



Our Lady of Mercy Medical Center
Infection Prevention Quality Coaches
Quality and Service 2008 Conference
January 9th, 2008

*Operationalizing an Infection Control
Initiative through Team Work*

*So Simple
So Important*





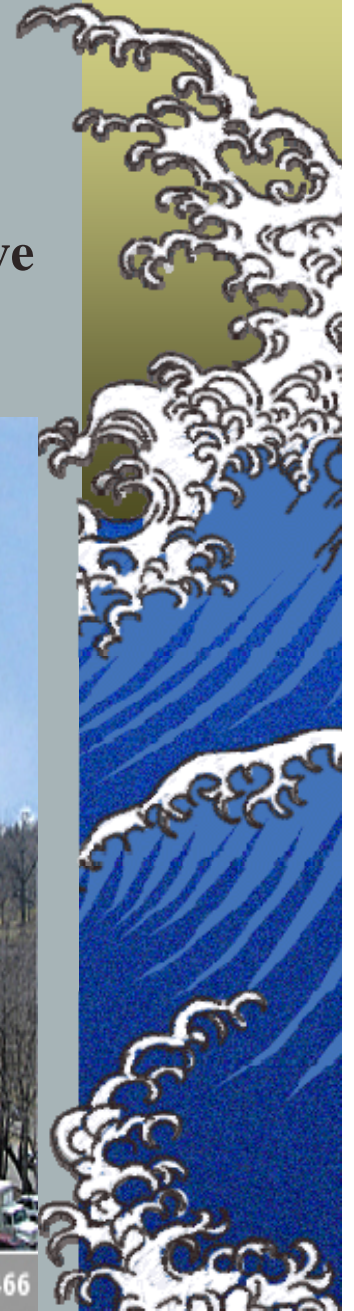
Our Lady of Mercy Medical Center

Our Lady of Mercy Medical Center (OLMMC) is a 300 bed acute care hospital with approximately 1,500 members from 1199 who serve the Northern Bronx community. The members provide quality healthcare services to our patients in a variety of settings.



For Doctor Referral & General Information - 1.800.770.1036

600 East 233rd Street, Bronx, NY 10466



Project Participants

- ▲ **Fe Perez (ICU)**
- ▲ **Elvira Gregorio (NM)**
- ▲ **Gene P. Lusabia (ICU)**
- ▲ **Elizabeth Dolan (6N)**
- ▲ **Lillian Bannistger (6N)**
- ▲ **Halcy Henry (6N)**
- ▲ **Allison Jacobs (6N)**
- ▲ **Suzanne Mulgrew(S. Services)**
- ▲ **Francis Ruiz(S.Services)**
- ▲ **Evelyn Rolon(S.Services)**
- ▲ **Christina Cordero(S.Services)**
- ▲ **Kathi Mullaney(I.C.)**
- ▲ **Providencia Monchek (NM)**
- ▲ **Maude Benjamin (NM)**
- ▲ **Margaret Bediones(6E)**
- ▲ **Chandra Panchal(6E)**
- ▲ **Mary Dusovic(6E)**
- ▲ **Eileen McCaskill (S.Services)**
- ▲ **Avis Plummer (NM)**
- ▲ **Carlotta Rowe (4S)**
- ▲ **Nancy Laluz (4S)**
- ▲ **Linda Accocella (NM)**
- ▲ **Carmel Boland-Reardon (NM)**



Participating Services

- ▶ *Geriatrics 9 (South)*
- ▶ *Oncology (6 East)*
- ▶ *Medical/Surgery (6 North)*
- ▶ *Critical Care (5 ICU)*
- ▶ *Environmental Services*



Infection Control Coach Presenters

- ▶ *Eileen McCaskill – Support Services*
- ▶ *Nancy Laluz – Secretary Geriatric Unit*
- ▶ *Maude Benjamin – Oncology Manager*
- ▶ *Kathi Mullaney – Infection Control Coordinator*



Background

- ▶ **OLMMC has actively promoted Infection Prevention through ongoing Hand Hygiene campaigns**
- ▶ **Yearly Flu vaccination programs**
- ▶ **Educational presentations**
- ▶ **Maintaining a high infection control profile throughout the medical center.**
- ▶ **The 1199 and GNYHA Infection Prevention campaign provided an excellent forum to improve staff practice and promote excellence in patient care at OLMMC**



