

MaineHealth

## MaineHealth Knowledge Connection

---

Operational Excellence

---

Summer 7-17-2019

### Nicotine Replacement Therapies to Decrease Withdrawal Symptoms and Improve Patient Experience

Cheryl Pawloski  
*Maine Medical Center*

Holly Stewart  
*Maine Medical Center*

Devon Gillis  
*Maine Medical Center*

Dena Whitesell  
*Maine Medical Center*

Donna Chamoff  
*MaineHealth*

Follow this and additional works at: <https://knowledgeconnection.mainehealth.org/opex>



[next page for additional authors](#), [Part of the Geriatrics Commons](#), [Nursing Administration Commons](#), [Other Nursing Commons](#), [Preventive Medicine Commons](#), [Pulmonology Commons](#), and [the Substance Abuse and Addiction Commons](#)

---

#### Recommended Citation

Pawloski, Cheryl; Stewart, Holly; Gillis, Devon; Whitesell, Dena; Chamoff, Donna; Bulman, Maya; Racine, Christopher; Serrano, Raymond; Gatcombe-Hynes, Leslie; Mullany, Elizabeth; McAuliffe, Amy; Weisberg, Jayne; Sparks, Amy; Nayak, Suneela; Tyzik, Stephen; and Hanselman, Ruth, "Nicotine Replacement Therapies to Decrease Withdrawal Symptoms and Improve Patient Experience" (2019). *Operational Excellence*. 23.

<https://knowledgeconnection.mainehealth.org/opex/23>

This A3 is brought to you for free and open access by MaineHealth Knowledge Connection. It has been accepted for inclusion in Operational Excellence by an authorized administrator of MaineHealth Knowledge Connection. For more information, please contact [mckeld1@mmc.org](mailto:mckeld1@mmc.org).

---

## Authors

Cheryl Pawloski, Holly Stewart, Devon Gillis, Dena Whitesell, Donna Chamoff, Maya Bulman, Christopher Racine, Raymond Serrano, Leslie Gatcombe-Hynes, Elizabeth Mullany, Amy McAuliffe, Jayne Weisberg, Amy Sparks, Suneela Nayak, Stephen Tyzik, and Ruth Hanselman

Team Members: Cheryl Pawloski, Holly Stewart, Devon Gillis, Dena Whitesell, Donna Chamoff, Maya Bulman, Chris Racine, Raymond Serrano, Leslie Gatcombe-Hynes, Elizabeth Mullany, Amy McAuliffe, Jayne Weisberg

**Problem/Impact Statement:**

Smoking is the leading cause of preventable death in the US. To be truly patient-centered, we must encourage our patients to lead the healthiest lives possible and to reduce their chance of preventable disease and death. Offering Nicotine Replacement Therapy (NRT) in hospitals improves the likelihood that a patient will quit. Prescribing NRT within 24 hours of admission to the hospital also decreases the incidence of nicotine withdrawal, which, when left untreated, can lead to irritability, restlessness, poor engagement in treatment, and discharges against medical advice. The Tobacco Treatment Team is not always able to meet with a patient in the first 24 hours of admission, so primary care team members must be responsible for prescribing NRT.

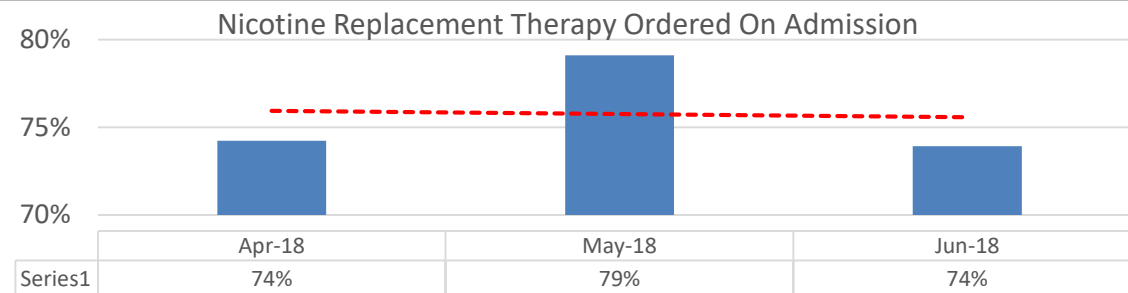
**Scope:**

In Scope: Admitted patients positive for nicotine use  
Out of Scope: Any other substance abuse

