



# Utilization of a novel humble inquiry interview approach in assessing implementation barriers to a nurse driven *Clostridioides difficile* infection order set

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## BACKGROUND

- Timely diagnosis and use of contact precautions for *Clostridioides difficile* infection (CDI) is key to prevent spread in hospital settings
- Empowering nurses to proactively order stool tests and precautions can reduce hospital acquired CDI.
- In 2019, we started a nurse-driven CDI order set
- In 2022, **only 1% of CDI tests were nurse-driven**

## OBJECTIVES

- Understand use and barriers to utilization of a nurse-driven CDI order set
- Train nurses in humble inquiry method

## SETTING & POPULATION

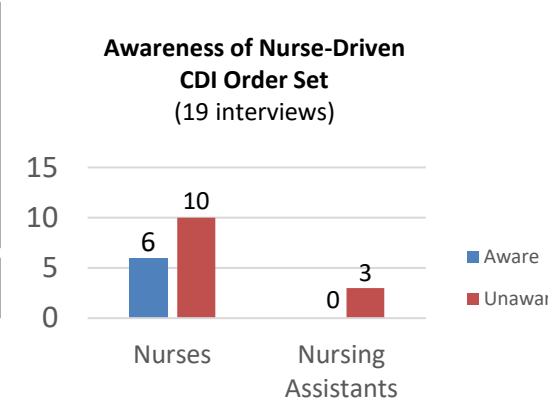
- 182-bed VA Medical Center
- Nurses and technicians from five inpatient units
- Interviews conducted Jan-April 2022 by two nursing residents rotating with infection prevention

## METHODS

- Humble Inquiry** interview approach asks questions that build relationships through practicing humility, curiosity, active listening
- Humble Inquiry prompts:
  - "What is your experience with CDI on the unit?"
  - "Tell me about the nurse-driven CDI order set"
  - "Show me how you document CDI"
  - "What are barriers to using the CDI order set?"
- Interview data analyzed using manifest content analysis

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## RESULTS



Theme	Illustrative Quotes	Role	Years with the VA	Location
Aware of the RN ordering guideline?	"I'm unclear what I can do without a doctor's order".	Floor RN	15+	Behavioral Health Unit
	"I didn't know a nurse order existed"	Floor RN	5+	Behavioral Health Unit
	"Unsure," "I've been at the VA for years, and never heard of that."	Floor RN	7+	ICU
<b>Barriers</b>				
<input type="checkbox"/> Lack of Awareness	"I don't think we have anything, it's up to the doctor... maybe."	Charge RN	5+	Spinal Cord Injury Unit
<input type="checkbox"/> Patient Modesty	Patients don't want to share "what goes on in the bathroom"	Floor RN	15+	Behavioral Health Unit
<input type="checkbox"/> Delay	"It takes time for the Dr. to read the note to place an order."	Floor RN	3	Spinal Cord Injury Unit
<input type="checkbox"/> COVID	"Ran out of isolation carts due to COVID".	Floor RN	3+	General med/surg floor

- Of those aware of the CDI order set (31%, 6/19):**
  - Most were able to identify location of CDI order set binder on the unit
  - Most were able to identify where they document order set in electronic medical record
- Most common barriers to CDI order set:**
  - Lack of awareness
  - Patient reluctance to disclose bowel habits
  - Delay in providers reading clinical notes about CDI symptoms
  - Lack of personal protective equipment availability during COVID-19
- Humble Inquiry approach:**
  - Easy to learn and use
  - Allowed participants to be the "experts" and "teachers"



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## CONCLUSIONS

- Lack of awareness of the nurse-driven CDI order set was the primary barrier to use
- Patient modesty about sharing bowel habits was an unexpected barrier to timely diagnosis of CDI
- The humble inquiry interview approach facilitated collection of novel findings regarding use and barriers of a nurse-driven CDI order set.

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## NEXT STEPS

- Increase awareness of the purpose and use of the nurse-driven CDI order set
- Understand how best to engage patients to report changes in bowel movements if symptoms relate to CDI
- Increase use of humble inquiry approach to gather information on potentially sensitive clinical topics.

This project was deemed quality improvement and did not undergo review by an institutional review board.