

Welcome to the webinar:

# 10 Vital Tips to Effective PPE Use

The webinar will begin at 10:30

June 25, 2020



**Quality Improvement Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES



- Healthcentric Advisors
- Qlarant

# 10 Vital Tips to Effective PPE Use

June 25, 2020



**Quality Improvement Organizations**  
Sharing Knowledge. Improving Health Care.  
CENTERS FOR MEDICARE & MEDICAID SERVICES



- Healthcentric Advisors
- Qlarant

# Housekeeping and Requests



- Healthcentric Advisors
- Qlarant

## **For today's call, everyone is muted.**

- Please use the Chat box (right side of your screen) for questions and comments.
- If we are unable to get to your question today, we will follow up with you
- Use to the Chat box to let us know who's here today – your name, organization and role

# The IPRO QIN-QIO Who We Are



- Healthcentric Advisors
- Qlarant

## The IPRO QIN-QIO

- A federally-funded Medicare Quality Innovation Network–Quality Improvement Organization (QIN-QIO)
- 12 regional CMS QIN-QIOs nationally

### **IPRO:**

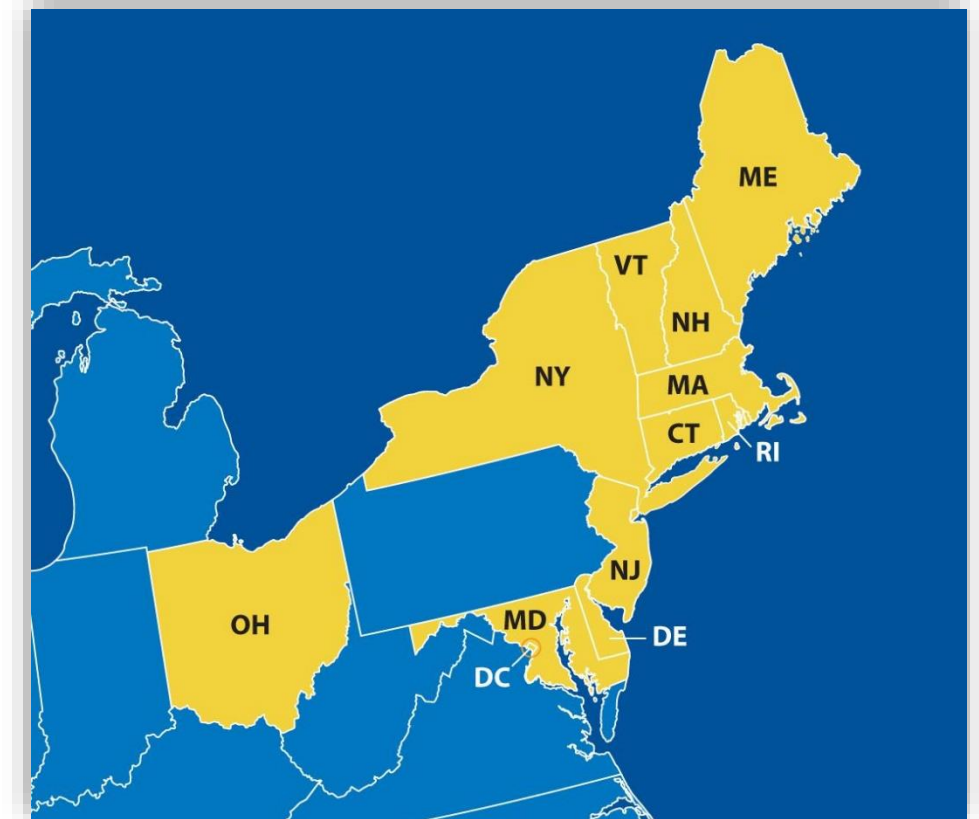
New York, New Jersey, and Ohio

### **Healthcentric Advisors:**

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont

### **Qlarant:**

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for  
**20% of the nation's Medicare FFS beneficiaries**

# Focus Areas Across Settings

Nursing Homes	Community Coalitions	
<ul style="list-style-type: none"> <li>✓ Working with more than 1,500 of the nursing homes in the region</li> </ul>	<ul style="list-style-type: none"> <li>✓ Communities that encompass at least 65% of the Medicare beneficiaries in each state</li> <li>✓ Members collaborating to improve outcomes for the communities they serve:</li> </ul>	<ul style="list-style-type: none"> <li style="width: 50%;">• Acute Care Hospitals</li> <li style="width: 50%;">• Skilled Nursing Facilities</li> <li style="width: 50%;">• Critical Access Hospitals</li> <li style="width: 50%;">• Physician Practices</li> <li style="width: 50%;">• Federally Qualified Health Centers</li> <li style="width: 50%;">• Pharmacies</li> <li style="width: 50%;">• Home Health Agencies</li> <li style="width: 50%;">• Community Based Organizations</li> </ul>