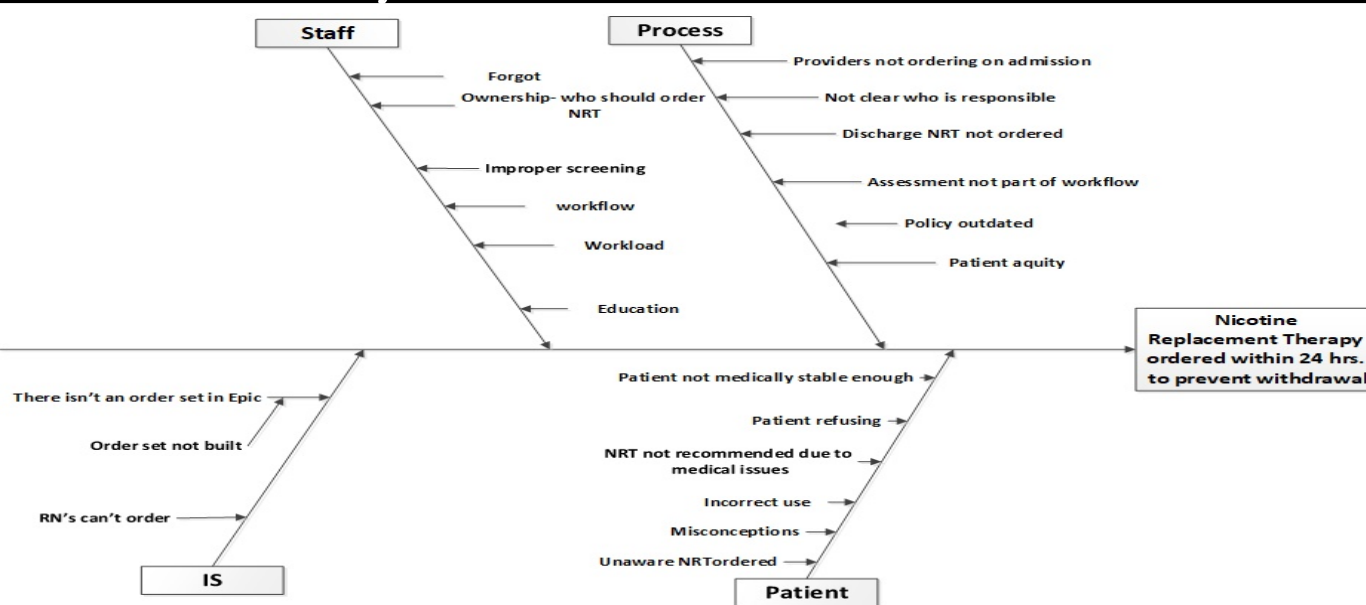
**Goal/Objective:**

Goal: 100% of the time, Nicotine Replacement Therapies (NRT) will be ordered within 24 hours after admission to prevent nicotine withdrawal

