

HOW TO USE QUICK OBSERVATION TOOLS FOR INFECTION PREVENTION SURVEY READINESS

PAM WEBB, RN, MPH, CIC
INFECTION PREVENTION CONSULTANT
PW CONSULTING, LLC

DISCLOSURES

- No Conflict of Interests
- Have done infection prevention consulting work for MT DPHHS, Mountain Pacific Quality Health Foundation, and MHA previously
- Have presented on infection prevention topics for APIC national conference and state-wide chapters

PRESENTATION OBJECTIVES

At the end of this presentation, the learner will be able to:

- Locate Quick Observation Tools (QUOTS) on APIC website
- State how to use QUOTS for Infection Prevention Survey Readiness
- Create an implementation plan for QUOTS for his/her facility

PRESENTATION AGENDA

- Overview of CDC/APIC development and implementation of Quick Observation Tools (QUOTS)
- Review QUOTS on APIC website
- Group Activity:
 - Divide into groups
 - Each group will review one tool set and discuss implementation strategies **AND** will report out implementation strategies to all attendees
- Time to answer questions, share reflections and lessons learned!

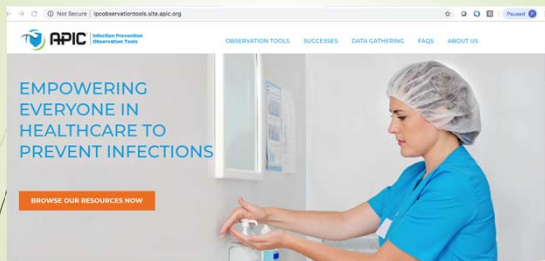
WHAT ARE QUICK OBSERVATIONS TOOLS (QUOTS)?

- Developed jointly by the CDC and APIC
 - CDC= CENTERS FOR DISEASE CONTROL AND PREVENTION
 - APIC= ASSOCIATION FOR PROFESSIONALS IN INFECTION PREVENTION AND EPIDEMIOLOGY
- Purpose
 - Support Infection Prevention Program Measures
 - Complement Infection Control Assessment Reports (ICAR)
 - Broaden participation of facility staff in Infection Prevention Program
- Implementation Phase
 - Tested in 4 different facility settings
 - Central Montana Medical Center and Clinic (Critical Access Hospital and Outpatient Clinic)
 - Summit Health -Chambersburg Hospital (Acute care community hospital in Pennsylvania)
 - Vanderbilt University Medical Center (Large medical center in Tennessee)
- Launched in October 2018

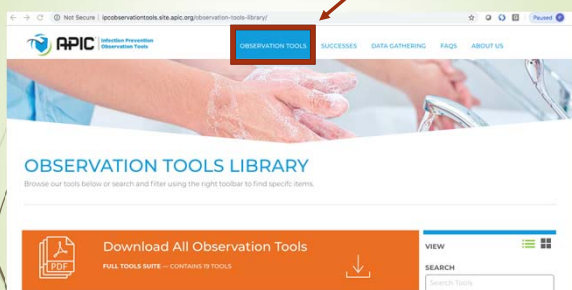
ICAR and QUOTS

- Developed based on CMS Infection Prevention Standards
- Can be very useful for survey readiness when used routinely
- Anyone can be trained to use the QUOT tools
- **DOES. NOT. HAVE. TO. BE. THE. IP/MANAGERS. WHO. USE. THE. TOOLS!!!!!!**

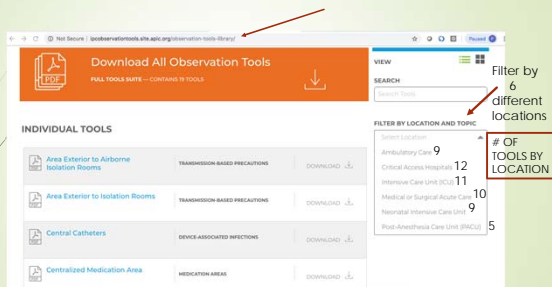
QUOTS: <http://ipcobservationtools.site.apic.org/>



