

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

Cohort 7 Session 14

March 5, 2021

9:30 am

Please note, Project ECHO collects registration, participation, questions/answers, chat comments, and poll responses for some ECHO programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**



Today's Agenda

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

Case Studies

Performance Improvement Discussion

Wrap-up and Poll

Questions & Answers

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

Bill Bogdanovich

Key Elements for Ensuring a Safe Environment

Physical Environment

- Reimagining Space
- Ventilation
- Design for Success
- Cleaning & Disinfecting

Monitoring Safety

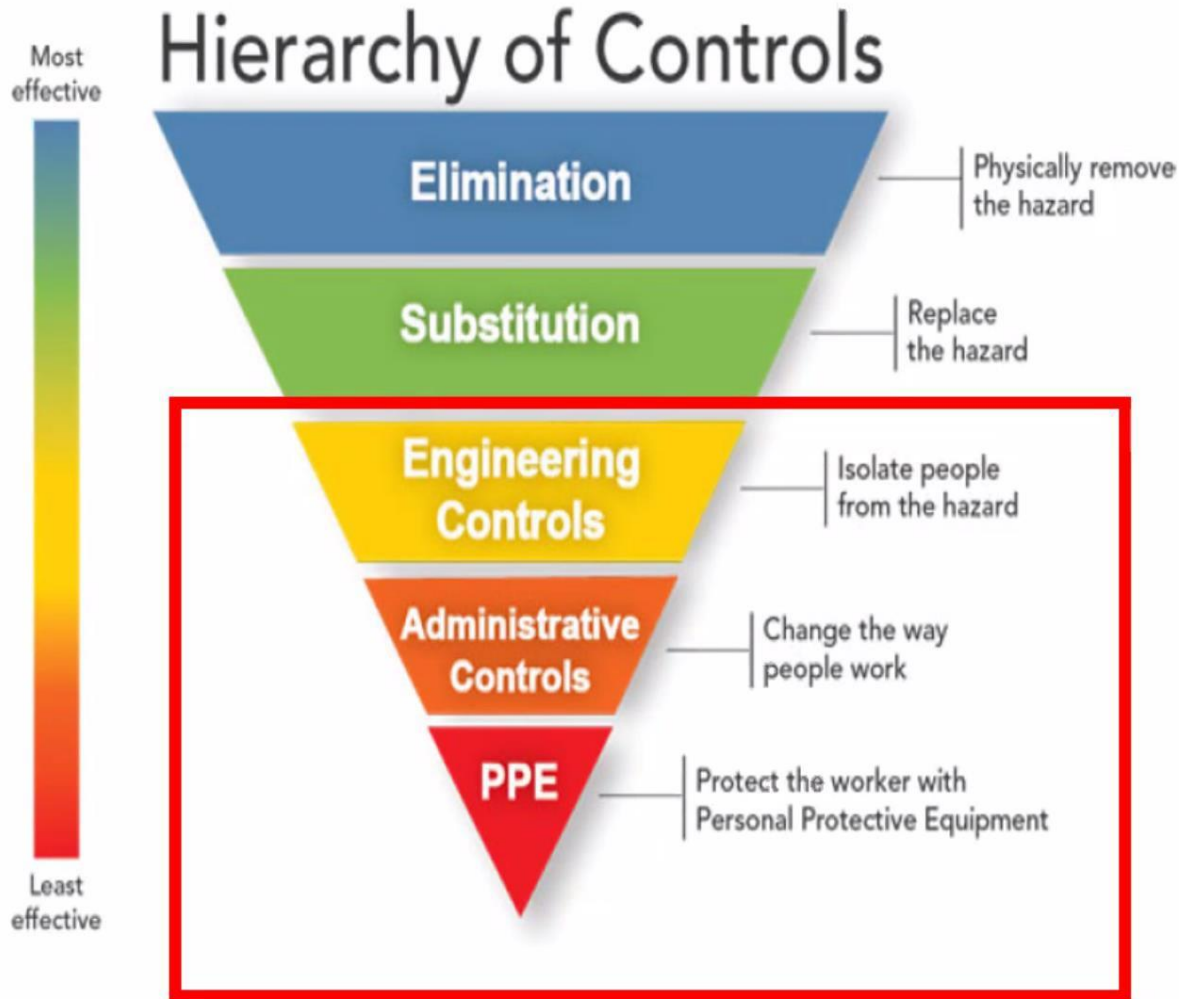
- Rounding
- Photos for QI

Communicating Safety

Physical Environment

**AHRQ ECHO National Nursing
Home COVID-19 Action Network**





The pandemic and preventing COVID introduction and transmission is a daily challenge for all facilities. Always remember:

- **THE BASICS!** Ensuring basic infection prevention practices are in place to prevent bacterial and viral infections.
- **TO BE SAFE!** Maintaining a safe work environment, for the protection of all.
- **WHEN WE KNOW BETTER, WE DO BETTER!** Quality assurance and performance improvement is *always* ongoing!

Considerations: Physical Environment

Re-imagine your space

- **Resident rooms:** The ability to physically separate residents is greatly enhanced when rooms are occupied by only a single resident.
- **Plastic curtains as separators**
- **MAB Infusion Areas**
- **Vaccine Clinics**
- **Use of dining areas, chapel, activities rooms for visitation**
- **One way “traffic flow” for COVID positive units**
- **Donning and Doffing areas**
- **Hallway “activities”**

Considerations: Physical Environment

Ventilation

- Reduce risk of transmission by:
 - Open windows where possible in COVID-naïve units
 - Industrial fans
 - Supplementing systems with equipment that can further purify air (e.g., air ionization, air purifiers)
 - Adjusting existing systems to support infection control (e.g., creating negative pressure, replacing filters)
 - Air scrubbers

Considerations: Physical Environment

Design for Success

To help staff do the right thing, make it easier by putting things where they are likely to see or use them. (Ex: dispenser location and visibility within resident's rooms significantly affected hand hygiene adherence)

Engage direct care staff in work environment redesign; those closest to the work will know best how to make it better



