

Promoting Solutions for Making the Built Environment Safer During COVID-19

Cohort 3 Session 14

March 2 , 2021

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Home COVID-19 Action Network**



Today's Agenda

Follow-up from Promoting Safe Visitation during COVID-19

Promoting Solutions for Making the Built Environment Safer
During COVID-19

Performance Improvement Discussion & Breakout Rooms

Wrap-up and Poll

Questions & Answers

Follow-up on Promoting Safe Visitation during COVID-19



Promoting Solutions for Making the Built Environment Safer During COVID-19

Key Elements for Ensuring a Safe Environment

Physical Environment

- Reimaging Space
- Design for Success
- Cleaning & Disinfecting

Monitoring Safety

- Rounding
- Photos for QI

Communication Strategies

Physical Environment

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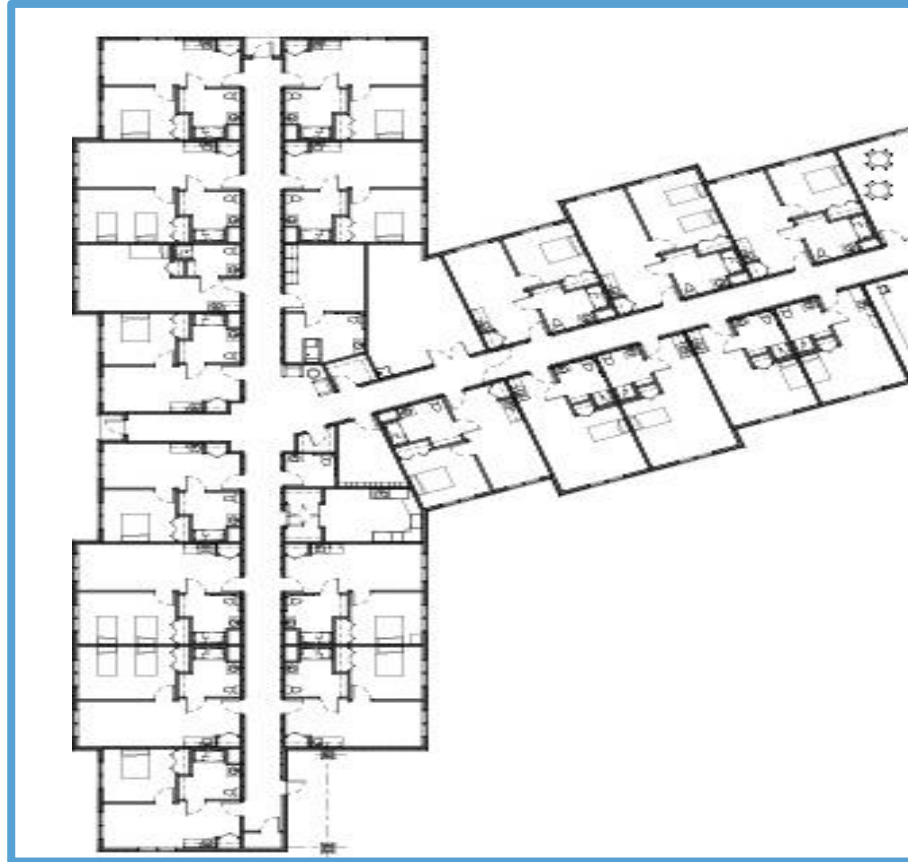


Looking Back and Looking Forward

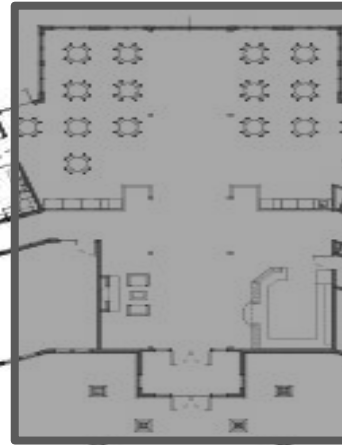


Using Facility Layout for Cohorting

Asymptomatic, COVID
negative (presumed)