Observation Tools website page

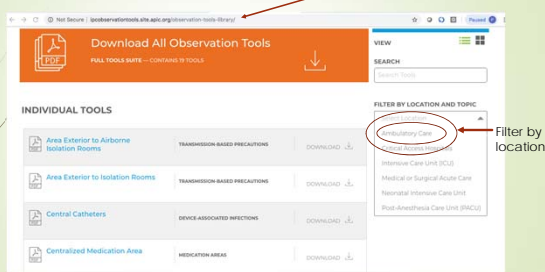


Observation Tools Library

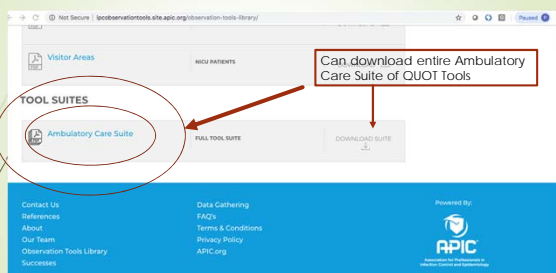


Observation Tools Library: Location

Website address



Observation Tools Library




Standard Precautions: Observation of Hand Hygiene
Provision of Supplies

AMB-1 Setting

Instructions: Observe patient care areas or areas outside of patient rooms. For each category, record the observation. In the column on the right, sum (across) the total number of "Yes" and the total number of observations ("Yes" + "No"). Sum all categories down for overall performance.

Standard Precautions: Observation Categories	Room 1	Room 2	Room 3	Room 4	Room 5	Summary of Observations	
	Yes	No	Yes	No	Yes	No	Total Observed
1 Are functioning sinks readily accessible in the patient care area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2 Are all handwashing supplies, such as soap and paper towels, available?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3 Is the sink area clean and dry?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4 Are any clean patient care supplies on the counter within a splash-zone of the sink?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5 Are signs promoting hand hygiene displayed in the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Are alcohol dispensers readily accessible?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7 Are alcohol dispensers filled and working properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Total YES and TOTAL OBSERVED							

Frontside of tool for AMB-1

 Standard Precautions: Observation of Hand Hygiene Provision of Supplies		AMB-1
Date: _____		<div style="border: 1px solid red; padding: 2px;">Backside of Tool for AMB-1</div>
Observer Role: <input type="checkbox"/> Nurse <input type="checkbox"/> Tech <input type="checkbox"/> Other _____ Initials: _____		
Location/Unit: _____		
Notes and comments:		

Ambulatory Care Suite Tools

- Standard Precautions:** Observation of Hand Hygiene Provisions of Supplies
- Standard Precautions:** Observation of Personal Protective Equipment Provisions
- Isolation:** Observation of Area Exterior to Contact Isolation Rooms
- Isolation:** Observation of Area Exterior to Airborne Infection Isolation Rooms
- Standard Precautions:** Observation of Needlestick Prevention and Care of Laundry
- Injection Safety:** Observation of Centralized Medication Area
- Cough Courtesy:** Waiting Room
- Environment of Care:** Vaccine Storage Areas
- Injection Safety:** Point of Care Testing