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>

Physical Environment: Enhanced Cleaning Technology

Is your facility using the following:

Electrostatic sprayers?

UV Disinfection Lighting?

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			

This resource was developed utilizing information from CDC and CMS.

Providers are reminded to review state and local specific information for any variance to national guidance.

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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			

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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>
- Centers for Disease Control and Prevention. Interim Infection Prevention and Control recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic. July 15, 2020: https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html?CDC_AA_revid=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Finfection-control%2Fcontrol-recommendations.html
- Centers for Medicare and Medicaid Services. QSO-20-14-NH. Guidance for Infection Control and Prevention of Coronavirus Disease 2019 (COVID-19) in Nursing Homes (REVISED). March 13, 2020: <https://www.cms.gov/files/document/qso-20-14-nh-revised.pdf>
- 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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Your Built Environment Innovations

Kimball Farms – reception area

“The facility built a divider around the reception area. The staff decorated the area with signage, stickers and flowers to make it inviting, but it also expresses the severity of the situation as this is the first thing that all staff and visitors see upon arrival.”



Mt. Greylock – PPE Storage

“HVAC system added to our outside Garage. We needed to add the system for PPE storage. Gloves, masks and gowns cannot get too cold or hot. We had to do this as we do not have enough storage space in our facility and we are required to keep several weeks of PPE on hand.”



Your Built Environment Innovations

Chestnut Hill of East Longmeadow

Front Entrance



Converted restroom to handwashing station



Check-in Station



Wall-Mounted Thermometer

Your Built Environment Innovations

Alliance Health at West Acres – seating area

“To ensure the safety of our visitors and residents, we chose a seating area that has a separate entrance.

The visitors go around the back, are screened and then tested with the Binax kit.

The resident is escorted down after the visitor tests negative. The visit is supervised by either activities or a member of the leadership team.”