Common Areas
Closed



Observation



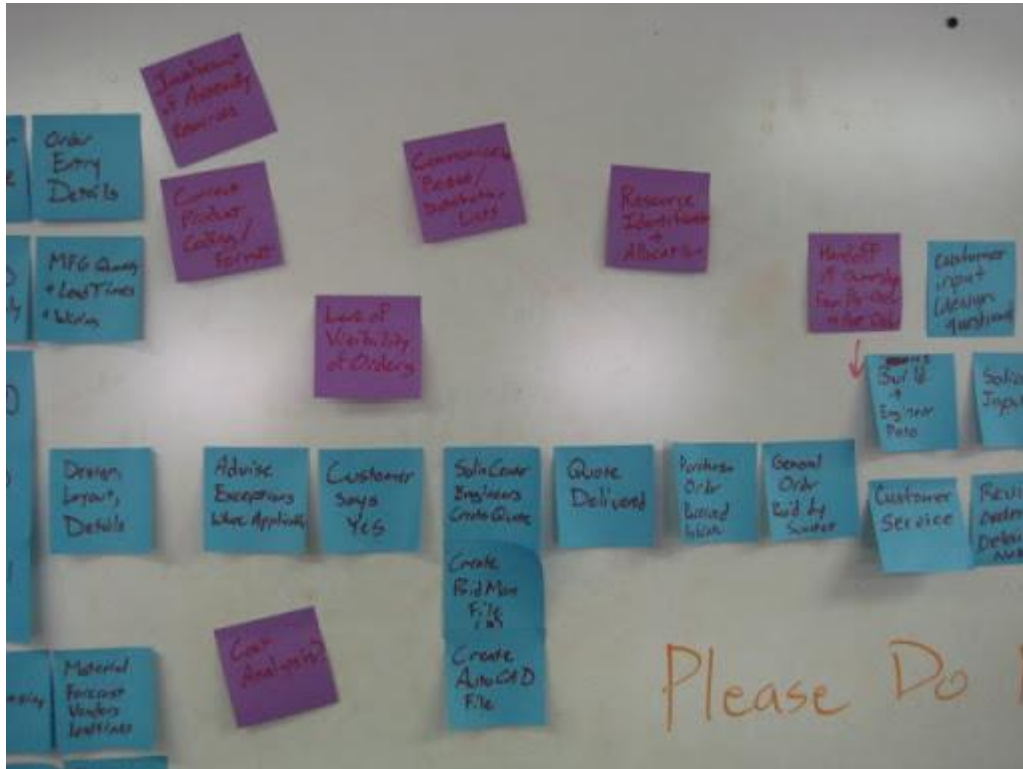
COVID
positive



Necessity is The Mother of Invention

- Resident rooms: Physically separating by 6 feet
- Plastic curtains; physical barriers between units; in common areas; outdoors!
- “Traffic flow”
- Reimagining entrances and exits
- Visitation areas
- “Hallway activities”
- Donning and Doffing Stations
- Hand Hygiene stations
- Vaccine Clinics
- MAB Infusion Areas!

Leveraging Lessons Learned About Process Mapping



- Start with one process
- Clear instructions to all at the start
- Clear purpose for the activity
- Timeline for participation and debrief session
- Keep the process map up and visible; post-its available
- Invite asynchronous participation
- Debrief on results; reconcile questions; draft process; share with all for review

Consideration: Physical Environment

Cleaning & Disinfecting

CDC Recommendations:

- Increase the frequency of routine environmental cleaning including bathrooms and around the resident's living space
- Particular attention should be given to cleaning objects that are frequently touched
- Use dedicated medical equipment whenever possible
 - If not possible, clean **AND** disinfect prior to use with another resident
- Always follow facility policies and procedures for cleaning and disinfection
- First clean and then disinfect with **EPA List N disinfectant**
- Laundry, Food Service Utensils and Medical Waste can all be managed using routine procedures

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Cleaning & Disinfection Audit Tool

Infection Prevention and Control Manual Interim Cleaning and Disinfection Audit COVID-19 Pandemic

Cleaning and Disinfection Audit - COVID-19 Audit



| PROCEDURE | YES | NO | COMMENTS |
|---|-----|----|----------|
| Resident Room - Confirmed COVID-19 | | | |
| Preparation | | | |
| 1. Prepares disinfectant to be used in cleaning and disinfecting resident room following product label a. EPA-List N | | | |
| 2. Performs Hand Hygiene | | | |
| Donning of Personal Protective Equipment | | | |
| 1. All recommended PPE is gathered prior to entering the room (Gown, gloves, eye protection, N95 or mask) | | | |
| 2. Gown is donned first and tied at waist and neck | | | |
| 3. Dons mask or N95 respirator | | | |
| 4. Secures nosepiece with both hands | | | |
| 5. Secures elastic bands or tie securely | | | |
| 6. Mask or N95 fits snug to face and below chin | | | |
| 7. Goggles or face shield is donned | | | |
| 8. Gloves extend to cover wrist of isolation gown | | | |
| Resident Room | | | |
| 1. Housekeeping cart does not enter the resident room | | | |
| 2. Unattended chemicals should be securely locked | | | |
| 3. Performs cleaning and disinfection of high touch areas: a. Doorknobs b. Handrails c. Bath rails d. Skin handles e. Call buttons f. Call light cords g. Soap dispensers h. Telephones i. Remote controls j. Wheelchairs k. Walkers l. Bedside tables m. Light switches | | | |

