



2008 Share Conference Working Together for Quality and Service

Quality Coaches in Action:

The Mount Sinai Hospital

January 9, 2008

**Sharing Outcomes from the
Infection Prevention Coach Training Program**



1199SEIU United Healthcare Workers East • 1199SEIU Training and Employment Funds •
Greater New York Hospital Association



Project Participants

Site Coordinator:

Dr. David Calfee, MD

*Union and Management
Representatives*

*Norma Esperanza, Director,
Quality Improvement*

1199 Representative

Unit and Coaches:

Cardiac Progressive Care Unit

- Elvira Mamasheva, RN
- Hector Vento, SA
- Kevin Niles, PA
- Paulette Dotson, PCA

Unit and Coaches:

Cardiothoracic Surgical Intensive Care Unit

- Dr. Corey Scurlock, MD
- Mareeka Bachuss, RN, Clinical Manager
- Nidia Nieves, SA
- Caroline Costan, RN





Project Participants

Unit and Coaches:

Surgical Intensive Care Unit

- Evelyn Nunez, RN, Clinical Manager
- Victor Morgolo, RN
- Miriam Messan, PCA
- Carol Ellis, SA

Unit and Coaches:

Bone Marrow Transplant Unit

- Joan Sorich, RN, Clinical Manager
- Joyce Edward, RN
- Joel Delantar, PCA
- Florence Kwarteng, SA





Project Goal

The goal for this project are three-fold: 1) to improve hand hygiene compliance before and after patient contact, 2) to increase staff immunization rates, and 3) to improve cleanliness of the environment.

#1 Increase hand hygiene performance in each unit to >90%

#2 Increase Flu Vaccination rate to meet Healthy People 2010 goal of >60%

#3 Improve environmental cleanliness by establishing a unit specific baseline and tool for determining current environmental cleanliness



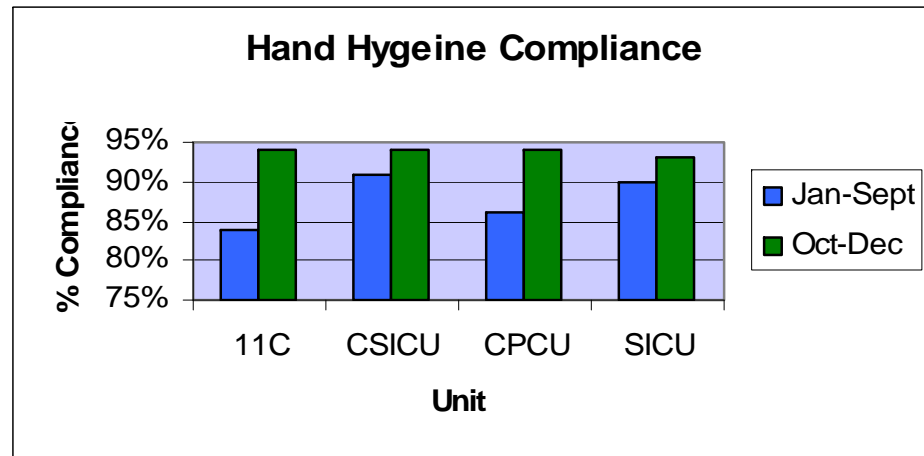


What is different?

We are Making Progress!

Hand Hygiene:

Each unit utilized the standardized hospital wide hand hygiene data collection tool which requires 20 observations of staff every month. The data is collected and entered into a drive shared by the entire hospital making our results transparent throughout the organization.