Liberty Commons

Keeping Staff and Visitors Safe

Renee Bryden

Social Visitor Screening Prior to Arrival

Social visitors request visitation appointments and access necessary forms on our website.

Activities Department
Coordinates and Facilitates visits.

Visitors are encouraged to have
BINAX NOW testing prior to
visits.

https://www.broadreachhealth.org/coronavirus-at-broadreach

BROAD REACH HEALTHCARE

To learn more about Broad Reach Healthcare, please call 508-945-4611

ABOUT US ▾ PROGRAMS ▾ RESOURCES ▾ NEWS & EVENTS ▾ CONTACT ▾

COVID-19 Information

Post Vaccine Protocols for Family

Item Link >>

Broad Reach Healthcare Emergency Op Center Reporting 02.26.2021

Item Link >>

Social Visit Registration Form

Item Link >>

Broad Reach Community Update 02.26.2021

Item Link >>

Essential Visitor Request Form

BROAD REACH HEALTHCARE

INFORMED CONSENT FOR COVID-19 DIAGNOSTIC TESTING

1. **Authorization and Consent for Covid-19 Diagnostic Testing:**
I voluntarily consent and authorize Broad Reach of Chatham, Inc. ("BR") to conduct collection, testing, and analysis for the purposes of a COVID-19 diagnostic test. I acknowledge and understand that my COVID-19 diagnostic test will require the collection of an appropriate sample by my healthcare provider through a nasopharyngeal swab, oral swab, saliva sample or other recommended collection procedures. I understand that there are risks and benefits associated with undergoing a diagnostic test for COVID-19 and there may be a potential for false positive or false negative test results. I assume complete and full responsibility to take appropriate action with regards to my test results. Should I have question or concerns regarding my results, or a worsening of my condition, I shall promptly seek advice and treatment from an appropriate medical provider.

2. **Patient Rights and Privacy Practices:**
Notice of Privacy Practices and Rights: BR's Notice of Privacy Practices describes how it may use and disclose your protected health information to carry out treatment, initiate and obtain payment, conduct health care operations and for other purposes that are permitted or required by law. You may download a copy of your rights as a patient and BR's Notice of Privacy Practices at <https://www.broadreachhealth.org/privacy>, or a printed copy will be provided upon request.

Disclosures to Government Authorities: I acknowledge and agree that BR may disclose my test results and associated information to appropriate county, state, or other governmental and regulatory entities as may be permitted by law.

3. **Release:** To the fullest extent permitted by law, I hereby release, discharge and hold harmless, BR, including, without limitation, any its respective officers, directors, employees, representatives and agents from any and all claims, liability, and damages, of whatever kind or nature, arising out of or in connection with any act or omission relating to my COVID-19 diagnostic test or the disclosure of my COVID-19 test results.

Through this registration process for COVID-19 Diagnostic Testing at BR, I acknowledge and agree that I have read, understand, and agreed to the statements contained within this form. I have been informed about the purpose of the COVID-19 diagnostic test, procedures to be performed, potential risks and benefits, and associated costs. I have been provided an opportunity to ask questions before proceeding with a COVID-19 diagnostic test and I understand that if I do not wish to continue with the collection, testing, or analysis of a COVID-19 diagnostic test, I may decline to receive continued services. I have read the contents of this form in its entirety and voluntarily consent to undergo diagnostic testing for COVID-19.

First Name	Last Name	
Address	City	Zip Code
Date of Birth	Gender	Occupation
Phone		
Signature:		

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BROAD REACH HEALTHCARE

Social Visit Registration Form
(Completed prior to each visit.)

