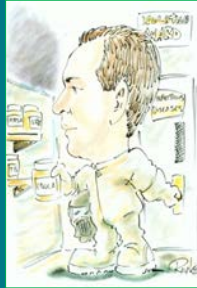


A 'Farewell to Harms'; Ensuring a Safe Environment for All!



Steven J. Schweon RN, MPH, MSN, CIC, FSHEA, FAPIC
Board Certified Infection Preventionist
Sschweon@ptd.net

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



1

Objectives

1. Identify two evidenced based practices that are part of the infection prevention and control program.
2. Apply the lessons learned from walking rounds to the infection prevention program.
3. Identify one evidenced based performance improvement tool.
4. Implement effective communication strategies with colleagues when encountering unsafe work practices.

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Training Hub Logo

<#>

2

Personal Objectives

- Presenting an informative educational offering, virtually
- Hoping the audience can apply the information, regardless if you have no COVID or increased COVID activity in your facility
- Creating a presentation with audience engagement
- Employing therapeutic pictures and wry humor to augment the learning



3

The Importance of Keeping an Open Mind



4

Caveats

- The pandemic and preventing COVID introduction and transmission is a daily challenge for all facilities.
- Still need to be aware of:
 - Ensuring basic infection prevention practices are in place to prevent bacterial and viral infections.
 - Maintaining a safe work environment, for the protection of all.
 - Quality assurance and performance improvement is *a/ways* ongoing!



5

What are Walking, or Environmental Rounds?

- Walking rounds are going to the bedside, including the resident's bathroom, with a structured focus, and assessing the resident, and their environment for potential improvement opportunities and to prevent harm.
- Rounding also includes the non-resident areas e.g. laundry, kitchen, etc.



6

Why Perform Walking Rounds?

- Infection prevention, and a culture of safety, cannot be totally improved from sitting at a desk all day.
- Regulatory agencies and your colleagues expect you to be more visible.



7

Goals

1. To minimize risk and protect the resident/staff from infection.
2. Identify safety, educational, and compliance improvement opportunities.
3. Demonstrate the organization's safety commitment.

8

Joys of Rounding

1. Approachability; staff will start to inform you
2. Improved trust; over time, more information will be shared
3. Greater awareness of what's going on
4. Accountability; the key is to follow-up, be consistent



Joys of Rounding

5. Morale may improve when staff are listened to
6. Productivity; additional creative ideas may develop
7. Meet new residents, develop relationships

A sense of personal gratification may be obtained when resident care, and the environment, is improved and made safer.



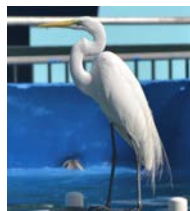
Joys of Rounding: Unintended Consequences

1. Staff may share additional concerns/complaints unrelated to your primary mission.
2. Additional 'work' may be created for you, and your colleagues...job security!



Keeping an 'Eye' on Care Practices and Photography

- Personal pictures are used throughout this presentation.
- Must know, and adhere to, your facility's photography policy and procedure.
- Sometimes, you might have to recreate the pictures to preserve resident dignity.
- Clinical pictures may strongly influence thinking and practice changes

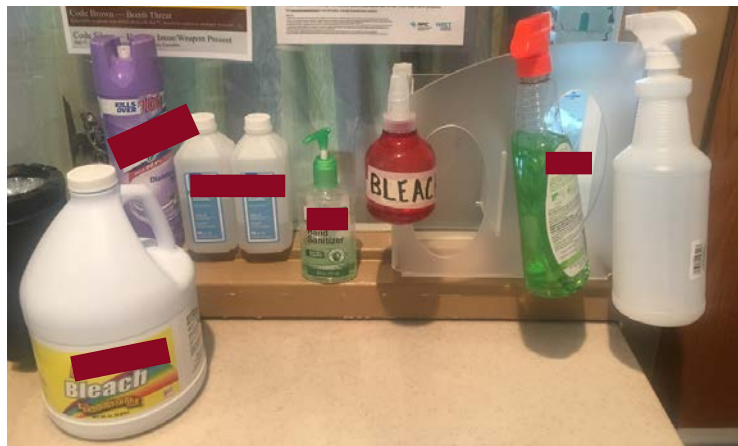


Improvement Opportunity; COVID Associated



13

Improvement Opportunity; COVID Associated



CDC. Guidelines for environmental infection control in healthcare facilities. <https://www.cdc.gov/infectioncontrol/pdf/guidelines/environmental-guidelines-P.pdf>
OSHA. General duty clause. <https://www.osha.gov/laws-regs/oshact/section5-duties>. Accessed October 25, 2020.
OSHA. The hazard communication standard. <https://www.osha.gov/dso/hazcom/>. Accessed October 25, 2020.

