Welcome to the 2019 BSI QIA Educational Webinar. The Infection Control Coach webinar will begin promptly at 3:00 p.m.
IPRO ESRD Network of New York
2019 BSI QIA Infection Control Coach Training Webinar

April 11, 2019
Welcome/Opening Remarks
Jeanine Pilgrim, Quality Improvement Director
NW2 Quality Improvement Team

Improving Quality of Care for ESRD Patients

Jeanine Pilgrim, Quality Improvement Director
Anna Bennett, Quality Improvement Coordinator and Emergency Manager
Novlet Russel-English, Quality Improvement Coordinator Nurse
John Cocchieri, Quality Improvement Support Coordinator
Housekeeping Reminders

- All phone lines muted upon entry to eliminate background noise/distractions
- Be mindful of muting your phone when not speaking
- Please don’t place the call on hold, instead disconnect your line and rejoin the call when able
- Be present and engaged in our topic presentations
- Please be prepared for sharing and actively participating in the open discussions
WebEx Reminders

• This WebEx will be recorded and slides will be made available on the Network Website https://network2.esrd.ipro.org/events/

• To ask a private question use the Chat section in the bottom right corner of your screen sending to All Panelists

• To ask a question for the answer to be shared with all Attendees or Privately, use the Q&A section in the bottom right corner of your screen
Agenda

- Role of the Infection Control Coach
- Role of the Access Ambassador Coach
- Demonstration of a Mock Staff Huddle
- Tips on Developing an Education Station
- Benefits of Integrating Peer Mentoring
- Review of Root Cause Analysis/Corrective Action Plan
- Open Forum Q&A
Learning Objectives

• Learn about the roles/responsibilities of an Infection Control Coach and/or an Access Ambassador Coach
• Learn about implementing a Staff Huddle
• Understand the benefits of implementing Peer Mentoring
• Understand Root Cause Analysis (RCA)/Corrective Action Plan (CAP) and monthly data collection tools
• Review reporting requirements and important timeline deadline dates
Role of Infection Control Coach

Novlet Russel-English
Quality Improvement Coordinator Nurse
LIVE POLL QUESTION

Do you understand your role as an “Infection Control Coach?”
• Yes
• No
Role of an Infection Control Coach

- Designated facility staff member
- Infection Control Coach monitors staff members to ensure they are following infection control practices
- Educate both patients and staff on best practice measures
Role of an Infection Control Coach

- Utilize CDC checklists and audit tools to identify break in the infection chain and provide needed training
- Ensures that all staff members are wearing the appropriate Personal Protective Equipment (PPE)
- Ensure that staff and patients are maintaining a clean working environment
- Ensure that staff members are following policies and procedures for cleaning workstations, including needle buckets
Responsibilities of an Infection Control Coach

• Ensures that clean and dirty stations are properly labelled

• Ensures that both staff and patients are practicing proper handwashing techniques

• Ensures that patients’ AVF/AVG are washed, cleaned and dried using the appropriate cleaners and proper procedures

• Ensures that staff members sign Infection Prevention Pledge and are held accountable for safe infection prevention practices
Responsibilities of an Infection Control Coach

• Ensures that “Education Station” is implemented and maintained with up-to-date resources

• Ensures that new staff members are trained utilizing the provided CDC and Network resources and more experienced staff are maintaining best practice measures
Chat Check-In – Questions/Comments?
Role of Access Ambassador Coach
Role of an Access Ambassador Coach

• Designated staff or patient
• If a patient, encourages peer to make transition from a CVC to a more permanent access
• If a patient, collaborates with staff to provide education to peers on the advantages and disadvantages of having a more permanent access
• If a staff member, collaborates with vascular surgeon to schedule appointment for patient(s) to have vessel mapping done
• If a staff member, ensures that once permanent access is placed, site is cleaned and assessed until time of maturity
Responsibilities of an Access Ambassador Coach

- If a staff member, ensures that appropriate needle gauge is used for cannulation with corresponding blood flow rate
- Ensures that staff member(s) are utilizing CDC checklist and audit tools for CVC care
- Ensures that Education Station has up-to-date resources for educational purposes
Chat Check-In – Questions/Comments?
How to Host a Staff “Huddle”?
LIVE POLL QUESTION

Central Venous Catheters have the lowest rates of infection?