Instructions to Prospective Visitor:
1. Review the organization's Visitor Screening, Visitation Limitations & COVID-19 Access Restrictions policy and procedure.
2. Complete the questions below.
3. Submit completed registration form to:
→ Liberty Commons: libertycommons@broadreachhealth.org fax: 508.945.2245
→ Victorian: vicarian@broadreachhealth.org fax: 508.945.2152

Resident/Patient Name: _____

Visitor Name: _____

Phone # _____ Email: _____
☐ mobile (preferred)

How frequently do you intend to visit? _____

What are your COVID-19 Lifestyle Responsibility Choices?	YES	NO
1. Are you wearing a face covering when unable to social distance in public settings?		
2. Are you practicing social distancing?		
3. Are you performing hand hygiene with increased frequency?		
4. Have you had a flu shot? a. If no, are you getting a flu shot?		
5. Have you been COVID-tested (with a negative result)?		
6. Are you willing to be tested now through our antigen testing program (15 minute result, on site)?		

There is no charge to visitors participating in facility testing. Insurance will be billed where applicable.

Visitor COVID-19 Facility Visitation Commitment: Do you understand and intend to follow all visitor protocols set forth in the Visitor Screening, Visitation Limitations & COVID-19 Access Restrictions? ☐

Visitor Signature _____ Date: _____
or
Visitor interview conducted telephonically by: _____
(staff member who conducted telephonic interview)

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Day of the visit – arrive early for ‘drive thru’ testing



Once testing is complete, visitors are screened in the lobby and change into appropriate PPE and perform hand hygiene.



Lobby Remodel - Couches replaced with armchairs and spaced for social distancing.

Staff in the lobby supervise and assist with visits to help keep residents and visitors safe.

Discussion

- Where are some areas in which you can make the design more intuitive to improve it?
- What are some of the modifications you have made to your physical environment to keep people safe and prevent the spread of COVID?

Monitoring for Safety

Bill Bogdanovich

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What are Walking, or Environmental Rounds?

- Walking rounds are “seeing” the direct experiences of:
 - **Patients:** Going to the bedside, including the resident’s bathroom, with a structured focus, and assessing the resident, and their environment for potential improvement opportunities to prevent harm and foster healing.
 - **Staff:** Going to the staff environment (bedside, work areas, rest areas)...are they effective and efficient?
 - **Visitors:** Does the environment allow for safe connections?

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, cannot be totally improved from sitting at a desk all day.***

What You Can Gain from Rounding

1. Approachability; staff will start to inform you
2. Improved trust; over time, more information will be shared
3. Greater awareness of what's going on
4. Accountability; the key is to follow-up, be consistency
5. Morale may improve when staff are listened to
6. Productivity; additional creative ideas may develop
7. Meet new residents, develop relationships

A sense of personal gratification may be obtained when resident care, and the environment, is improved and made safer.

Walking Rounds – Tool & Checklist



Environmental Rounds Worksheet for Infection Control

AREA INSPECTED:	DATE:	INSPECTOR:
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Use separate sheet for each department or patient care unit. Check as follows:
C = Compliant; NC = Not compliant; CAC = Corrective action completed; FU = Follow-up required; NA = Not applicable

Criteria	C	NC	Finding or Comment	CAC	FU	NA
Patient Exam/Treatment Rooms:						
Floors and walls clean						
Cubicle curtains clean and free of tears, etc.						
Furniture clean and in good condition						
Sink clean						
Soap & Paper Towel Dispensers are stocked and working						
Alcohol Handsanitizers are available						
Gloves, PPE available as per policy						
No supplies stored under sinks						
No food or drink in Patient Care Areas						
Blood spill kits available						
Vent grills clean						
High-level disinfectant performed						

<https://health.usf.edu/medicine/internalmedicine/infectious/medicalhealthadmin/~media/Files/Medicine/Internal%20Medicine/Infectious%20Disease%20and%20International%20Medicine/Medical%20Health%20Admin/environmental-rounds-worksheet.ashx?la=en>. Accessed October 20, 2020

