

QAPI Case Study

The Issue

During the daily QAPI committee huddle staff identified that there were 5 new COVID cases on Wing 1.

QAPI collaborative discussion produced two key points:

- ▶ The Wing 1 ADON indicated that all staff appear to be donning/doffing PPE appropriately and wearing masks per protocol but the new staff on her unit have required additional 1:1 education regarding necessity of proper hand hygiene following each resident care episode.
- ▶ The CNA Champion on QAPI committee shared with the team that in previous employment their training protocols included return demonstration, and this is currently not a part of the current training program.



What's Next

- ▶ The QAPI committee created a team lead by QAPI Champion CNA and included:
 - ▶ Wing 1 CNA
 - ▶ Wing 1 Charge Nurse
 - ▶ Staff Trainer
 - ▶ ADON
 - ▶ Dietary Aide.



▶ The team reviewed the issue and completed a root cause analysis to determine the underlying issues.

The findings included:

- ▶ New employees are unfamiliar of policies for facility
- ▶ CNAs are assigned to a unit working solo after 1 day of shadowing.
- ▶ Trainings for new hires consist of a 'read and sign in-service'
- ▶ No formal orientation for CNA
- ▶ Increased turnover related to COVID which resulted in shifting priorities from orientation to staffing the 'floor'

Now that the team has identified the underlying issues it is time to put a plan in place.

The interventions the team developed are below:

- ▶ The team identified all new hires within the last 6 months (since COVID) and conducted 1:1 training on hand hygiene with return demonstration.
- ▶ The team developed a schedule to conduct 1:1 training with all staff on hand hygiene with return demonstration within 3 months.
- ▶ The team created a list of standard trainings to be completed by all staff, which included training for hand hygiene with return demonstration.
- ▶ The team created monitoring measures to ensure success of hand hygiene training.
 - ▶ Observe 10% of staff performing hand hygiene each month. Baseline was 68% prior to training and by end of monitoring (6 months) it was 100%.
 - ▶ Review active COVID diagnosis for 3 months. Baseline was 3.9% prior to training and by end of monitoring it was .06%.

SUCCESS...

What's Next

- ▶ Following the success of the PIP focused on hand hygiene the team recreated the PIP with a focus on PPE training (one of the standard trainings).

