# Overview of Factors Affecting the Success of Improvement Initiatives

| Factor | Key Points |
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| Leadership | An essential component in the success of any HAI improvement initiative, leaders should do the following:<br>■ Effectively communicate their vision to staff<br>■ Interface with frontline staff during multidisciplinary rounds, staff meetings, or educational programs<br>■ Provide for the human and fiscal resources to support CLABSI improvement initiatives<br>■ Ensure that there is a culture of safety at the unit and organizational level<br>■ Work with staff to overcome barriers |
| Culture of safety | Refers to an organization's commitment to patient safety that is found across all levels of an organization and that includes the following:<br>■ Recognition of the high-risk nature of an organization's activities and the desire to maintain consistently safe operations<br>■ Blame-free environment that encourages staff to report errors or close calls (near misses)<br>■ Collaboration among staff at all levels of the organization in seeking solutions to patient safety issues<br>■ Willingness to provide resources necessary to address patient safety issues |
| Multidisciplinary teams and teamwork | Multidisciplinary teams create a balanced approach to improving patient care and safety. CLABSI improvement teams should include all staff involved in CVC insertions and maintenance, clinical champions and opinion leaders, managers, infection preventionists, leaders (including those who allocate resources), and patients capable of assisting in their care. Health care personnel must not only be clinically competent, they must also be expert team members. |
| Accountability of health care personnel | Standardized protocols aimed at CLABSI prevention must be consistently carried out by all members of the health care team. Each individual is accountable for following the evidence-based practices outlined in organizational policies and procedures. |
| Empowerment | As part of the safety culture, health care personnel should have the ability to speak up when unacceptable behaviors, errors, or near misses occur, without fear of blame or intimidation. When a safety culture exists, health care personnel are encouraged to report such concerns, in the ongoing efforts to improve patient care. |
| Resource availability | Resources that should be available to support CLABSI improvement efforts include the following:<br>■ Necessary supplies and equipment, conveniently located or packaged in supply carts or kits<br>■ Education, training, and competency assessment resources for health care personnel on evidence-based CVC insertion and maintenance practices<br>■ Trained epidemiologists and infection preventionists to oversee the CLABSI prevention program, conduct ongoing CLABSI surveillance, and provide feedback of CLABSI rate information<br>■ Achieving and maintaining appropriate staffing levels |
| Data collection and feedback of CLABSI rates | Surveillance for CLABSI and feedback of CLABSI rates to frontline staff can have a significant impact in CLABSI prevention efforts, even in resource-limited countries. |
| Policies and procedures | Written policies and procedures that incorporate evidence-based guidelines should be available. Even when available, it is important that their implementation be monitored and that they be reviewed and updated as new information or technology becomes available. |
| Involvement of patients and families | Patients and their families should be educated on the steps they can take to reduce the risk of CLABSI. |

**Note:** HAI: health care–associated infection; CLABSI: central line–associated bloodstream infection; CVC: central venous catheter.