Welcome to the webinar:

10 Vital Tips to Effective PPE Use

The webinar will begin at 10:30

June 25, 2020
10 Vital Tips to Effective PPE Use

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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 the Chat box to let us know who’s here today – your name, organization and role.
The IPRO QIN-QIO

Who We Are

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
- Working with more than 1,500 of the nursing homes in the region
- Communities that encompass at least 65% of the Medicare beneficiaries in each state
- Members collaborating to improve outcomes for the communities they serve:
  - Acute Care Hospitals
  - Critical Access Hospitals
  - Federally Qualified Health Centers
  - Home Health Agencies
  - Skilled Nursing Facilities
  - Physician Practices
  - Pharmacies
  - Community Based Organizations

### Community Coalitions
- Working with more than 1,500 of the nursing homes in the region in communities that encompass at least 65% of the Medicare beneficiaries in each state
- Members collaborating to improve outcomes for the communities they serve:
  - Acute Care Hospitals
  - Critical Access Hospitals
  - Federally Qualified Health Centers
  - Home Health Agencies
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  - Community Based Organizations

### Cross-Cutting Priority Areas
- Health Information Technology
- Health Equity
- Trauma-Informed Care
- Patient & Family Engagement
- Rural Health
- Vulnerable Populations

### Program Focus Areas
- Behavioral Health & Opioid Use
- Patient Safety
- Chronic Disease Self-Management
- Care Transitions
- Nursing Home Quality
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

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

Hand Hygiene  Gown  Mask  Face Shield  Gloves

Doffing

Gloves  Face Shield  Gown  Mask  Hand Hygiene

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.
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.
On March 23, 2020, CMS announced federal and state surveyors will conduct targeted infection control surveys

Abbreviated infection & prevention survey tool

Resource
<table>
<thead>
<tr>
<th>Surveyors Will Review</th>
</tr>
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<tbody>
<tr>
<td>Implementation of the infection prevention and control program components; including a copy of the required policy and procedure, staff training, and infection logs</td>
</tr>
<tr>
<td>Surveillance log and reporting for residents with infections or infectious symptoms</td>
</tr>
<tr>
<td>Observe staff compliance with Standard and Transmission-Based Precautions (taking into consideration critical shortages of PPE); including hand washing, PPE donning &amp; doffing</td>
</tr>
<tr>
<td>Visitor entry and facility screening practices and logs of screenings</td>
</tr>
<tr>
<td>Observe care practices with COVID-19 positive residents</td>
</tr>
<tr>
<td>Copies of education, monitoring and screening practices of staff</td>
</tr>
<tr>
<td>Facility policies and procedures to address staffing issues during emergencies, including COVID-19 transmission</td>
</tr>
</tbody>
</table>
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
Use the **CMS Infection Control Focused Survey Tool** to self-assess prior to survey.

**AUDIT:**
- Ask for help
- Keep a log
- All shifts

**Identify educational opportunities**

**Include everyone – dietary, housekeeping, etc…**
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

- Put all your best skills and magic to use
- Be prepared
- Comfort and reassure
- Acknowledge PPE, don in line of sight
- Work with agency staff

Check yourself at the door
Resources

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/

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