A Picture Speaks a Thousand Words

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

Martha Hayward

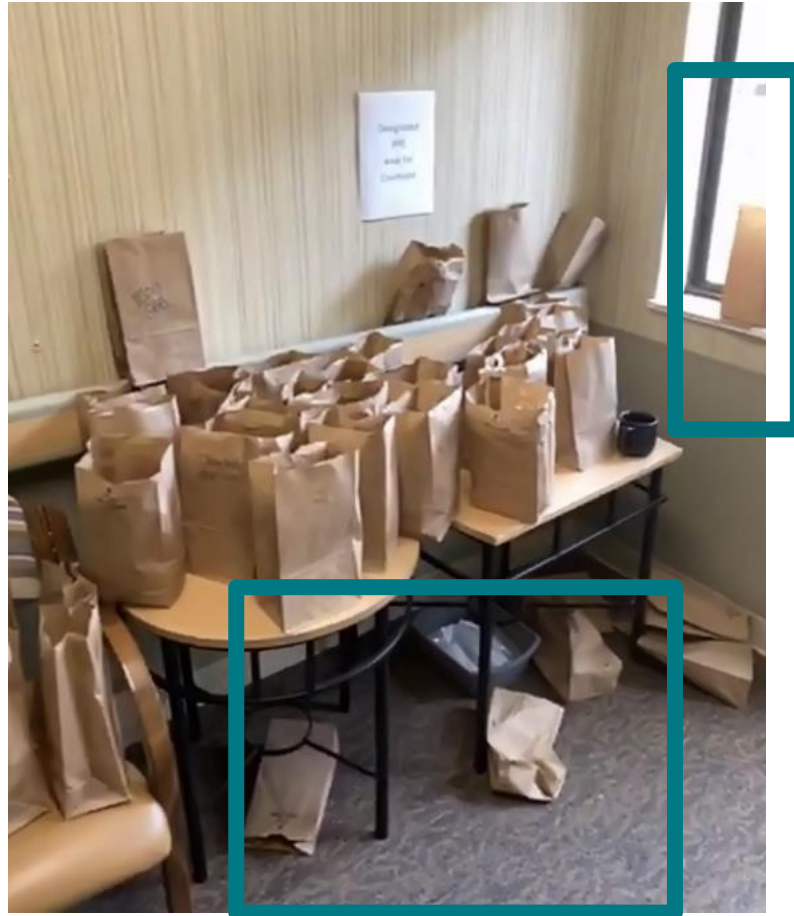
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Keeping an ‘Eye’ on Care Practices and Photography

- 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
 - Catching YES! That...
 - “Seeing” what needs some attention

Improvement Opportunity



Communicating Safety

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Communicating to Your Colleagues

- Keep the emotion out of the discussion; may want to vent with a friend, first
- In a timely manner, share findings with your leadership team.
- Be tactful, speak softly, with findings
- Share the reason why the correction is needed
- Keep the emotion out of the discussion
- Try to have the staff member make the corrections; reinforces positive, future behaviors
- Pictures, **taken per facility policy**, may be helpful.

Discussion

Based on the previous slide, with no blaming or shaming, how would you guide this conversation?



Performance Improvement

Martha Hayward

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Report back from last week

- What is ONE small change that you have worked on alone or with your team?

