



Fast Facts



Infection Prevention Monitoring in Arizona's Critical Access Hospitals: Managing Systems to Improve Quality

CAH Infection Prevention Collaborative (IPC) Continues Second Year

Health Services Advisory Group, Inc., (HSAG) in collaboration with the Rural Hospital Flexibility Program at the Rural Health Office, held its second infection prevention learning session for CAHs this year at the HSAG Phoenix office on **Friday, July 22, 2011**. The meeting was simulcast via WebEx for members who could not attend in person. The following hospitals participated in the meeting: Sage Memorial Hospital, Benson Hospital, Wickenburg Community Hospital, Cobre Valley Regional Medical Center, Hopi Health Care Center, and Southeast Arizona Medical Center.

IPC Materials and Information Found to be Practical and Useful by Participating CAHs

Information and materials that were shared at the May 6, 2011 Learning Session has spread throughout the participating hospitals in the following ways, for example:

- Key points from the IPC meeting were incorporated into a proposal presented at the hospital's Infection Control meeting and received organizational support to designate enteric isolation rooms at the far end of one of the hospital hallways.
- The APIC video on hand hygiene was:
 - Presented to the Infection Prevention and Control Committee, the Hospital Governing Board, and the Acute Care Nursing and Emergency Department Nursing Teams.
 - Deployed for viewing by all patients and all staff through the facility's TVs.
 - Incorporated into new staff orientations, an annual training fair, and annual competency reviews.
- Plans are underway to:
 - Place hand washing signs in all exam rooms and patient rooms.
 - Review hand hygiene compliance by measuring: # of cleansers used per month and % of MDRO transmission.
 - Identify measures to evaluate # of patient days without an HAI.
- The APIC MRSA and/or *C. diff* fact sheets and other materials:
 - Will be used with hospital nursing staff to help them keep abreast of and establish responsibility for information related to quality, risk, and infection control issues.
 - Were incorporated as part of a new training series conducted by the Infection Control Preventionist for the Environmental Services staff to ensure proper implementation of appropriate cleaning protocols—compliance with these newly developed protocols will be measured post-training.

Presenting QI Data Effectively

The facilitator, Andrea Silvey, PhD, MSN, HSAG Chief Quality Improvement Officer, shared two presentations that focused on approaches and techniques for presenting QI data effectively. According to an article by Kenneth R. Rhode, Senior Consultant for The Greely Company (TGC@Greely.com, www.greely.com), when data are presented they should provide enough meaningful information and context (e.g., description of actions taken, why they did/didn't work, and recommendations) to enable hospital executive leadership and board members to determine if current actions are effective or if they need to be changed.

Participants reviewed and critiqued about a dozen examples of data tables, graphs, and charts that had been submitted by QIOs for discussion in the Webinar series, *Visual Communication of Healthcare Data*, conducted by Naomi Robbins, PhD, (which concluded on Tuesday, April 5, 2011). The participants later offered suggestions to one another based on their critiques of examples they shared of their own QI data reports.

Take-Home Messages

- Data reports must be understandable to leadership, Board, and medical staff and transparent to everyone.
- Simplify data reports in terms of fewer colors, clearer labels, and minimal use of decimal points and “%” signs.
- Reach out to peer networks and discuss common issues (peer group interaction).
- Take action and plan to use data to improve numbers. Make data drive the decisions and prioritize issues.
- Obtain feedback and direction from leadership regarding priorities moving forward.

Go to <http://www.hsag.com/services/special/cahs.aspx> for meeting agenda and handouts