

PRACTICE TIPS: RDNs Pivot during the Pandemic for Change Management Success

To assist credentialed nutrition and dietetics practitioners with knowledge of quality concepts and to meet their organizational goals and performance standards for providing the highest quality and safety patient/client care, the Quality Management Committee and its Quality Strategies Task Force, established the Quality Leader Alliance (QLA) in 2016.

The QLA is a cohort of registered dietitian nutritionist (RDNs) who perform an exceptional level of quality management activities. The QLA allows individuals to network with each other as well as communicate and educate food, nutrition and dietetics practitioners on quality management concepts and resources.

As networking is a primary goal of the QLA, the members utilize Virtual Huddles for showcasing and discussing quality initiatives. In 2020, the Quality Strategies Taskforce transformed the Quality Improvement Virtual Huddles into Version 2.0: **Pivot Virtual Huddles**. Many dietitians began ‘pivoting’ in their roles and responsibilities due to the global pandemic. The format remains as 30-minute Quickinar however, the focus shifts from not only implementing QI but also designing and institutionalizing ‘change management’ concepts.

View the Quickinars for Examples demonstrating Quality Improvement and Change Management.

1. Change Management during COVID-19

Leader: Christina Frescki, MBA, RD, FAND -- September 1, 2020

This Pivot Virtual Huddle is presented by Quality Alliance Leader member, Christina Frescki, MBA, RD, FAND. Christina discusses how the Coronavirus pandemic dramatically impacted her medical community and the way many dietitians can safely practice. The Quickinar provides a glimpse into one organization’s change management in response to the challenges of providing nutrition interventions in the pandemic climate.

2. Rapid Pivot to Telehealth During a Global Pandemic

Leader: Julianna Bailey, MA, RD, LD – October 15, 2020

The COVID-19 pandemic necessitated rapid implementation of Telehealth in Cystic Fibrosis Care Centers to monitor and maintain optimal health during an unprecedented crisis. Change management and quality improvement methodology guides near real-time changes in clinical care via interdisciplinary virtual visits. Julianna’s presentation explores the challenges and triumphs of conversion of clinical care to a Telehealth platform.

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3. Occupational Pivoting During Challenging Times

Leader: Tamie Frable-Newman, MS, RD, LDN – December 15, 2020

Take a walk into a Food Service Director's experiences and transition into various healthcare roles and responsibilities during the COVID-19 Pandemic. Learn how Tamie gained a new set of skills focused on driving positive outcomes through flexibility and adaptability. This presentation will review the Gantt Chart utilized as the key change management tool for planning, organizing, developing, and implementing assigned projects. Through Tamie's journey it was evident that RDNs skills can exceed beyond clinical documentation into results-oriented outcomes.

4. Improving Regulatory Compliance of Pediatric Inpatient Admission Nutrition Screen Completion through use of K-cards

Leader: Donna DiVito, MS, RDN, LDN, CSSGB – February 26, 2021

QLA member, Donna DiVito shares her department's collaborative journey with nursing in improving regulatory compliance of completion for the admission nutrition screen process. Quality improvement tools such as a driver diagram, a process map and a charter are presented. The communication plan and application of K-cards as a change management tool in the current PDSA cycle are explained. Details surrounding the Integration of the Children's Hospital of Philadelphia's Improvement Framework, like Six Sigma's DMAIC methodology are also shared.

5. Supporting Strategic Quality Improvement Through a Pandemic

Leader: Lisa Davies, CPHQ, LNHA, RD, LD – April 21, 2021

Lisa presents a high-level overview of the AHCA Quality Awards (Baldrige) and how she supported her organization's leaders in pursuing the awards through training in strategic quality improvement. The decision process to pivot and continue the process despite the restrictions on in-person training/support as well as post application focus group for lessons learned to bring forward to 2021 is shared. The process mapping tool is featured and client feedback to manage the change. Resources: [NIST website](#) and [Comer Video](#).

In this Practice Tips, the CDR has chosen to use the term RDN to refer to both registered dietitians (RD) and registered dietitian nutritionists (RDN) and to use the term NDTR to refer to both dietetic technician, registered (DTR) and nutrition and dietetics technician, registered (NDTR).