Infection Prevention and Control Manual Interim Cleaning and Disinfection Audit COVID-19 Pandemic

| | | | |
|---|--|--|--|
| n. Other surfaces near resident bed/chair | | | |
| 4. Cleans and disinfect bathroom | | | |
| 5. Mops floor | | | |
| 6. Performs cleaning and disinfection from cleanest surfaces to dirtiest surfaces a. If surfaces are visibly soiled, clean first then disinfect | | | |
| 7. Cleans areas that are not re-contaminated | | | |
| 8. Cleaning cloths and solutions are used for only one room | | | |
| 9. Cleaning cloths do not soak in dirty cleaning solution | | | |
| 10. Mop head is laundered after each use | | | |
| Removal of Personal Protective Equipment | | | |
| Gloves | | | |
| 1. Grasps outside of glove with opposite gloved hand and peels off | | | |
| 2. Holds removed glove in gloved hand | | | |
| 3. Slides fingers of ungloved hand under remaining glove at wrist | | | |
| 4. Peels glove off over first glove | | | |
| 5. Discards gloves in waste container | | | |
| Gown | | | |
| 1. Unfastens ties | | | |
| 2. Pulls away from neck and shoulders, touching inside of gown only | | | |
| 3. Turns gown inside out | | | |
| 4. Folds or rolls into a bundle and discards a. Disposable gowns: Discards in waste receptacle b. Reusable/cloth gowns: c. Places in soiled laundry receptacle | | | |
| Exit Room after Glove/Gown Removal | | | |
| Perform Hand Hygiene | | | |
| Goggles/Face Shield | | | |
| 1. Removes goggles/face shield using care to pull away from face not to touch front of shield or goggles | | | |
| Mask or Respirator | | | |
| 1. Grasps bottom, then top ties or elastics and removes | | | |
| 2. Does not touch the front of the mask or respirator (contaminated) | | | |
| 3. Disposes of properly | | | |

Infection Prevention and Control Manual Interim Cleaning and Disinfection Audit COVID-19 Pandemic

| | | | |
|---|--|--|--|
| 5. The employee used the proper technique and order to don and removed PPE | | | |
| 6. PPE was removed at doorway or anteroom | | | |
| 7. Perform Hand Hygiene | | | |
| Medical Equipment | | | |
| 1. Cleaning and Disinfection of medical equipment is performed following manufacturer's instructions and use of EPA List N Disinfectant | | | |
| Comments | | | |
| | | | |

Employee _____ Date _____

Evaluator _____ Date _____

References and Resources:

- Centers for Disease Control and Prevention. Coronavirus Disease 2019 (COVID-19). Preparing for COVID-19 in Nursing Homes. June 25, 2020: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>
- Centers for Disease Control and Prevention. Clinical Questions about COVID-19: Questions and Answers. August 4, 2020: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/faq.html>
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- Centers for Medicare and Medicaid Services. Interim Final Rule Updating Requirements for Notification of Confirmed and Suspected COVID-19 Cases Among Residents and Staff in Nursing Homes. QSO-20-29. May 2, 2020: <https://www.cms.gov/files/document/qso-20-29-nh.pdf>
- United States Environmental Protection Agency (EPA). Pesticide Registration List N: Disinfectants for Use Against SARS-CoV-2: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

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Poll Question: Which of the Environmental Safety efforts have been most challenging?

- 1. Donning and Doffing areas
- 2. Hand hygiene areas
- 3. Cohorting strategy
- 4. Visitation areas
- 5. Cleaning and Disinfection plans
- 6. Other

Poll Question: Which of the following Environmental Safety efforts are you most proud of?

- 1. Donning and Doffing areas
- 2. Hand hygiene areas
- 3. Cohorting strategy
- 4. Visitation areas
- 5. Cleaning and Disinfection plans
- 6. Other

Built Environment Innovations



Built Environment Innovations



Built Environment Innovations



Front Lobby



Courtyard



Cinema Room



Main Dining Room – 6 Feet Apt.



Quarantine Room



Courtyard: Outside Visitations



Built Environment Innovations



Monitoring for Safety

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Why Perform Walking Rounds?