Color Coded by topic

Critical Access Hospital Suite Tools

- Device:** Central Venous Catheter Observation
- Device:** Urinary Catheter Observation
- Standard Precautions:** Observation of Hand Hygiene Provisions of Supplies
- Standard Precautions:** Observation of Personal Protective Equipment Provision
- Isolation:** Observation of Area Exterior to Contact Isolation Rooms
- Isolation:** Observation of Area Exterior to Airborne Infection Isolation Rooms
- Standard Precautions:** Observation of Needlestick Prevention and Care of Laundry
- Injection Safety:** Observation of Centralized Medication Area
- Injection Safety:** Observation of Portable Medication Systems (Found in CAH, ICU, Med/Surg)
- Observation of Visitor Area (AKA, Cough Courtesy, Waiting Room in Ambulatory Suite Tools)
- Reprocessing:** High Level Disinfection and Liquid Sterilization Process- "Dirty" Area Using Chemical Soak Method (Found in High Level Disinfection)
- Reprocessing:** High Level Disinfection and Liquid Sterilization Process- Clean Area (Found in High Level Disinfection)
- Environment of Care:** Vaccine Storage Areas (Found in Ambulatory Suite Tools)
- Injection Safety:** Point of Care Testing (Found in Ambulatory Suite Tools)

Yellow highlight not in Ambulatory Tool Suite Green Highlight Consider using in CAH Tool Suite

Observation Tools Library: Topic

Download All Observation Tools
FULL TOOLS SUITE -- CONTAINS 19 TOOLS

Search by topic

INDIVIDUAL TOOLS

Tool Name	Topic	Download
Area Exterior to Airborne Isolation Rooms	TRANSMISSION-BASED PRECAUTIONS	DOWNLOAD
Area Exterior to Isolation Rooms	TRANSMISSION-BASED PRECAUTIONS	DOWNLOAD
Central Catheters	DEVICE-ASSOCIATED INFECTIONS	DOWNLOAD
Centralized Medication Area	MEDICATION AREAS	DOWNLOAD

FILTER BY LOCATION AND TOPIC

Select Location

Select Topic

- Ambulatory Settings
- Device-Associated Infections
- High-Level Disinfection
- Medication Areas
- NICU Patients
- Standard Precautions
- Transmission-Based Precautions

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- Transmission-Based Precautions

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Search by topic

INDIVIDUAL TOOLS


Tool Name	Topic	Download
Cough Courtesy: Waiting Room	AMBULATORY SETTINGS	DOWNLOAD
Hand Hygiene Provision of Supplies	STANDARD PRECAUTIONS	DOWNLOAD
Needlestick Prevention and Care of Laundry	STANDARD PRECAUTIONS	DOWNLOAD
Personal Protective Equipment (PPE) Supply Provision	STANDARD PRECAUTIONS	DOWNLOAD

FILTER BY LOCATION AND TOPIC

Select Location

Select Topic

- Ambulatory Settings
- Device-Associated Infections
- High-Level Disinfection
- Medication Areas
- NICU Patients
- Standard Precautions
- Transmission-Based Precautions



Observation of Visitor area

SP-4

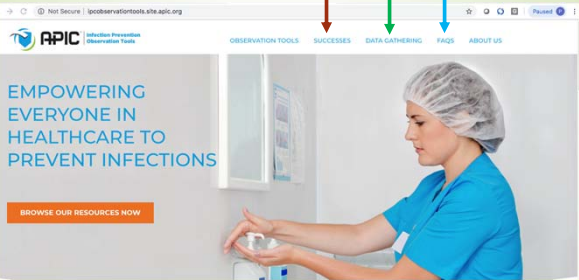
Instructions: Observe visitor area. Observe each practice below and answer Yes, No, or N/A. Sum all Yes and No responses. Divide by sum of "Yes" + "No".

Visitor area: Observation Categories		Yes	No	N/A
1	Are hand hygiene supplies readily accessible by visitors in the waiting area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Are face masks readily available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Is there visible signage that clearly states that if visitors are ill, they should report to the healthcare team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Is there visible signage that clearly states what, if any, visitor (children or otherwise) restrictions are in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TOTAL (Total YES and No Only)				

Standard Precautions Suite

1. **Standard Precautions:** Observation of Hand Hygiene Provisions of Supplies
2. **Standard Precautions:** Observation of Personal Protective Equipment Supplies
3. **Standard Precautions:** Observation of Needlestick Prevention and Care of Laundry
4. **Standard Precautions:** Observation of Visitor Area