## Cross-Cutting Priority Areas

- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations



## Program Focus Areas



## Quality Innovation Network – Quality Improvement Organizations (QIN-QIOs)

- Bring together healthcare providers, stakeholders, and Medicare beneficiaries to improve the quality of healthcare for targeted health conditions
- Work toward better care, healthier people & communities, and smarter spending
- Catalyze change through a data-driven approach to improving healthcare quality
- Collaborate with providers, practitioners and stakeholders at the community level to share knowledge, spread best practices and improve care coordination
- Promote a patient-centered model of care, in which healthcare services are tailored to meet the needs of patients

# Our Speakers



- Healthcentric  
Advisors
- Qlarant

**Danielle Hersey,  
MSN, RN**  
Program Director  
Healthcentric Advisors

**Joshua Clodius,  
BS, LNHA**  
Program Coordinator  
Healthcentric Advisors

**Nelia Silva Odom,  
RN, BSN, MBA, MHA,  
WCC**  
*Program Coordinator*  
Healthcentric Advisors

**Marguerite  
McLaughlin, MA**  
*Sr. Program  
Administrator*  
Healthcentric Advisors

# Personal Protective Equipment

-  **Gloves**
-  **Gowns/aprons**
-  **Masks & Respirators**
-  **Goggles**
-  **Face Shield**





# Recognizing the Challenges



# Donning



# Doffing



## Resources

[PPE Sequence](#)

[Using PPE](#)

# Optimization Strategy

## Conventional

- Should already be implemented in general infection prevention and control plans in healthcare settings

## Contingency

- Measures that may be used temporarily during periods of expected PPE shortages.

## Crisis

- Strategies that are not commensurate with U.S. standards of care but may need to be considered during periods of known PPE shortages.

## N-95 Strategies

- Minimizing the number of health care professionals who need to use respiratory protection
- Use alternatives to N95 respirators, such as facemasks where feasible, and
- Prioritize the use of N95 respirators for those with the highest risk of acquiring infection or experiencing complications from infection.

[Full CDC Guidance](#)

# Creative PPE Reminders



■ Healthcentric  
Advisors  
■ Qlarant

Incorporating PPE into work flow requires some creativity:

- Random overhead pages throughout shift for PPE checks
  - “Everyone stop for a second - are you wearing appropriate PPE for your current task?”
- Discuss PPE during every huddle
  - Ask about challenges (i.e. comfort/fit/availability)
  - One of the best ways to motivate employees is making it as comfortable as possible.
- Secret Shopper
  - Identify a PPE champion every day/shift to conduct audits and provide employees with real-time feedback.

# Surveyors & Findings



- Healthcentric Advisors
- Qlarant

- On March 23, 2020, CMS announced federal and state surveyors will conduct targeted infection control surveys
- Abbreviated infection & prevention survey tool
- [Resource](#)

# Surveyors Will Review



- Healthcentric Advisors
- Qlarant

Implementation of the infection prevention and control program components; including a copy of the required policy and procedure, staff training, and infection logs

Surveillance log and reporting for residents with infections or infectious symptoms

Observe staff compliance with Standard and Transmission-Based Precautions (taking into consideration critical shortages of PPE); including hand washing, PPE donning & doffing

Visitor entry and facility screening practices and logs of screenings

Observe care practices with COVID-19 positive residents

Copies of education, monitoring and screening practices of staff

Facility policies and procedures to address staffing issues during emergencies, including COVID-19 transmission

# Frequent Citations

## Reasons:

- ✓ Inappropriate use of PPE
  - ✓ Knowing what PPE to wear and when
- ✓ Not knowing where and when to don and doff PPE
- ✓ Staff wearing masks inappropriately
  - ✓ Not covering nose
  - ✓ Mask is on chin
- ✓ Not wearing highest level of mask available to staff



# Frequent Citations Cont'd

- ✓ Missing Policy & Procedures:

- ✓ Cleaning of resident cloth face masks
- ✓ Cleaning common and high touch areas
- ✓ Residents who smoke

- ✓ Missing Care Plan for residents that are not able to wear a mask due to difficulty breathing or unable to remove

- ✓ Missing resident education

- ✓ Use and importance of face mask
- ✓ Hand washing, and ABHR use





# Don't Forget..... Audit

AUDIT:

Ask for help

Keep a log

Identify educational opportunities

All shifts

Include everyone – dietary, housekeeping, etc...