Summer 2007 Collaboration Timeline

- **Invited by 1199 to participate in the GNYHA, 1199 initiative related to the Infection Prevention Coach Training Program**
- **Collaboration Agreement reviewed, signed and embraced by CEO, Richard Celiberti; CMO, Dr. Maguid Megalli; CNO, Maureen Vachna; Management Site Coordinator, Provedencia Monchek and 1199 Union Rep, Brenda Mundy**
- **Identified the units and enthusiastic staff members to participate in the initiative**



Fall 2007 Collaboration Timeline

- ▶ **Scheduled staff for the two-day coach training workshop, October 18-19,2007**
- ▶ **Bi-weekly meetings held at OLMMC with the Infection Control Coaches to discuss plan of action, progress and share their experiences**



OLMMC GOALS

- ▶ **Seek support and interest from management and 1199 members at OLMMC**
- ▶ **Participate as a group in the Infection Prevention Campaign Quality Coach Training Program**
- ▶ **Promoted hand hygiene compliance among the staff**
- ▶ **Increase staff awareness related to Infection Control practices among patients, colleagues, and visitors at OLMMC**
- ▶ **Aggressively promote flu vaccination among OLMMC employees**
- ▶ **Collaborate with support services to promote cleaning of the rolling stock using PDI wipes**



Introducing Our Lady of Mercy Medical Center Infection Prevention Team



ITS ALL ABOUT

- ▶ **PATIENTS**
- ▶ **STAFF**
- ▶ **VISITORS**



Focus

- ▶ **Hand Hygiene**
- ▶ **Flu vaccination compliance**
- ▶ **Maintain a clean and safe environment**
- ▶ **Communicate, Communicate, Communicate**



Strategies Used to Achieve OLMMMC Infection Control Goals

- ▶ Infection Control Coach ID Badges were worn by the team
- ▶ Giveaways –educational material, handed out individual gels, candy and keychains
- ▶ Posters advertising the Flu Campaign, Hand Hygiene and a Clean Environment were placed throughout the medical center
- ▶ Hand Plating using agar plates was performed on random staff members
- ▶ Coordinated a rolling stock cleaning program with the transporters using PDI wipes stored in individual fanny packs
- ▶ Spread the Infection Control word daily
- ▶ Support from peers and management was key





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Hand Hygiene Awareness

- ▶ **Plated random staff hands before and after Hand Hygiene**
- ▶ **Shared the results with the staff**
- ▶ **Complimented staff when they performed Hand Hygiene**
- ▶ **Corrected non-compliance with a smile and education**
- ▶ **Improved Hand Hygiene compliance on the targeted units. It was as high as 70% on our geriatric unit**



