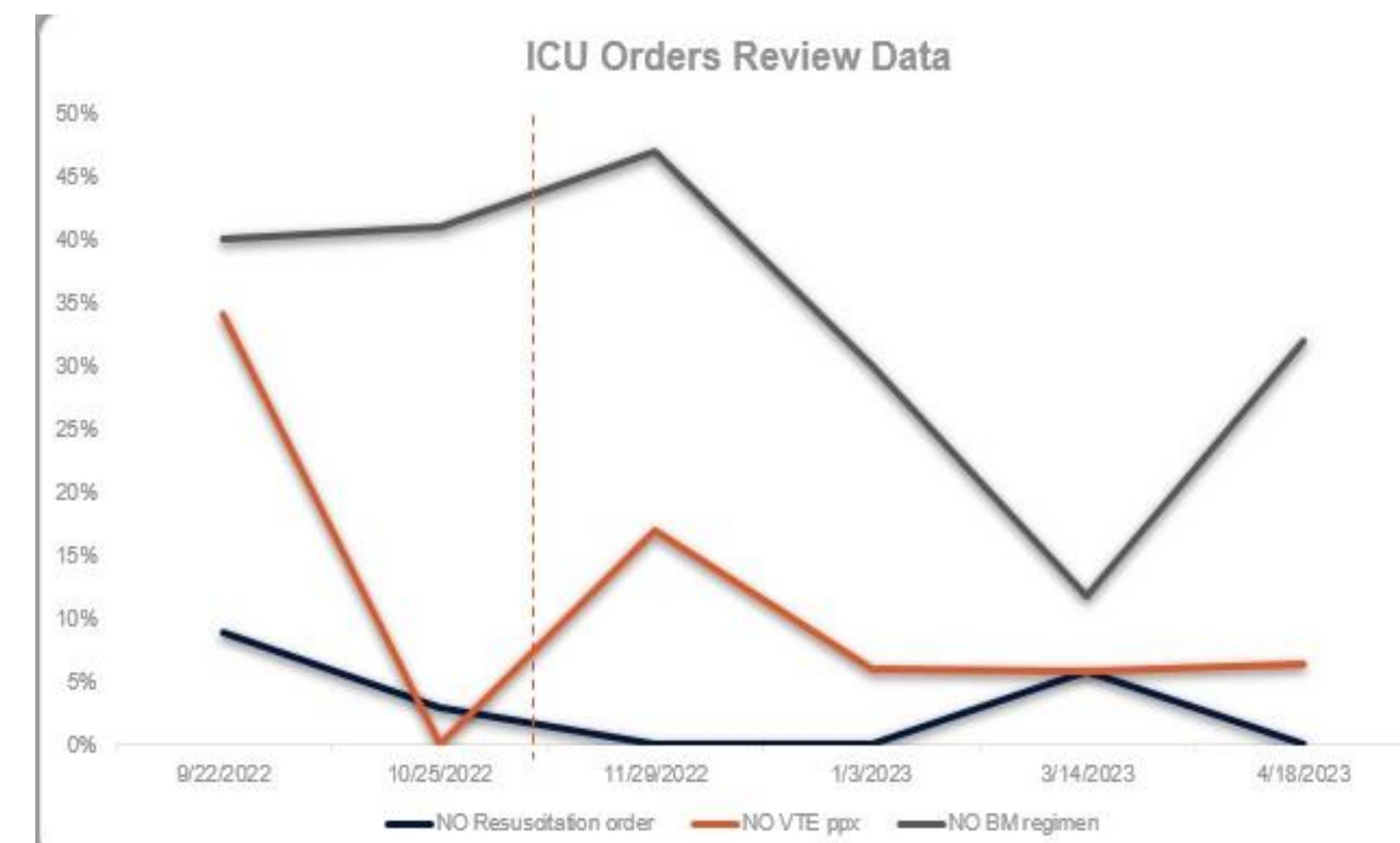


Figure 2. Missing orders based on spot chart checks of ICU patients.

## Results

- Preintervention, the ICU Admission Order set was used 30% of the time. That increased to 53%, postintervention.
- Preintervention: The average Nurse level of satisfaction with the current ICU Admission Process was 6.8 / 10. (10 = Very Satisfied). Postintervention: The average Nurse level of satisfaction with the current ICU Admission Process was 7.1 / 10. (10 = Very Satisfied) based on 23 post intervention surveys, Range 2-10. Median 8/10.
- Preintervention: 33% of residents were not aware of the order set and only 29% were satisfied. Postintervention, 80% of residents were aware of the order set and 66% were satisfied.

## Conclusion

- We demonstrated that improving the comprehensiveness of an ICU admission order set and promoting its consistent usage led to more complete care for critically ill patients, and improved resident and nursing satisfaction.
- We believe the key to these results was the continuous engagements we had with both residents and nurses in the form of announcements and flyers to help encourage consistent use of the new ICU order set.
- We hope to continue talking with both residents and nurses to determine any additional orders that need to be added and to encourage ICU order set usage.
- In order to help sustain our results, we plan on continuing to monitor number of missing orders periodically to help assess for any noted increase in missing orders set that would indicate a decrease in ICU order set usage or a change needed to update the order set.

## References

1. ICU Outcomes: Philip R. Lee Institute for Health Policy Studies Website. <http://healthpolicy.ucsf.edu/icu-outcomes>. Accessed October 13, 2021.
2. Wells C, Loshak H. Standardized Hospital Order Sets in Acute Care: A Review of Clinical Evidence, Cost-Effectiveness, and Guidelines. *Canadian Agency for Drugs and Technologies in Health*. 2019: July 25.