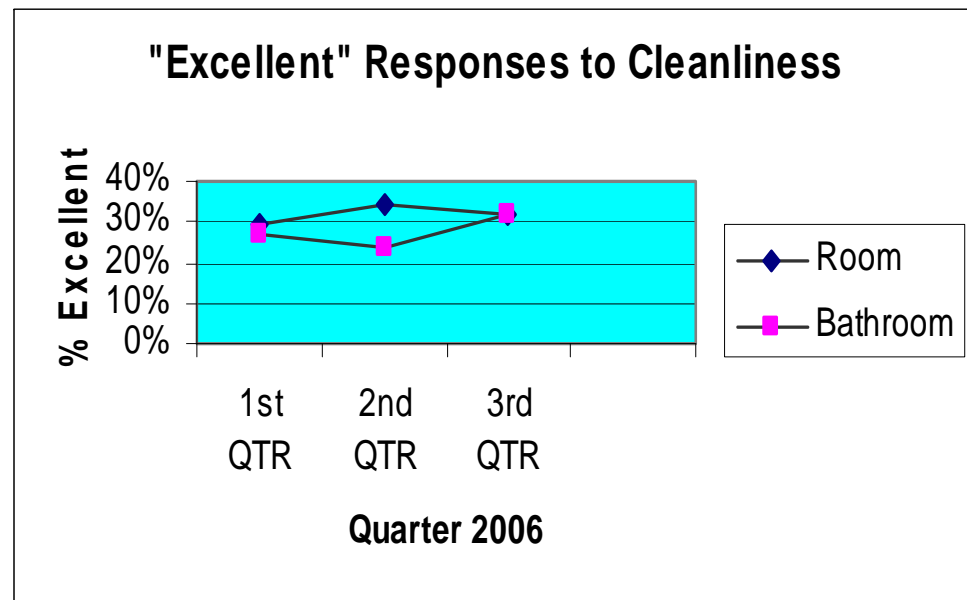




What is Different?

Environmental Cleanliness

The difficult task with Environmental Cleanliness is establishing a baseline. Inpatient Survey results only cover discharge units and are not broken down to the unit level and only record “excellent” responses.

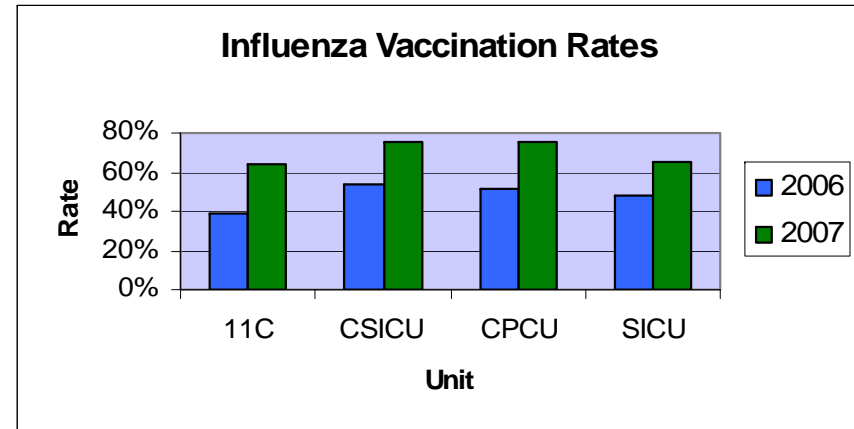




What is different?

Flu Vaccination

Each unit set a goal to achieve the Healthy People 2010 goal of >60% vaccination rate among staff. The coaches on each unit also solicited information regarding previous vaccination status to determine improvement from previous year.





What did you do to achieve results?

Handwashing:

- ✓ Attended coaching training
- ✓ Posted new handwashing signage in all units
- ✓ Involved every member of the multidisciplinary team
- ✓ Shared expectations and outcomes through posters and quality boards
- ✓ Provided immediate feedback on each unit and Highlighted progress
- ✓ Glow Germ demonstrations
- ✓ Agar Plate Demonstrations





What did you do to achieve results?

Influenza Vaccination

- ✓ Each Manager brought the vaccine to the unit level
- ✓ Individual education from coaches to unsure/resistant staff
- ✓ Involved all members of the multidisciplinary team
- ✓ Created positive peer pressure
- ✓ Flyers/posters/individual education to dispel vaccine myths
- ✓ Gave immediate and ongoing feedback to the staff





What did you do to achieve results?

Environmental Cleanliness:

- ✓ Established a hospital baseline
- ✓ Developed a unit specific tool
- ✓ Educated staff on use of tool
- ✓ Involved all levels of environmental care staff for input and awareness
- ✓ Implemented tool on coaching units





Challenges and Strategies

Challenges:

- ✓ Building new momentum
- ✓ Overcoming preconceptions and incorrect education
- ✓ Lack of Baseline Data
 - ✓ Influenza rates at unit level
 - ✓ No unit specific data for units
 - ✓ No method for data collection for environment from ICUs





Challenges and Strategies

Strategies:

- ✓ Peer Education
- ✓ Role Modeling from all disciplines for Handwashing/Flu Vaccine
- ✓ Keeping feedback immediate and current
- ✓ Having clear expectations
- ✓ Being creative with marketing/signage and feedback
- ✓ Glow germ demonstrations
- ✓ Develop tool for environmental cleanliness data collection





What's Next?

- ✓ *Continue surveillance and report data with timeliness*
- ✓ *Rollout coaching program through the rest of the facility*
- ✓ *Maintain momentum by incorporating new strategies*
 - ✓ *Handwashing ticket program*
 - ✓ *Use of coaching DVD*
 - ✓ *Updating goals and data reports for 2008*