Hand Hygiene

PRE-WASH



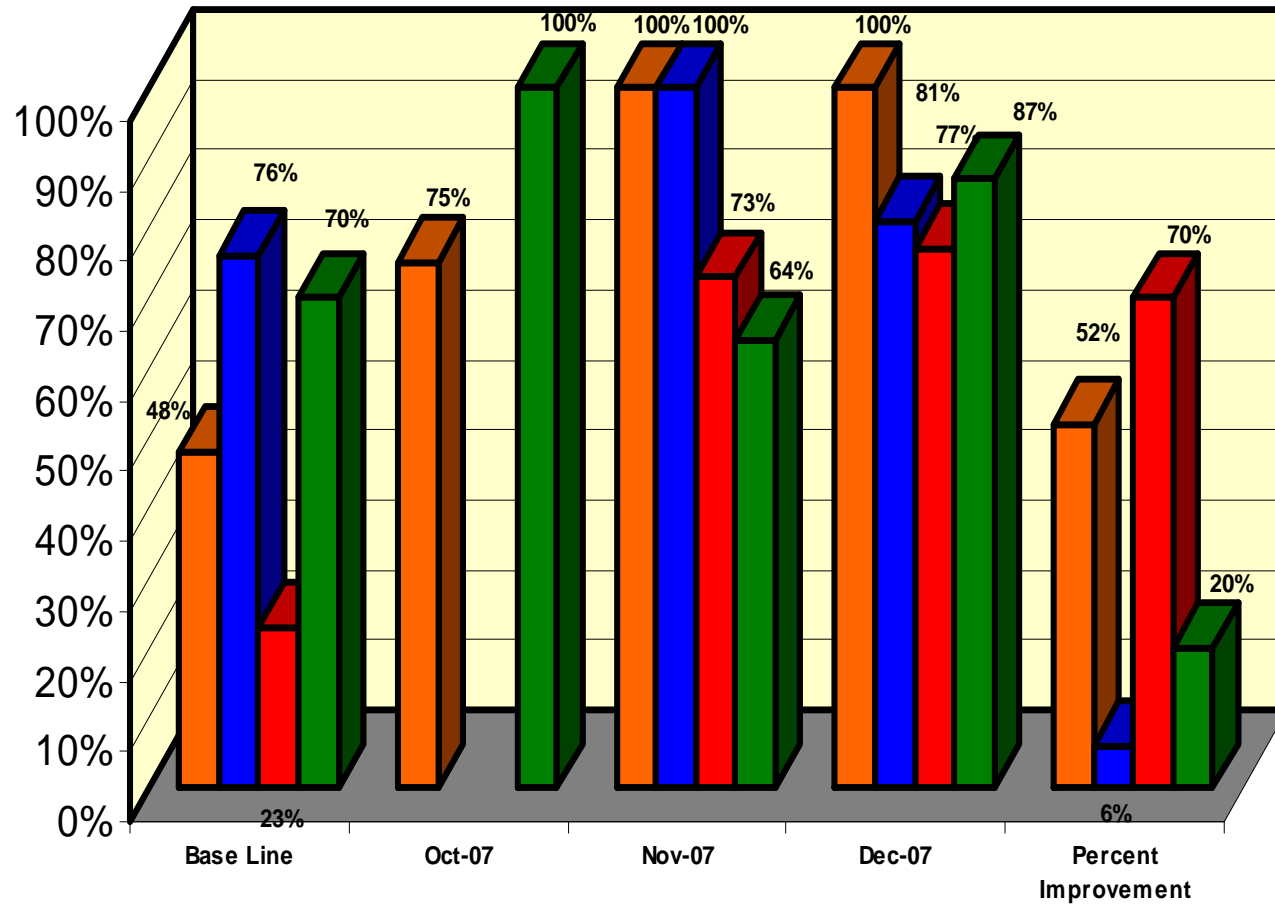
Hand Hygiene

POST-WASH



OLMMC Hand Hygiene Compliance Rate

■ 6 North
 ■ 6 East
 ■ 4 South
 ■ ICU

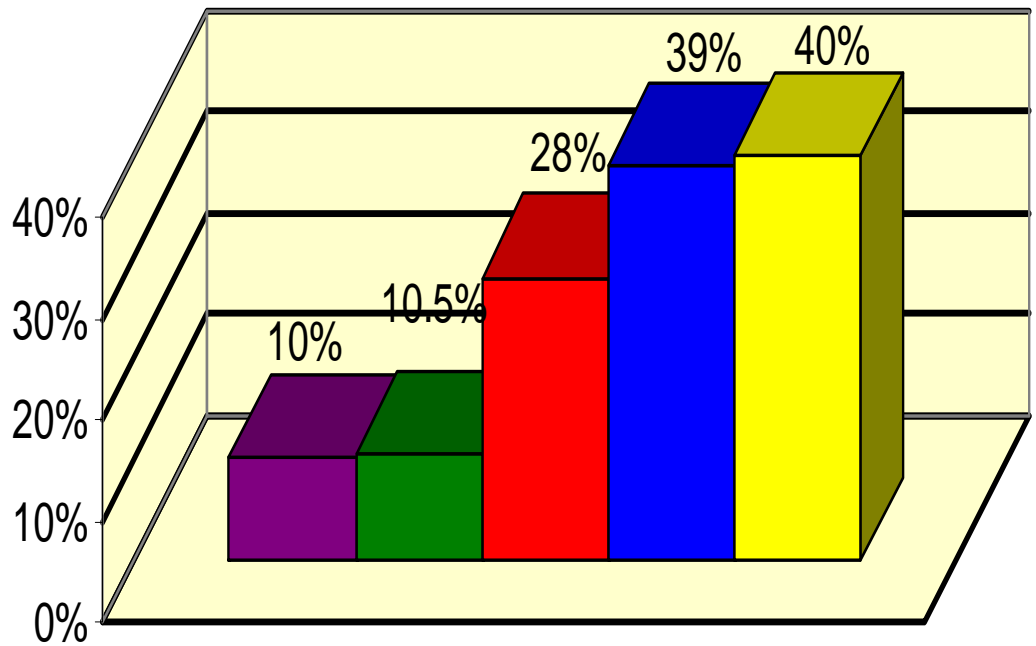
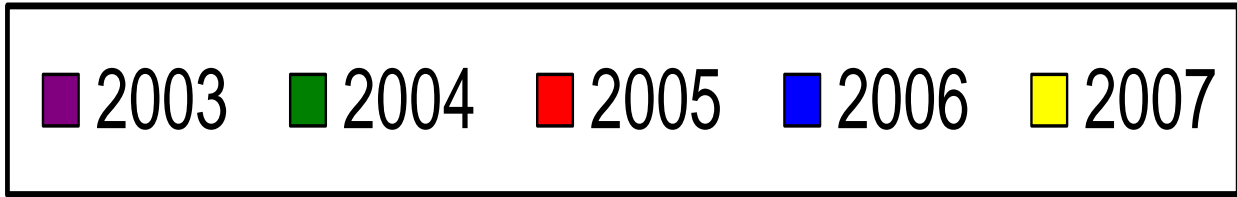