Use the **CMS Infection Control Focused Survey Tool** to self-assess prior to survey

# PPE Use for Different Populations

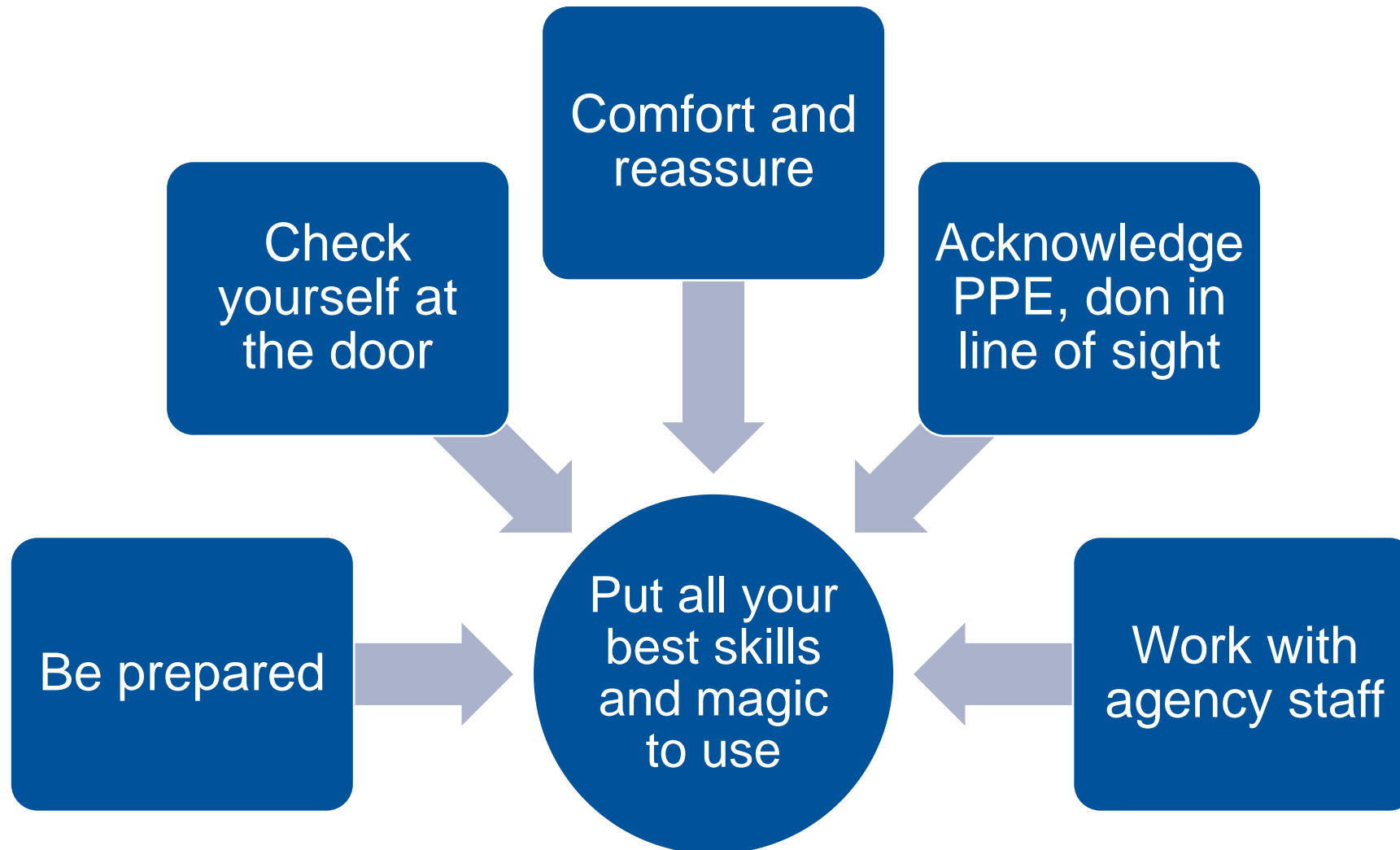
## Residents

- Normalizing the new routine
- Communication
- Reminders & Cues

## Visitors

- Set Expectations
- Communication
- Signage
- Instructions & Demonstrations

# Working with People with Dementia



# Resources



- Healthcentric Advisors
- Qlarant

[CDC PPE Optimization Guidance](#)

[COVID-19 Focused Survey Protocol](#)