• True
• False
How to Implement a Staff “Huddle”

- A Staff Huddle is a daily meeting of staff members prior to start of 1st treatment to reinforce/educate staff members on policies and procedures, best practice measures, and update staff on relevant information relating to patient care.
- A Staff “Huddle” needs to have an Agenda to ensure that discussion topics and reminders are kept on target and there are no deviations.
- Staff “Huddles” are short 15-20 minutes discussions, no more than 30 minutes, therefore, topics need to be specific, relevant and realistic.
Purposes of a Staff Huddle

• Staff Huddles are intended to improve quality of patient care, encourage staff input, and boost staff morale
• Staff Huddles also bring awareness to practices that are unsafe without singling out individuals
• Staff Huddles recognize staff and/or patients who are making a positive impact in the facility or in the dialysis community
Sample Agenda for Staff “Huddle”

<table>
<thead>
<tr>
<th>Week Day</th>
<th>Staff Huddle Agenda</th>
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<tbody>
<tr>
<td><strong>Meeting Time</strong></td>
<td>10-15 Minutes</td>
</tr>
<tr>
<td>Meeting Duration</td>
<td>10-15 Minutes</td>
</tr>
<tr>
<td>Facilitator</td>
<td>Infection Control Coach</td>
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<tr>
<td>Location</td>
<td>Treatment Floor</td>
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<tr>
<td><strong>Agenda Topic (Examples)</strong></td>
<td><strong>Discussion Time</strong></td>
</tr>
<tr>
<td>1. Proper documentation of Vital Signs</td>
<td>Pre and post, and every 30 minutes or less depending on BP</td>
</tr>
<tr>
<td>2. Lab draw</td>
<td>Pre and post lab instructions</td>
</tr>
<tr>
<td>3. Pre and Post Weight Documentation</td>
<td>Accurate documentation if applicable to patient</td>
</tr>
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</table>
Chat Check-In – Questions/Comments?
Integrating Peer Mentorship
Peer Mentoring

- A peer mentor empowers fellow patients to move forward with their lives after being diagnosed with ESRD.
- Peer mentoring provides support and increases the confidence that many new patients need, and offers patients access to someone who has been through the similar experiences and can understand their concerns.

**PEER MENTORSHIP ROLE AND BENEFITS**

- **Communication**: Enhanced communication among patients, care advocates, providers and ESRD Network communities.
- **Leadership**: Identification of patient leaders who can champion important activities within your local ESRD Network.
- **Coaching**: Support for patients learning from one another—seeking, sharing and spreading information and knowledge.
- **Connections**: Development of an opportunity to connect patients with individuals who have “walked in their shoes.”
- **Mentoring**: A way for patients to help other patients become engaged, educated, and empowered.
- **Role Model**: A means for asking questions comfortably and freely, without fear of judgment. A way to offer support and encouragement to peers.
- **Advisors**: A bridge for overcoming language/cultural barriers.

For more information, or to file a grievance, please contact us:
IPRO End-Stage Renal Disease Network of New York
1979 Marcus Avenue, Lake Success, NY 11042-1072
Patient Toll-Free: (800) 238-3773
Main: (516) 209-5578 • Fax: (516) 326-8929
E-mail: info@nia2.esrd.net • Web: esrd.ipro.org

End-Stage Renal Disease Network of New York

Resources content adapted from the National Patient and Family Engagement (N-PF) Learning and Action Network (LAN), under the ESRD National Coordinating Center (ESRD NC) peer mentoring model. Developed by IPRO ESRD Network of New York while under contract with Centers for Medicare & Medicaid Services.