- Rounding processes are about **changing habits and communication patterns**
- Rounds are helpful in **organizing the work** in such a way as to decrease chaos, structure conversations, and design an opportunity to “see” patient and staff needs more reliably.
- *Infection prevention, and a culture of safety, requires boots on the ground and eyes on the work*

Walking Rounds Best Practice



A Picture Speaks a Thousand Words

Using photos as a “no blame, no shame” QI approach

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Keeping an 'Eye' on Care Practices and Photography

- Using pictures of the environment
- 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

What is Wrong? Vs What Do You See?



- Why?
- How?

Chat In: What Do You See?



- Why?
- How?

Communicating Safety

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Communicating to Your Colleagues

- Be timely
- Be tactful
- Share the reason why the correction is needed
- Keep judgement out of the discussion
- Focus on improvement; plan to meet again

Improvement teams

Nizar Wehbi, IHI

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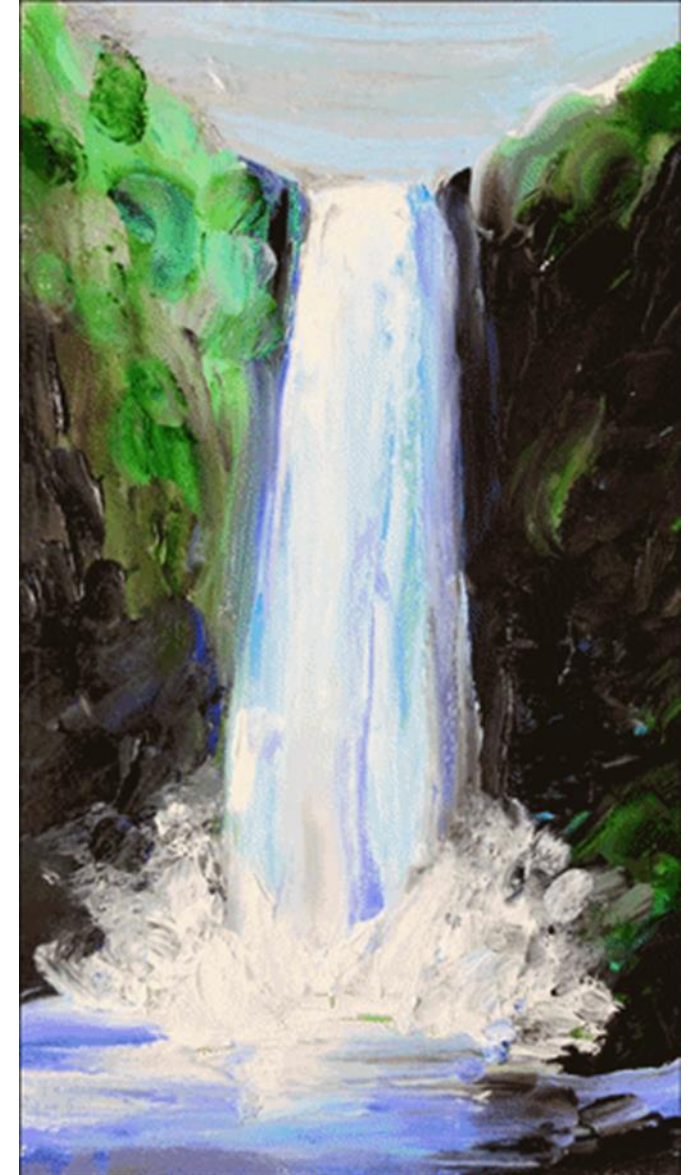
QAPI Temperature Check

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Chat Waterfall

- We will ask you **two questions** about how you organize your QAPI work
- Don't hit send until I count you down!



Last Name Between A-K

- Type your response to the question below
- Respond “Everyone”
- **DO NOT HIT SEND UNTIL I TELL YOU TO!**
- Here is the question:
 - How many members on your QAPI Committee? Are all members always able to go to the meeting?
- 3-2-1 BEGIN

Last name between L-Z

- Type your response to the question below
- Respond “Everyone”
- **DO NOT HIT SEND UNTIL I TELL YOU TO!**
- Here is the question:
 - What was the biggest barrier to progress with your QAPI work pre-Covid?
- 3-2-1 BEGIN

