

Case Study and Questions

- During weekly testing it was determined that two residents and one staff in the facility tested positive for COVID-19. The interdisciplinary team reviews the cases to determine source and put next steps in place in an attempt to prevent a future outbreak.



1

CASE STUDY

- What would be your first step when evaluating the current outbreak?
 - Quarantine positive residents and staff
 - Review screening log
 - Determine source of outbreak



2

CASE STUDY

- ▶ What processes should you observe to rule out non-compliance?
 - ▶ Hand Hygiene
 - ▶ PPE Usage
 - ▶ Employee / visitor screening policy
 - ▶ All of the above



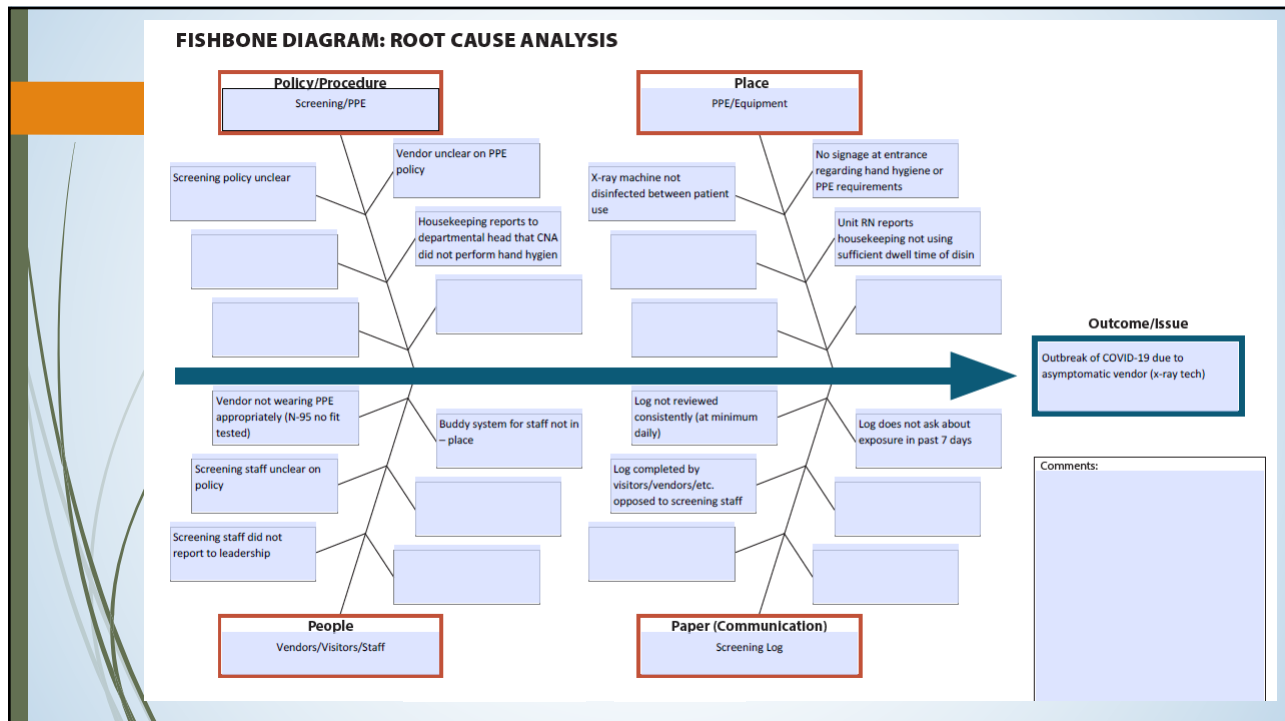
3

CASE STUDY

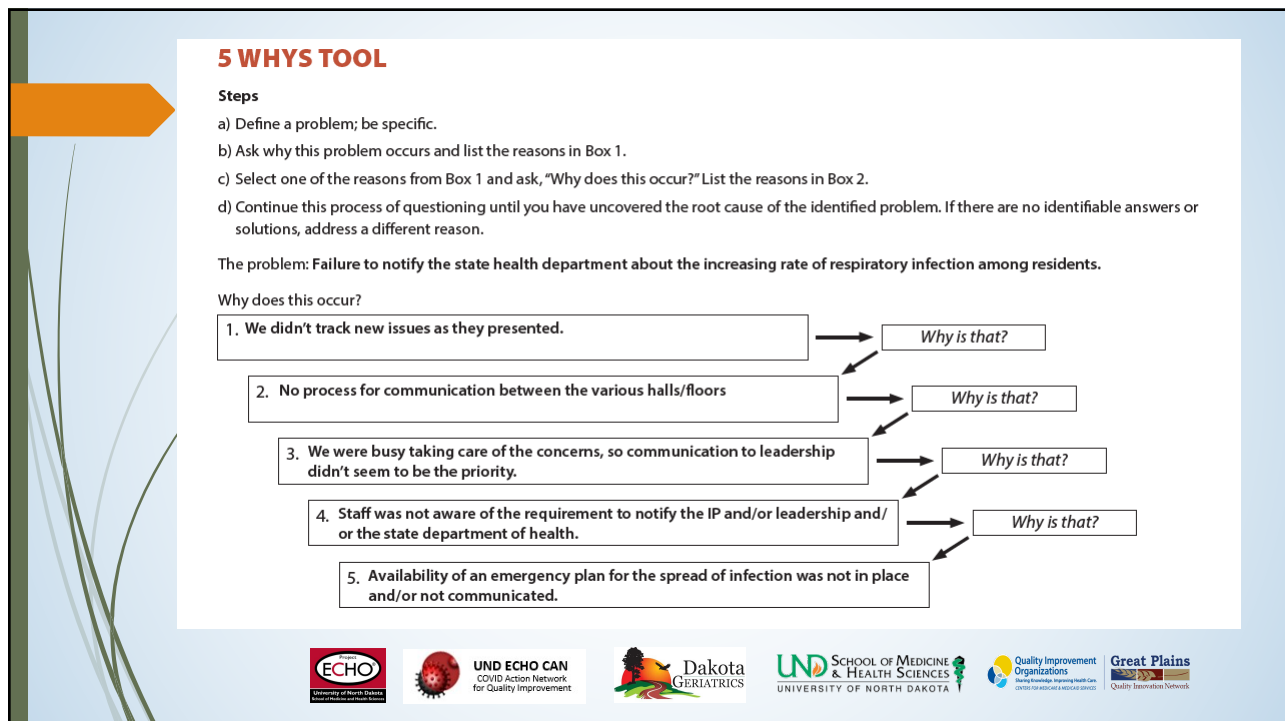
- ▶ What quality improvement tool can you use to determine the source or reason for the outbreak?
 - ▶ Interview staff using the 5 attributes questions
 - ▶ Complete a Root Cause Analysis
 - ▶ Perform a PDSA (plan, do, study, act) cycle




4



5



6



Project ECHO®

NATIONAL NURSING HOME COVID-19 ACTION NETWORK

HOW TO STOP THE SPREAD OF COVID-19 IN NURSING FACILITIES

HOW TO MAKE CHANGE STICK

FOCUS ON PROCESS

If you think a PROCESS works pretty well, test the FIVE ATTRIBUTES

5

- WHO does it
- WHEN should it be done
- WHERE is it done
- HOW is it done
- WHAT is needed to do it

5

- Ask **5 staff** to describe the 5 attributes.
- If 5 direct care staff can describe the work with the 5 attributes, you have a good chance to achieve 95% performance and **SUSTAIN** the performance over time.
- If they can't, determine which attribute they can't describe and develop a simple process for improvement.

If you have a process that does NOT work so well

- Determine if it is a **COMMON** or **INFREQUENT** failure.
- Observation of **ONE PERSON** does not mean it is a common failure.
- Fix **ONE Attribute** (*who, when, where, how, what*) at a time.