QUOTS: <http://ipcobservationtools.site.apic.org/>



DATA GATHERING EXCEL TOOL- 1 MONTH

Card title	Question number	Question	Total No.	Total Y/N	Total observations	Number yes	Card summary
Central Catheter Observation	1	Is the dressing preferably chlorhexidine gluconate or CDC - based? Must meet the catheter insertion site: does the dressing have a seal along all edges?	1	1	4	75%	80.0%
	2	Is the dressing dated and timed according to facility policy?	1	1	4	100%	
	3	Is the catheter secured to reduce movement or tension?	1	1	4	100%	
	4	Are the administration tubing sets labeled and within the date range according to facility policy?	1	1	4	100%	
Primary Catheter Observation	5	Are all lumbar ports capped according to facility policy?	1	1	4	100%	80.0%
	6	Is the catheter properly secured to the patient?	1	1	4	67%	
	7	Is there an antiseptic bag between the catheter and the bag?	1	1	4	100%	
	8	Is the collection bag below the level of the bladder?	1	1	4	100%	
Ventilator Observation	9	Are the bag and tubing off of the throat?	1	1	4	100%	75.0%
	10	Is the level of the fluid reservoir at all times?	1	1	4	100%	
	11	Is the ventilator tubing free of exposure contamination?	1	1	4	75%	
	12	Are supplies needed for oral care kept at the bedside?	1	1	4	80%	
Standard Precautions: Observation of Hand hygiene: Provision of Supplies	13	Are functioning sinks readily accessible to healthcare providers?	1	1	4	100%	80.0%
	14	Are all handwashing supplies, such as soap and paper towels, available?	1	1	4	80%	
	15	Are signs promoting hand hygiene displayed in the area?	1	1	4	100%	
	16	Are alcohol dispensers readily accessible?	1	1	4	100%	
Standard Precautions: Observation of Personal Protective Equipment Provision	17	Are alcohol dispensers readily accessible and functioning?	1	1	4	100%	80.0%
	18	Are gloves ready to use outside each patient room or any point of care?	1	1	4	80%	
	19	Are gloves ready to use outside each patient room or any point of care?	1	1	4	100%	
	20	Are gloves ready to use outside each patient room or any point of care?	1	1	4	100%	

DATA GATHERING EXCEL TOOL
STRATIFIED BY MONTH

Card Number	Card title	Question number	Question	Percent of Yes, 100% observations	Percent of No, 0% observations	Percent of NA, 0% observations
1	Central Catheter Observation	1	Is the dressing preferably chlorhexidine gluconate or CDC - based? Must meet the catheter insertion site: does the dressing have a seal along all edges?	75%	100%	80%
		2	Is the dressing dated and timed according to facility policy?	100%	80%	100%
		3	Is the catheter secured to reduce movement or tension?	100%	100%	80%
		4	Are the administration tubing sets labeled and within the date range according to facility policy?	50%	80%	100%
2	Primary Catheter Observation	5	Are all lumbar ports capped according to facility policy?	100%	100%	80%
		6	Is the catheter properly secured to the patient?	67%	100%	80%
		7	Is there an antiseptic bag between the catheter and the bag?	100%	80%	100%
		8	Is the collection bag below the level of the bladder?	67%	100%	80%
3	Ventilator Observation	9	Are the bag and tubing off of the throat?	100%	80%	100%
		10	Is the level of the fluid reservoir at all times?	100%	80%	100%
		11	Is the ventilator tubing free of exposure contamination?	75%	100%	80%
		12	Are supplies needed for oral care kept at the bedside?	50%	70%	100%
4	Standard Precautions: Observation of Hand hygiene: Provision of Supplies	13	Are functioning sinks readily accessible to healthcare providers?	100%	80%	100%
		14	Are all handwashing supplies, such as soap and paper towels, available?	75%	100%	80%
		15	Are signs promoting hand hygiene displayed in the area?	60%	80%	100%
		16	Are alcohol dispensers readily accessible?	100%	80%	100%
5	Standard Precautions: Observation of Personal Protective Equipment Provision	17	Are alcohol dispensers readily accessible and functioning?	100%	80%	100%
		18	Are gloves ready to use outside each patient room or any point of care?	100%	80%	100%
		19	Are gloves ready to use outside each patient room or any point of care?	100%	80%	100%
		20	Are gloves ready to use outside each patient room or any point of care?	100%	80%	100%