CONTRACT NO. 500-2016-0022P
Role of Peer Mentoring

- Providing information
- Listening to concerns
- Sharing experiences
- Promoting positive behavior
- Offering encouragement, and
- Relieving anxiety

Learn more about IPRO’s E-University, Peer Mentoring Platform at https://esrdlms.ipro.org/
Guidelines for Peer Mentors

- Peer mentors should wait for a patient’s consent before approaching them as a mentor.
- Peer mentors should not provide medical advice. If a Peer Mentor is asked for medical advice, he/she should refer the patient to the dialysis staff or Nephrologist.
- If a patient shares a complaint with a peer mentor, the patient should be encouraged to use the facility’s grievance procedure.
Guidelines for Peer Mentors

• The dialysis facility Social Worker serves as a patient advocate and can help with patient complaints
• Peer mentors should always get permission from the patient before approaching a staff member about a patient’s concerns and/or sharing any information obtained in the role of a peer mentor

Key Points for Talking with Facility Leaders

Need for a Peer Mentoring Program

Use this tip sheet to introduce and build support for the Peer Mentorship program with your administrator, medical director, board of directors, or other leadership members.
https://esrdlms.ipro.org/

ESRD E-University Course Tracks

Select your specific course track below.

If you are interested in becoming a peer mentor for ESRD patients, choose the 'Patient Training' option.

If you are interested in earning CE credit, choose the 'Professional Training' option.

How Do I Create an Account?

Each person should create their own unique account. Facility staff may assist patients with registering for their own personal account, however sharing user account information is strongly discouraged.

1. Click "Register" from the login screen

2. To create an account, you will need to enter the following information:
   a. Username (recommend this being the same as your email address)
   b. Email Address
   c. Choose a Password
   d. Confirm Password
   e. First Name
   f. Last Name
   g. Job Title
   h. ESRD Network
   i. ESRD Network CCN/Facility Name
      (This field will appear after you have selected your Network number. The CCN is the Medicare Provider Number. Your facility can give you the number and name of your facility as it is listed in the Medicare Database.)

V.3.9/11/2018 E-University Reference Guide
Chat Check-In – Questions/Comments?
Root Cause Analysis
Correction Action Plan
Commonalities from the RCA:

- Lack of patient knowledge
- Facility staff not following protocols
- Patient not washing hands and their accesses
- CVC patients are getting their accesses wet due to them showering
- Co-morbidities
- Non-access related infections
RCA/CAP Outcomes – Next Step

- After identifying the root cause of the infection, the next step is to implement PDSA

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<th>Plan</th>
<th>Do</th>
<th>Study</th>
<th>Act</th>
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<tr>
<td>Intervention</td>
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<td>Clinician Involvement</td>
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<td>Launch</td>
<td>Target Audience</td>
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<td>Successes &amp; Challenges</td>
<td>Rapid Cycle Improvement</td>
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Closing Remarks
Jeanine Pilgrim, Quality Improvement Director
Final Questions/Comments?
We need your feedback and suggestions! Please complete our Webinar Evaluation to share your thoughts and comments. We welcome and value your input!
Next Steps/Actions

- Visit [http://network2.esrd.ipro.org/events/](http://network2.esrd.ipro.org/events/) Slides and recordings will be available on our website 5-10 business days following the event.
- Remember to have **ALL Clinicians sign the Network’s Infection Control Pledge and report in April Collection Tool** which is due on May 10th.
- One staff **NHSN Attestation**
- Register to join [CMS National HAI LAN on May 7, 2019, from 3:00-4:00PM (1 FREE CEU)](https://cc.readytalk.com/r/u09fzs9gynq3&eom)
- Solicit interested patients for success story collection and Network peer mentorship training program
- Don’t forget to use Network/CDC resources to setup Education Station Contest ends on June 30, 2019 submit photo to [qualityimprovement@nw2.esrd.net](mailto:qualityimprovement@nw2.esrd.net)
Infection Control Coach use this as a teaching opportunity on proper handwashing techniques and utilize the Hand Hygiene Audit Tool to assess the technique and provide education/feedback, where necessary.
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Thank You!

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