14

Improvement Opportunities



17

Improvement Opportunities; Resident Care Practices



18

Improvement Opportunities; Resident Care Practices



19

Improvement Opportunities; Resident Care Practices



20

Improvement Opportunities; Resident Care Practices



21

Improvement Opportunities; Resident Care Practices



22

Communicating to Your Colleagues

- Keep the emotion out of the discussion; may want to vent with a friend, first
- Be tactful, speak softly, with findings
- Share the reason why the correction is needed
- Keep the emotion out of the discussion
- Try to have the caretaker make the corrections; reinforces positive, future behaviors

23

Walking Rounds: The Environment



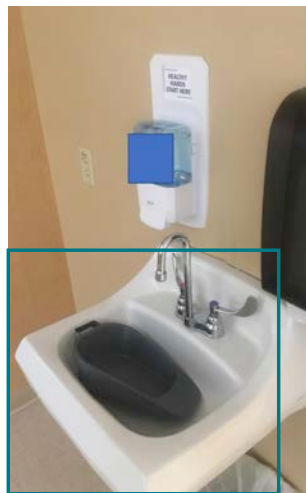
27

Walking Rounds: The Environment



28

Walking Rounds: The Environment



29

Walking Rounds: The Environment



30

Walking Rounds; Tools and Checklists

COVID-19 Focused Survey for Nursing Homes

Infection Control

This survey tool must be used to investigate compliance at F880, F882, F884 (CMS Federal surveyors only), F885, F886, and E0024. Surveyors must determine whether the facility is implementing proper infection prevention and control practices to prevent the development and transmission of COVID-19 and other communicable diseases and infections. Entry and screening procedures as well as resident care guidance has varied over the progression of COVID-19 transmission in facilities. Facilities are expected to be in compliance with CMS requirements and surveyors will use guidance that is in effect at the time of the survey. Refer to QSO memos released at: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/Survey-Certification/GenInfo/Policy-and-Memos-to-States-and-Regions>.

Infection Prevention and Control Assessment Tool for Nursing Homes Preparing for COVID-19

https://www.hometownhealthonline.com/site/wp-content/uploads/2020/03/COVID-19-Focused-Survey-for-Nursing-Homes_25-August-2020.pdf. Accessed October 25, 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/hcp/assessment-tool-nursing-homes.pdf>. Accessed October 25, 2020.

31

Walking Rounds; Tools and Checklists

USF HEALTH
Environmental Rounds Worksheet for Infection Control

AREA INSPECTED: _____ DATE: _____ INSPECTOR: _____

Use separate sheet for each department or patient care unit. Check as follows:
 C = Compliant; NC = Not compliant; CAC = Corrective action completed; FU = Follow-up required; NA = Not applicable

Criteria	C	NC	Finding or Comment	CAC	FU	NA
Patient Exam/Treatment Rooms:						
Floors and walls clean						
Cubicle curtains clean and free of tears, etc.						
Furniture clean and in good condition						
Sink clean						
Soap & Paper Towel Dispensers are stocked and working						
Alcohol Hand sanitizers are available						
Gloves, PPE available as per policy						
No food or drink in Patient Care Areas						
Blood spill kits available						
Vent grills clean						
Handwritten charting completed						

Infection Prevention and Control Assessment Tool for Long-term Care Facilities

This tool is intended to assist in the assessment of infection control programs and practices in nursing homes and other long-term care facilities. If feasible, direct observations of infection control practices are encouraged. To facilitate the assessment, health departments are encouraged to share this tool with facilities in advance of their visit.

Overview

Section 1: Facility Demographics

Section 2: Infection Control Program and Infrastructure

<https://health.usf.edu/medicine/internalmedicine/infectious/medicalhealthadmin/-/media/Files/Medicine/Internal%20Medicine/Infectious%20Disease%20and%20International%20Medicine/Medical%20Health%20Admin/environmental-rounds-worksheet.aspx?la=en>, Accessed October 20, 2020

<https://www.cdc.gov/infectioncontrol/pdf/carl/tcf.pdf>, Accessed October 20, 2020.

32

Communicating Findings

- In a timely manner, share findings with your leadership team.
- Pictures, **taken per facility policy**, may be helpful.
- Discuss also at Resident Safety, QAPI, and other applicable committees



'Seal' of approval

33

Keys for Success

- ✓ Listen; two ears, one mouth
- ✓ Relax; be genuine and open
- ✓ Request feedback
- ✓ Go to all resident clinical areas
- ✓ Remember names
- ✓ Give compliments
- ✓ Time management; stay on message
- ✓ Don't judge or critique
- ✓ Answer questions honestly
- ✓ Don't overdo it; presence should not feel like a burden to staff
- ✓ Develop a set routine: 3x/week, weekly, etc.



34

Questions/comments

- Contact your AHRQ/IHI coach
- Contact Steve @ Sschweon@ptd.net



35