QAPI Committee vs. Improvement Team

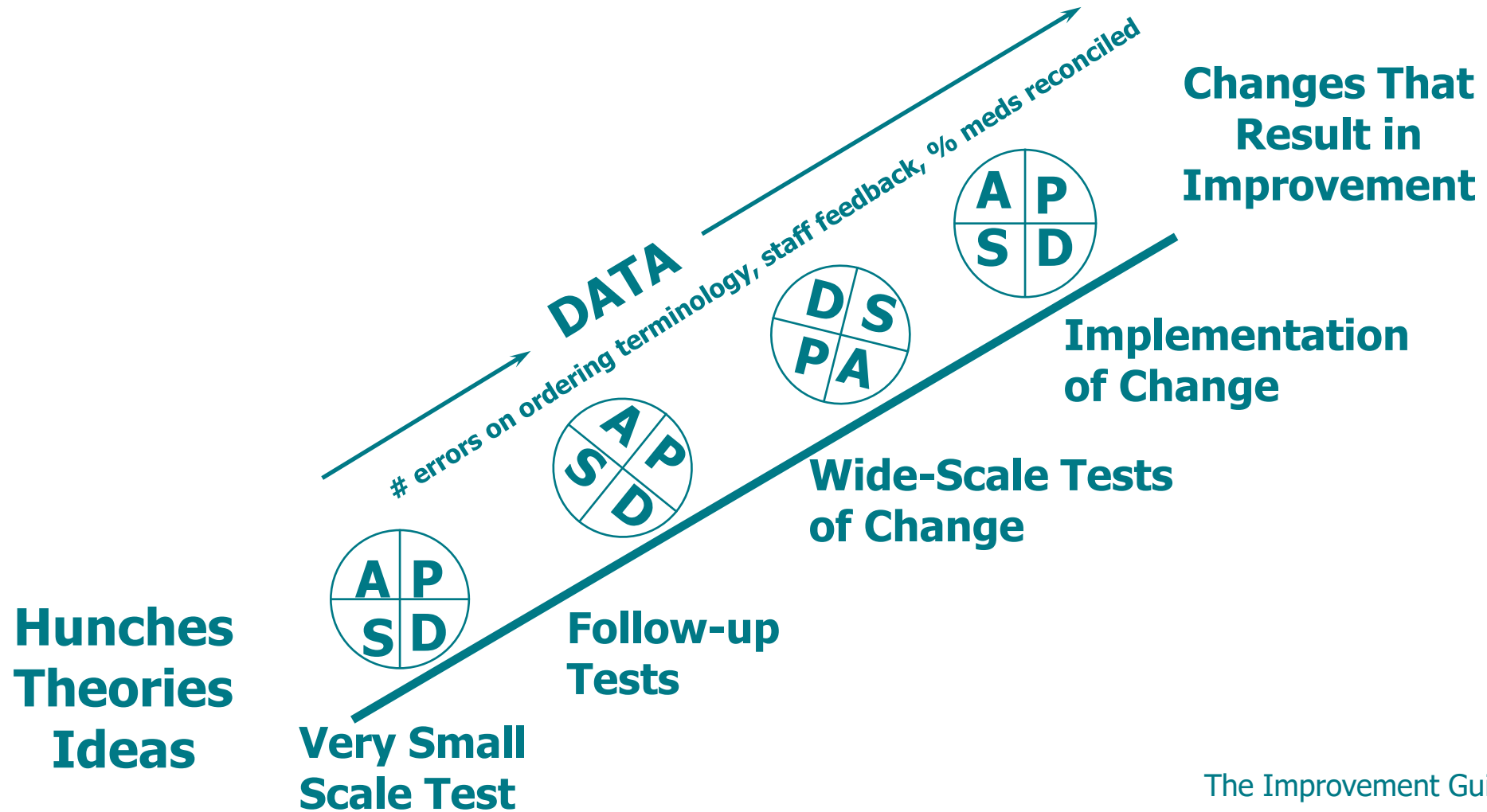
■ QAPI Committee

- Ownership
- Regulatory compliance
- Direction
- Priorities
- Defines the problem

■ Improvement Team

- Boots on the ground
- Testing ideas
- Creative
- Speed
- Finds the solution that works

Repeated Use of the PDSA Cycle



Improvement Team

- Specific to the problem at hand
- End users of the process must be included
- Volunteer or voluntell?
- Keep it small or scheduling will get in the way
- Provide basic training

The ideal team size for improvement is ... 2

- You need at least one person to question your ideas
- Two people can find time to talk more easily than a larger group
- Formal meetings not necessary for small team

Leave in action

- Think about how you have celebrated success and what will you do in the future
- Next week: PLAN FOR **CELEBRATION**
- How to properly recognize work?

What to expect next...

Next Session: **March 9, 2021**

Topics:

- Session 15: What's Next for Nursing Facilities & How to Prepare?

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Wrap Up and Poll

- Please watch your screen and respond to our 2 poll questions as they launch



Questions?

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