**Baseline Metrics/Current State:**



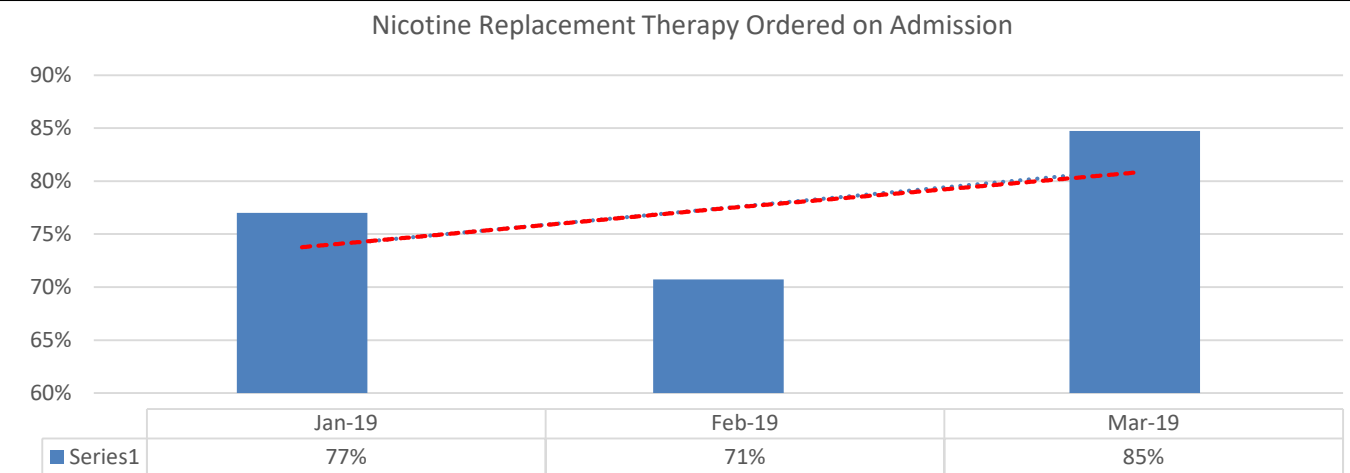
**Root Cause Analysis:**



**Countermeasures**

Action	Owner	Completion Date	Status
Collect baseline data using a daily KPI: 100% of the time, patients seen for a Tobacco Consult will have NRT ordered on Admission	Entire Team	6/1/2018	Complete
Meet with Nursing Practice Counsel to request and inform of need for a change in the institutional policy for Tobacco Screening	Donna Chamoff, Cheryl Pawloski	5/8/2018	Complete
Draft updated institutional policy for Tobacco Screening and Counseling that directs RN's to contact their team providers within 24 hrs. to get	Donna Chamoff, Cheryl Pawloski	5/23/2018	Complete
Approval for updated policy by Wendy Osgood, VP Adult Medicine Service Line and Julia Dalphin, Director of Accreditation and Regulation	Donna Chamoff, Cheryl Pawloski	8/8/2018	Complete
Educate staff on policy change- Both on units and as a yearly competencies	Donna Chamoff, Cheryl Pawloski	10/1/2018	Complete
Pilot project started on R7 and R9	Cheryl Pawloski	3/1/2019	Complete
Daily KPI- 100% of the time R7 and R9 patients seen for Tobacco Consult will have NRT ordered on admission	Cheryl Pawloski, Holly Stewart	4/1/2019	Complete
NRT to be ordered at the same time as Tobacco Consult order. IT created reminder box in EPIC when Tobacco Consult is ordered that alerts provider to also order NRT.	Cheryl Pawloski, Holly Stewart	3/1/2019	Complete
Daily KPI- 100% of the time, R7 and R9 providers will order NRT on admission based on best practice	Cheryl Pawloski, Holly Stewart	4/15/2019	Complete
Daily KPI- 100% of the time R7 and R9 Tobacco Consult patients will have NRT ordered for discharge	Cheryl Pawloski, Holly Stewart	4/15/2019	Complete
Forward Tobacco Consult to MMP Cardiology Providers through EPIC to ensure continuation of NRT	Cheryl Pawloski, Holly Stewart	4/15/2019	Complete

**Outcomes**



**Next Steps**

- Education on all units
- Tobacco Assessment added to yearly competency policy

Plan

Do

Study

Act