QUOT RECAP

- Available at <http://ipcobservationtools.site.apic.org/>
- Observation Tools sorted by location or topic
- Successes
- Data Gathering
- FAQs
- Free tools that can be used for survey readiness

Location	Topic
Ambulatory Care	Ambulatory Settings
Critical Access Hospital	Device Associated
ICU	High Level Disinfection
Medical/Surgical Acute Care	Medication Areas
Neonatal ICU	Standard Precautions
Post Anesthesia Care Unit	Transmission Based Precautions

Implementation Strategies at Critical Access Hospital

- Critical Access Hospital
 - 25 beds and 400 employees
 - Pilot project educational kickoff-Presented QUOTs during a Nursing Skills Lab
 - QUOTs were used by manager, staff nurses, CNAs, ward clerks, phlebotomists and housekeepers
 - Critical Access Units - Med Surg QUOTs
 - GI Lab and OR - High Level Disinfection QUOTs

Comments and Follow-up - Critical Access Hospital

- The facility developed their own QUOTs for the phlebotomy stations in the lab
- Had a group exercise: "What's my role in Infection Control?"
- Good engagement from non-nursing personnel
- Connected dots: staff commented that when paper towels were not available, hand hygiene was less likely

Implementation Strategies at Out Patient Physician Clinic

- OP Physician Clinic
 - 7 physician offices and 33 staff
 - Pilot project educational kickoff
 - Used Ambulatory Care QUOTs
 - Team Approach with 7 teams
 - Each team selected a random QUOT to review observations in another office
 - Outcomes
 - Positive experience & easy to use QUOTs with minimal time
 - Noticed absence of cough courtesy stations at check-in areas- now corrected
 - Noticed missing and empty alcohol-gel dispensers - now corrected

Implementation Strategies at Acute Care-Community Facility & Large Medical Center

- Kickoff through Patient Care Council to gain leadership support
- Used Huddles and Just in Time Training to teach staff
- Teamwork- 1 IP and 1 Staff member per unit completed card sets together

Project Feedback

Feedback :

- "When IPs and staff find discrepancies, they can make corrections without being perceived as police - It's collegial"
- "It was educational for management" Hand hygiene supplies had been considered an environmental services issue before QUOTS - changed Impression to see as an Infection Prevention issue.
- Found QUOT tools "easier to use" than the established organizational safety round tool
 - Simple to use
 - Can help in prepping for surveys
 - Can share findings in HAI huddles
- Some questions not relevant (such as those referring to multi-dose vials)

NOW the FUN Begins. Group Exercise

- Divide into groups
- Each group will review one tool set and discuss implementation strategies **AND** will report out implementation strategies to all attendees
- Consider:
 - Who will be on your Implementation team?
 - How would you get Leadership Support?
 - When will you begin your education campaign?
 - How would you educate staff on how to use the tools?
 - How would you collect your data?
 - What do you expect to see from your data?
 - When would you like to see implementation plan begin?

The FUN Continues: Report Out Your Implementation Plan

- Report out in any fashion that you would like!

Questions, Reflections, Lessons Learned

- What is one thing that you will use from this session by the end of September?
- How do you plan to use the information learned from this session?

Questions?

- Pam Webb, RN, MPH, CIC
- PW Consulting, LLC
- 406-750-6230
- pwebb@bresnan.net