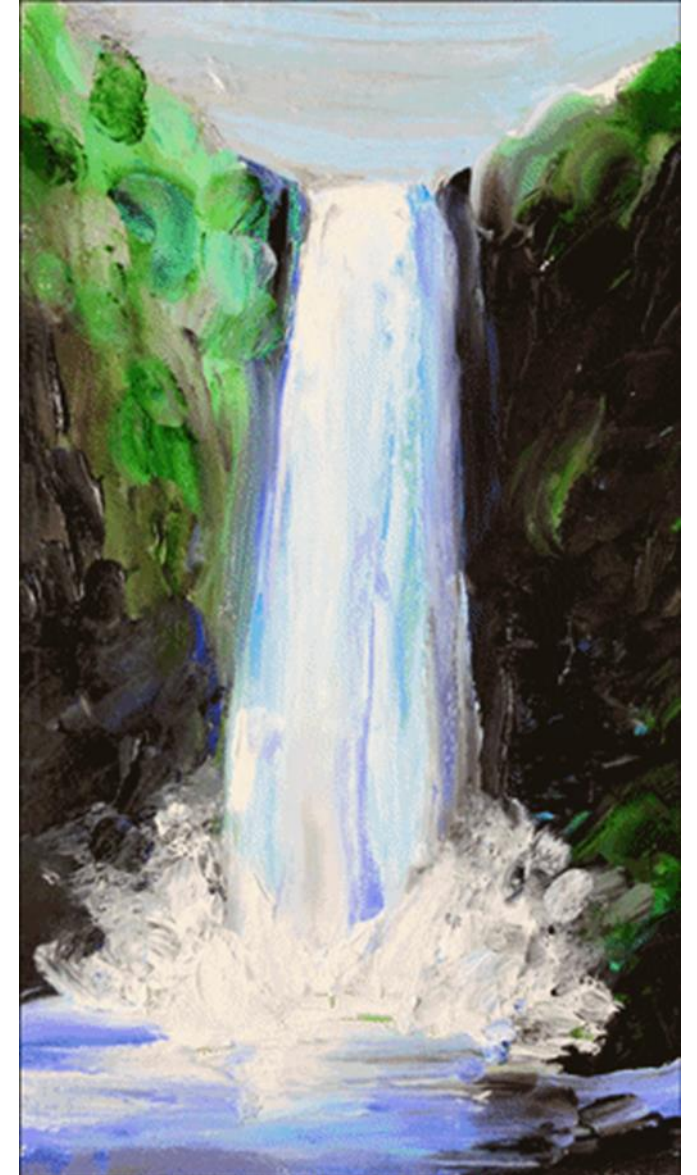
QAPI Temperature Check

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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!



