In a catheter-associated urinary tract infection (CAUTI) prevention program, the nursing staff, especially frontline staff, are central to the success of the initiative. Because they are the staff whose day-to-day activities are most affected by the changes, they may present the greatest resistance.

1. **Reason for the resistance**
   - Because resistance can occur for a number of different reasons, as a first step we suggest interviewing front-line staff to learn why they are resistant to implementing a CAUTI prevention program and what, in the opinion of staff, is needed before acceptance of the program can occur.

2. **Strategies for enhancing nursing engagement and decreasing potential resistance**
   - Get a volunteer from the nursing staff to be a change champion for each shift—someone who other staff respect and who is committed to the process (examples include a front-line nurse or a nurse educator).
   - Get buy-in before implementation. For example, ask, “Whom do we have to convince on this floor?” Have that person help to develop the plan and/or participate in the education for that unit.
   - Provide regular feedback on progress, as well as monthly reports on urinary catheter prevalence, and CAUTI rates.
   - Encourage nurses to be creative, developing visual cues to stimulate interest and keep the CAUTI initiative a top priority.
     - One site posted flyers/banners on the unit, such as “This is a catheter out zone.”
   - Make sure to listen and clearly understand nurses’ concerns and address them to the nurses’ satisfaction. This may require some education of the staff, creativity, or reallocation of resources.
   - Consider changes to (or redistribution of) workload.
     - For example, one site instituted a “small zone” so that nurses could be given a somewhat lighter workload when assigned to a patient who needed help with frequent toileting.
     - Another strategy is to prioritize nurse assistant/tech tasks to toileting patients.
   - Bring the education to the bedside. Do competencies on the unit, talking with nurses one-to-one during the point prevalence assessments.

3. **For more information**
   - On nurse engagement, click Resources, then Engaging Providers > Nurse Engagement; more information also available here.
   - On barriers and solutions, click Resources, then Engaging Providers > Barriers and Possible Solutions.

4. **Further reading suggestions**