2007 Flu Program

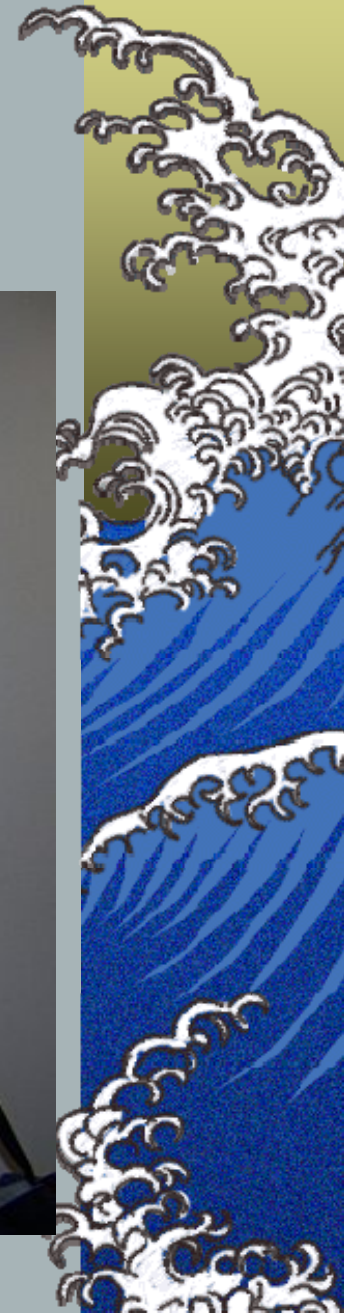
- ▶ **October 22nd to 26th ,2007 Push/Pull Pods started – designated healthcare workers visited the units to give the flu shots to the staff; a main station was set up for the staff to visit and receive the flu shot**
- ▶ **Educational material was distributed**
- ▶ **1386 /2353 employees filled out the customized immunization forms. 935 employees were vaccinated at OLMMC and 451 declined for various reasons. The overall vaccination rate for OLMMC for 2007 was 40%**