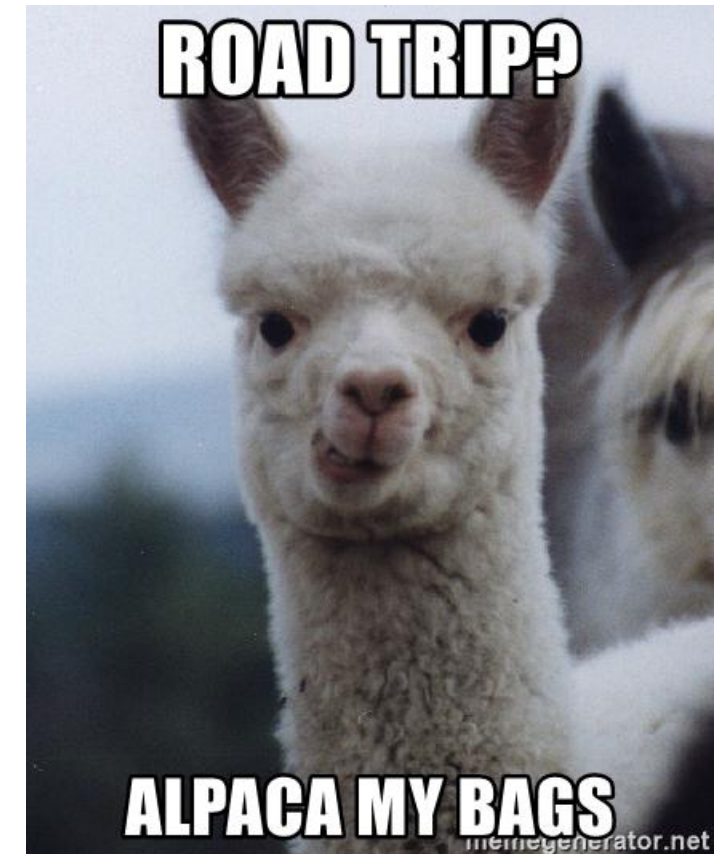
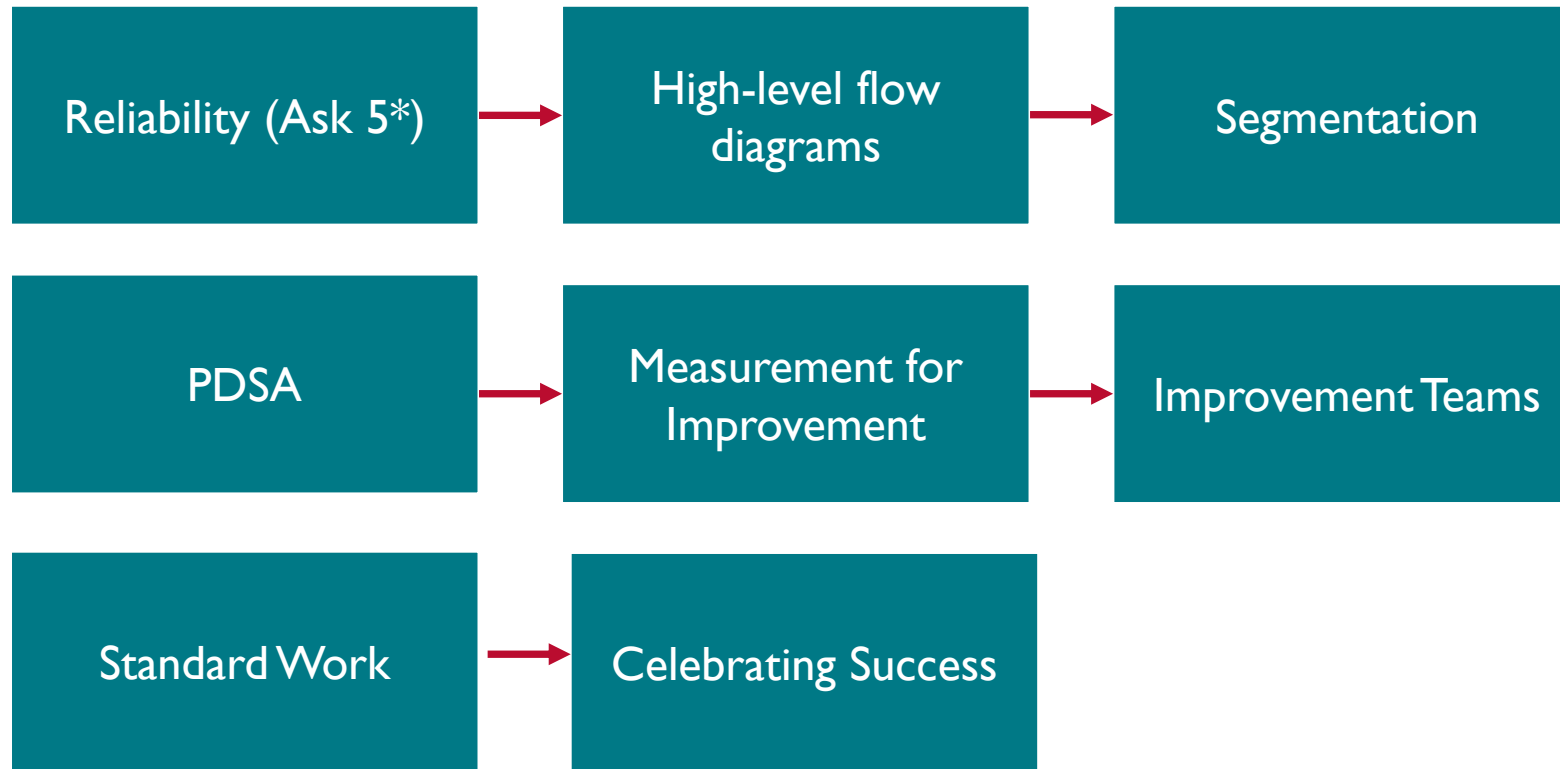
Last Name Between A-K