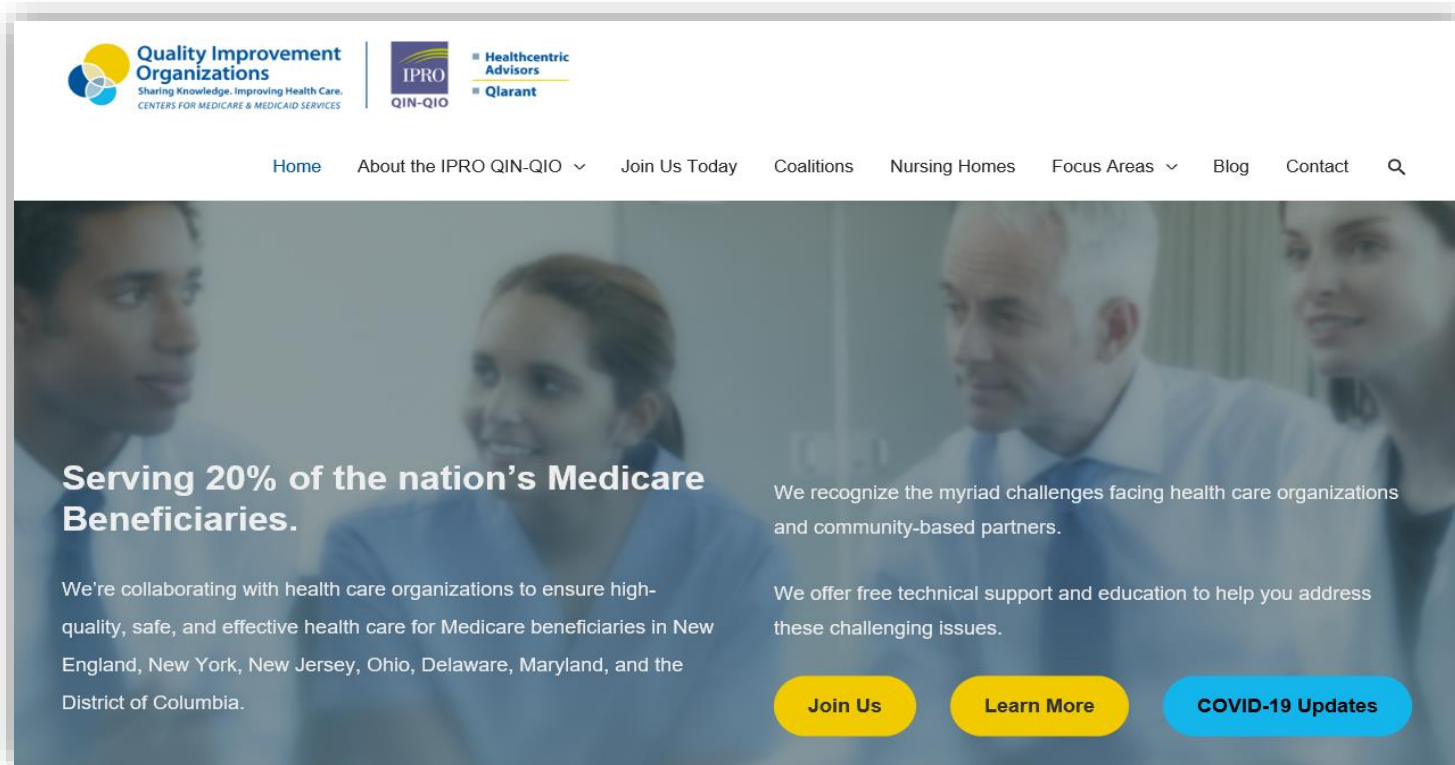
[Edinburgh Behavior Support Service © \(March 2020\)](#)

[Prioritization of Survey Activities](#)

# Learn More & Stay Connected

<https://qi.ipro.org/>

Follow IPRO QIN-QIO



The screenshot shows the IPRO QIN-QIO website homepage. At the top left is the logo for Quality Improvement Organizations (QIO) with the tagline "Sharing Knowledge. Improving Health Care. CENTERS FOR MEDICARE & MEDICAID SERVICES". To its right are logos for IPRO QIN-QIO, Healthcentric Advisors, and Qlarant. A navigation menu includes links for Home, About the IPRO QIN-QIO, Join Us Today, Coalitions, Nursing Homes, Focus Areas, Blog, and Contact. The main content area features a large image of healthcare professionals in a meeting. Text on the page states: "Serving 20% of the nation's Medicare Beneficiaries." and "We're collaborating with health care organizations to ensure high-quality, safe, and effective health care for Medicare beneficiaries in New England, New York, New Jersey, Ohio, Delaware, Maryland, and the District of Columbia." It also mentions: "We recognize the myriad challenges facing health care organizations and community-based partners." and "We offer free technical support and education to help you address these challenging issues." At the bottom of the main content area are three buttons: "Join Us", "Learn More", and "COVID-19 Updates".