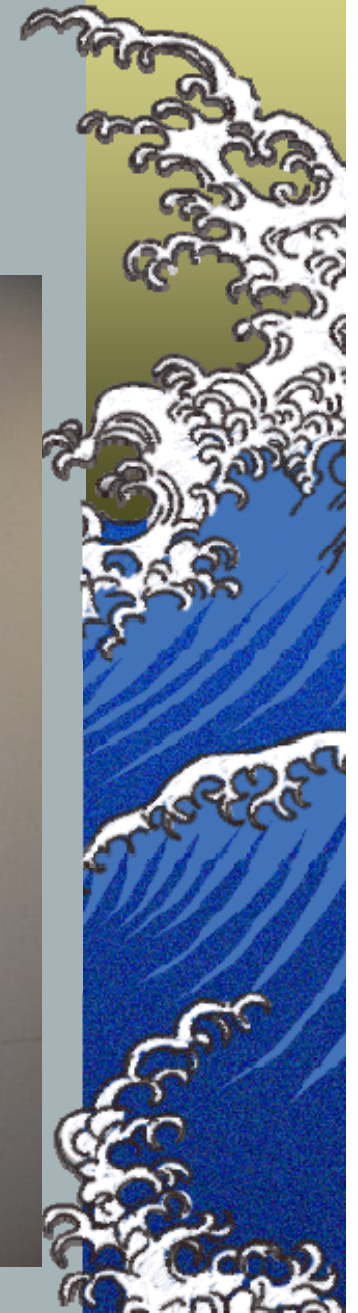
OLMMC Annual Flu Vaccine Programs



Jackie before receiving the Flu vaccine



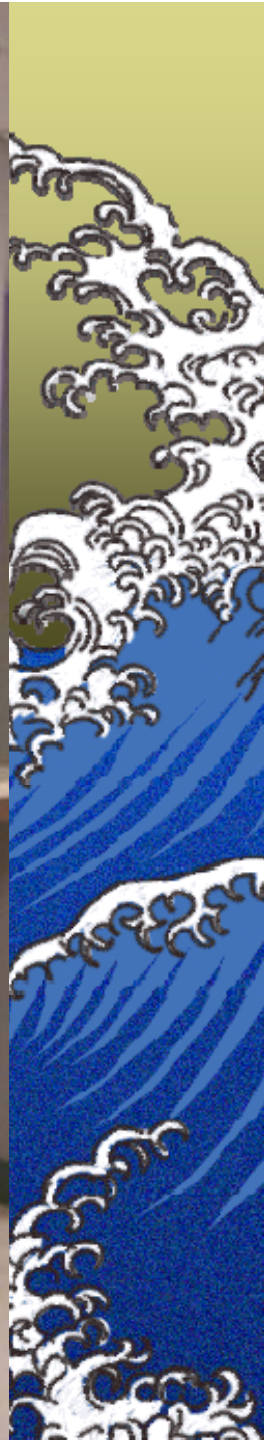
Jackie after receiving the Flu vaccine



Maintaining a Clean and Safe Environment

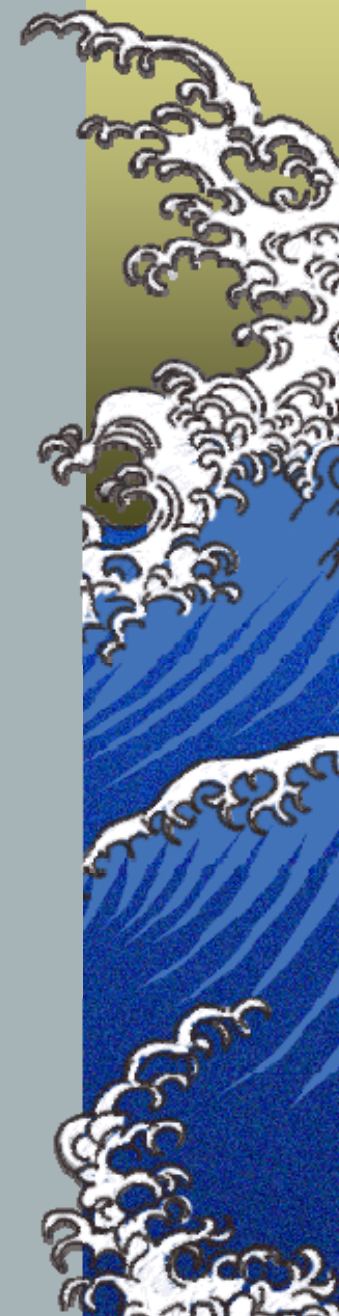
- ▲ Implemented a project with the transporters to clean the wheelchairs and stretchers between patient use on the pilot units and as needed on other units
- ▲ Provided an educational session for the transporters explaining the project and protocol
- ▲ PDI provided a customized fanny pack filled with a supply of Super Sani Cloth XL individual packets
- ▲ The fanny pack was picked up by the transporter at the beginning of their shift from their supervisor
- ▲ The transporters filled out a follow-up survey after using the PDI wipes for 2 weeks
- ▲ 9 out of the 11 transporters or 82% preferred the rolling stock disinfectant protocol over our prior system





Outcomes

- ▶ **Hand Hygiene compliance improved**
- ▶ **Flu vaccination awareness increased**
- ▶ **Staff more receptive and knowledgeable about Infection Prevention**
- ▶ **Decreased use of gowns and gloves in common areas**
- ▶ **Contaminated specimens are now placed in the designated receptacle**
- ▶ **Staff more conscience about a clean environment reflected in the HCHAPS score**
- ▶ **Staff are more willing to use the PDI wipes for cleaning of equipment since the wipes are readily available**



CHALLENGE

Sustain the momentum



Thank you to All

