Patient Engagement to Improve Care and Maintenance of Cervical Collars.

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Purpose: Share a best practice change initiated on a transitional trauma unit (TTU) in a Level I Trauma Center to improve care and maintenance of cervical collars.

Objectives:
- Gain knowledge of evidence which suggests a combination of video, conversation and hands-on demonstration achieves the highest levels of knowledge retention.
- Become aware of tactics within each of the aforementioned domains to improve correct utilization and associated outcomes related to cervical collars.

INTRODUCTION

Problem:
Noted issues by nurses and providers in outpatient settings related to patients discharged from an acute care setting to home with a cervical collar
- Improper collar fit
- Pads not being changed
- Skin breakdown related to inappropriate collar management

Root Causes:
- Varied nurse knowledge & skills related to collars
- Long and complex written patient education for collars
- Inconsistent requirements for patients and families to demonstrate collar-related knowledge

CASE PRESENTATION/PROJECT DESIGN

Actions:
- Creation of a cervical collar care video
  - Focus
    - Proper collar fit
    - Collar pad changing & cleaning
    - Importance & risk factors of skin assessment
  - Shown prior to hospital discharge; links provided to access at home; DVD given if no internet
  - Demonstration of related knowledge and skills required by patient/family
- Production of electronic learning module on collar utilization for nurses
  - Mandatory viewing and demonstration of associated competencies

DISCUSSION/FUTURE STEPS/CONCLUSIONS

Evaluation of Practice Change:
- Nurse Residency Evidence-Based Practice Project
  - Comparison of patient knowledge in 5 areas regarding cervical collars pre-and post-video viewing
  - Significant knowledge increase in all 5 categories
- Outpatient assessment of 17 patients discharged from TTU to home with collar
  - 82% had collars on correctly; no instances of skin breakdown

Subsequent Actions:
- Distribution of collar video
  - All inpatient settings
  - Home health
  - Regional long term care facilities

Reference: