

## ***Infection Monitoring in Rural Hospitals—Systems & Practice***

*Rural Hospital Flex Program, Rural Health Office (RHO); University of Arizona Mel and Enid Zuckerman College of Public Health*

*Health Services Advisory Group*

## ***RHO and HSAG Project Team Members***

- **Arizona Rural Hospital Flexibility Program, Rural Health Office (RHO); University of Arizona Mel and Enid Zuckerman College of Public Health**
  - *Kevin Driesen, PhD, MPH, Assistant Research Scientist*
  - *Joyce Hospodar, MBA, MPA, Senior Program Coordinator*
  - *Oscar Para, Administrative Associate*
  
- **Health Services Advisory Group (HSAG)**
  - *Andrea Silvey, PhD, MSN, Chief Quality Improvement Officer*
  - *Larry Cooper, MA, Director, Health Education & Publications*
  - *Howard Pitluk, MD, Chief Medical Officer*

## ***Participating Critical Access Hospitals***

- Cobre Valley Community Hospital
- Benson Hospital
- Southeast Medical Center
- Wickenburg Community Hospital
- Hopi Health Care Center
- Northern Cochise Community Hospital
- Sage Memorial Hospital
- Parker Indian Health Center
- Wilcox
- Copper Queen
- Winslow

## ***Today's Objectives***

- Forming collaborative relationship
- Reviewing Project Plan
- Designing project infrastructure
- Clarifying homework assignments
- Discussing next steps

## ***Reviewing Project Plan***

- Objectives
- Format
- Content
- Logistics
- Timeline

## ***Project Objectives***

- Provide participants with :
  - Knowledge
  - Skills
  - Tools
- Use on current and future system level improvement
  - Designing
  - Implementing
  - ‘Hardwiring’/maintaining

## ***Project Format***

- Webex broadcasts
- Learning sessions
- One on one phone consultation
- Pre-work and homework assignments
- Continuous two way feedback
- Final change package
- Final report

## ***Project Content***

- How to conduct a successful QI project
  - QI tools and methods
  - Leadership engagement
  - Patient Safety Culture
- Designing an infection monitoring protocol
  - Anticipating barriers
  - Mapping the process
  - Developing measures
- Rolling out the new infection monitoring protocol
  - Implementing and hardwiring a monitoring system
  - Collecting and reporting performance data

## ***Project Logistics***

- 3 six-hour Learning Sessions at HSAG Conference Center
  - 1600 E. Northern Ave., Suite 100, Phoenix, AZ
  - Pre-registration required by email or fax
  - Fee
  
- 4 one-hour to ninety minute Webex broadcasts
  - Toll free dial-in number
  - Recorded and posted after each Webex

## ***Project Timeline***

- Nov. 2, 2009: Kick-off Webex
- Nov. 19, 2009: Learning Session I
- Jan. 21, 2010: Learning Session II
- Feb. 23, 2010: Webex #2
- Apr. 8, 2010: Learning Session III
- May 4, 2010: Webex #3
- July 13, 2010: Webex #4
- August 31, 2010: Final Report

## ***Designing Project Infrastructure***

- Internal multidisciplinary QI teams
- Communication channels and mechanisms
  - Within your hospitals
  - Between different hospitals
- Centralized file for sharing of information

## ***Determining QI Team Members***

- Executive sponsor
- Physician champion
- Day-day leader
- Clinical Lab
- Infection Prevention nurse
- Front line staff (inpatient and outpatient)
- Medical records
- IT representative

## **Communication Channels and Mechanisms**

- Internal team roster
  - Name, title
  - Team member role
  - Phone number, extension, email, work schedule
  - Preferred method of contact
- Communicating between hospitals
  - Point of contact vs. peer to peer
- 2 way Communications with HSAG
  - Calls, emails
  - Evaluations, Fast Facts

## **Centralized File for Sharing Information**

- HSAG web page for the project
  - Project Plan
  - Contact information
  - Webex and Learning Session presentations
  - Handouts/worksheets
  - Homework assignments
  - Fast Facts
  - Who Does What by When

## Infection Monitoring in Rural Hospitals

### *Clarify Homework Assignments*

#	Assignment	Due Date
1	Identify project team members and complete team roster	11/13/09
2	Identify infection monitoring requirements for CAHs Describe and map current infection monitoring processes Describe infection prevention/control QI infrastructure	1/14/10
3	Describe current staffing mix Describe current physician mix	2/16/10
4	Identify opportunities for improvement in monitoring Identify barriers to improvement and design solutions	4/24/10
5	Develop action plans for implementing and maintaining individually tailored infection monitoring protocol	7/6/10

*Information for Health Care Improvement*



### *Next Steps Who Does What by When*

Who	Does What	By When
Andrea	Check about feasibility of HSAG web page	11/19/09
Oscar	Send out templates for team rosters	11/3/09
Project leads	Complete team roster and send to Oscar	11/13/09
Oscar	Compile and disseminate contact info for all hospitals	11/19/09
Oscar	Send out pre-registration information	11/09/09
Project leads	Pre-register for Learning Session 1 on 11/19/09	11/13/09
Andrea	Locate and disseminate hotel accommodations incl. gov't rates	11/09/09
Oscar	Send out slides from Kick-Off Webex	11/3/09

*Information for Health Care Improvement*



Health Services Advisory Group

## Infection Monitoring in Rural Hospitals

### Contact Information

- Andrea B. Silvey, PhD, MSN
- Chief Quality Improvement Officer
- Health Services Advisory Group
- 1600 E. Northern Ave., Suite 100
- Phoenix, AZ 85016
- 602.665.6135 (direct line)
- 602.241.0757 (fax)
- [asilvey@hsag.com](mailto:asilvey@hsag.com)
- [www.hsag.com](http://www.hsag.com)



*Information for Health Care Improvement*



### Contact Information

- Oscar Parra
- Administrative Associate
- Arizona Rural Hospital Flexibility Program
- Rural Health Office
- Community, Environment and Policy
- Mel and Enid Zuckerman College of Public Health  
University of Arizona
- Phone (520) 626-0721
- Fax (520) 626-3101
- [oscardp@email.arizona.edu](mailto:oscardp@email.arizona.edu)

*Information for Health Care Improvement*



Health Services Advisory Group