- 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

The QI Journey



Ask 5: Who, When, Where, How, What

QAPI Committee vs. Improvement Team

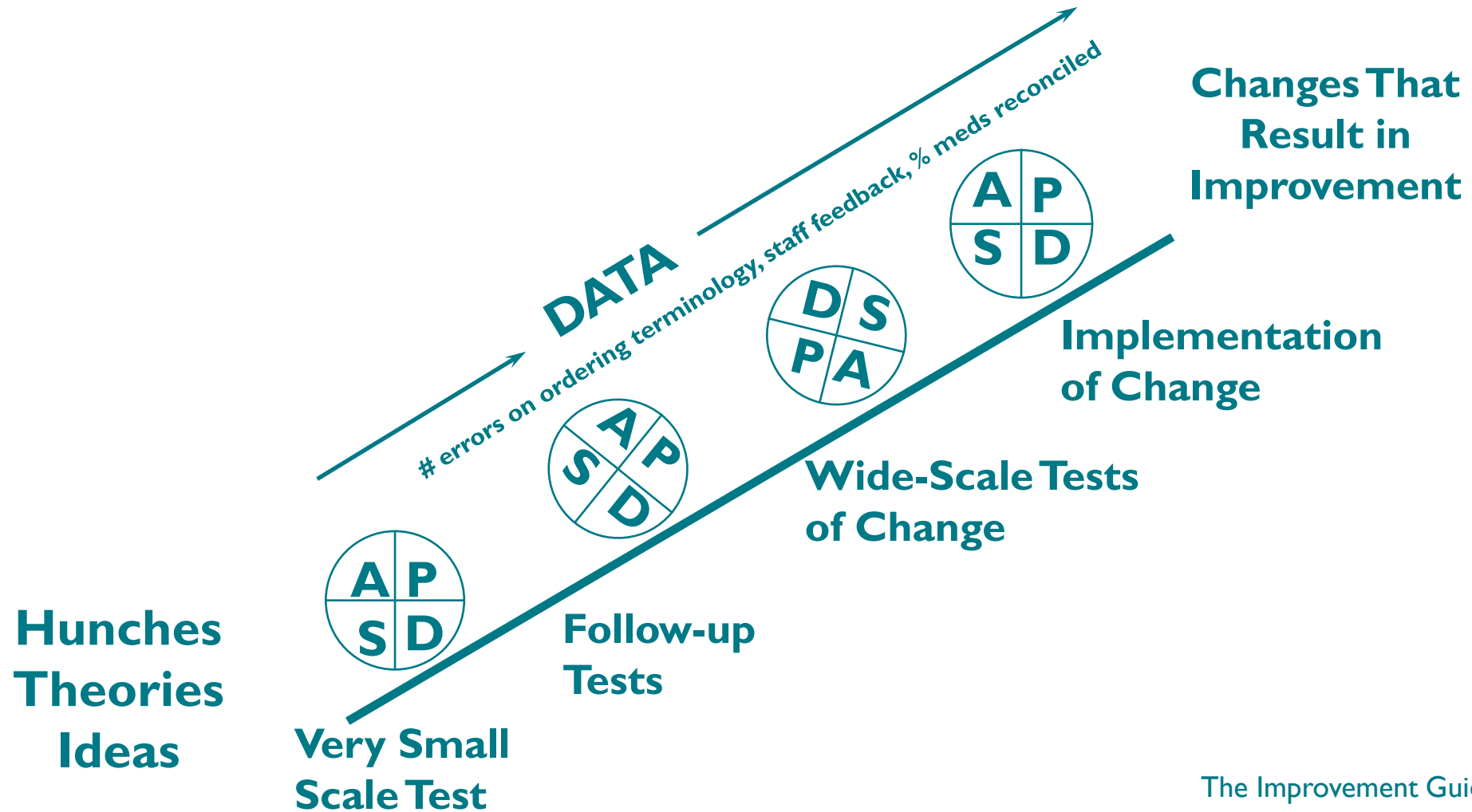
■ QAPI Committee

- 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: **CELEBRATION**

What to expect next...

Next Session: March 12 at 9:30 am

Topics:

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

Brenda Chen: bchen@maseniorcare.org

Wrap Up and Poll

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



Questions?

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