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Nursing

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Visitor Infection Prevention

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Visitor Infection Prevention

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CMK and PCC

Children's Mercy
ADELPHI HALL CAMPUS

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- Julie Lang, MSN, RNC-NIC, CPST and Amy Straley, MSN, RN, CPN (GNRP Leadership)



Focus: Infection Prevention with Parents/Visitors	Owner: Nurse Residency Program	Date: 11/12/19	Date Approved: 11/12/19
A3 Team: Alyssa Stone, Tamara Wall, Rachel Rittinghouse		Department Director Signature:	KT Scholar: Melissa Zanski, Terri Murray

Clarify the Problem
Children Mercy's infection control policy states:

1. Visitors must be free of illness or exposure to communicable diseases and screened prior to visiting.
2. Families and visitors are educated on hand hygiene, isolation and use of barrier (PPE).
3. All visitors, except those living in the home, must wear barriers appropriate for the patient's isolation precautions, unless otherwise instructed.

Our survey determined that 71.43% of nurses said they were educating families and visitors on the proper use of isolation precautions and hand hygiene. However due to our observations it has been determined that less than 10% of families and visitors were following through with the isolation precautions after being educated.

By increasing the number of visitors and families utilizing the proper isolation precautions we are potentially reducing the spread of infection to other patients and families.

Break Down the Problem
 There are several barriers to care that affect the policy from being implemented in its entirety. A few of these barriers are as listed:

- Visitors are not present when the parents are being educated.
- Adherence: Visitors are not following through with the proper PPE/ no way to enforce the policy.
- Language barriers: Can be time consuming.
- Lack of knowledge: visitors not being educated, staff not knowing the policy.
- Lack of time to educate visitors on the policy.

Process of visitors entering the unit

Break Down the Problem: Fault Tree

Set a Target
 By March 2020, we would like to see an increase from 10% to 25% in the number of visitors using proper PPE, based on the isolation precautions that the patient is on (standard, contact, airborne, droplet.)

Identify the Root Cause

- Primary Root Cause: Visitors are not being educated on proper PPE before entering the room.
- Secondary Root Cause: Nurses do not have enough time to educate every visitor throughout the day.

Develop and Implement Countermeasures

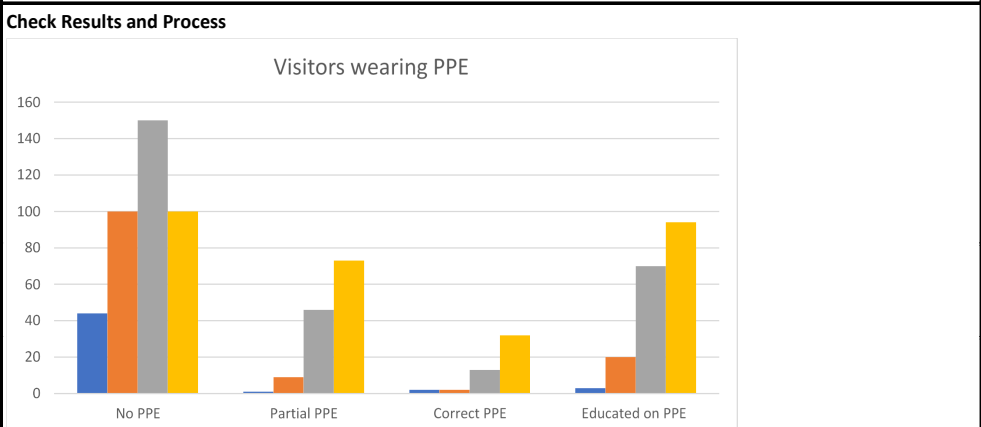
Develop and Implement Countermeasures: PICK Chart

Difficulty/Ease of Implementation	Hard	Kick-Out Putting information in the Orientation Video.	Challenge Brochures for visitors about proper PPE (getting brochure handed out.)
	Easy	Possible Signs Stickers next to isolation rooms at front desk to notify secretary that visitors need to use proper PPE.	Implement Audits to see if visitors are wearing PPE in an isolation room.
		Low	High

Reliability Level

Hi all,
 As some of you know, for our GRNP project this year, we are working on getting visitors to wear isolation PPE when they visit patients in isolation. This is for visitors who live outside the home. We have created a brochure that is being put at the front desk to help explain to visitors what PPE to wear and how to put it on. We are also getting yellow dots to put on the board to help show what rooms are isolation rooms. This will make it easier for visitors to know if the child they are visiting is in isolation when they sign in at the front desk. We would really appreciate your help in handing out these brochures. Please let the secretary know if your patient is in isolation, and either you or the secretary can put a yellow dot near the patient's room number on the whiteboard (just like we do for breastfeeding moms).
 Educating patients on our visitor isolation policy would also be helpful, so that they may let the people visiting them know ahead of time that they will wear PPE. I know this new process may be difficult at first, but I believe giving out the brochure will be a big step in getting visitors to wear isolation gear without making the nurse stop each time a visitor for their patient comes in to teach them how to put on isolation PPE. Let us know if you have any suggestions on ways to make this process easier.

Thank you,



Standardize and Follow Up

- By the end of March, we will send out a second survey to staff, to determine any new flaws with the process.
- Will determine if sticker system, brochure and nurse server signage is increasing PPE compliance with parents/visitors.
- Get brochures and signage mass produced for each hospital.
- Possibly working closer with Infection Control to standardize process throughout Adele Hall and CMK.
- Upcoming cohort can continue finding ways to improve compliance between parents/visitors and finding a way to make it easier for staff to educate on the process. (Standard Work)

Clarify the Problem

- Our survey determined that 71.43% of nurses said they were educating families and visitors on the proper use of personal protective equipment (PPE) and hand hygiene.
- However due to our observations it has been determined that less than 10% of families and visitors were following through with the isolation precautions after being educated.



Clarify the Problem

- Children Mercy's infection control policy states:
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What is PPE

- **Gloves:** Gloves help protect you when directly handling potentially infectious materials or contaminated surfaces.
- **Gowns:** Gowns help protect you from contamination of clothing with potentially infectious material.
- **Masks and Respirators:** Surgical masks help protect your nose and mouth from body fluids, respirators filter the air before you inhale it.
- **Other Face and Eye Protection:** Goggles help protect your eyes from splatters. A face shield provides splatter protection to facial skin, eyes, nose, and mouth.



CONTACT AND DROPLET PRECAUTIONS

Visitors- check-in at nurse's station

1. Patient is restricted to the room
2. Gown, gloves, and mask are required prior to room entry
3. Clean your hands when entering and leaving patient room (regardless of glove use)



DROPLET PRECAUTIONS

Visitors- check-in at nurse's station

1. Patient is restricted to the room
2. A mask is required prior to room entry
3. Clean your hands when entering and leaving patient room (regardless of glove use)



CONTACT PRECAUTIONS

Visitors- check-in at nurse's station

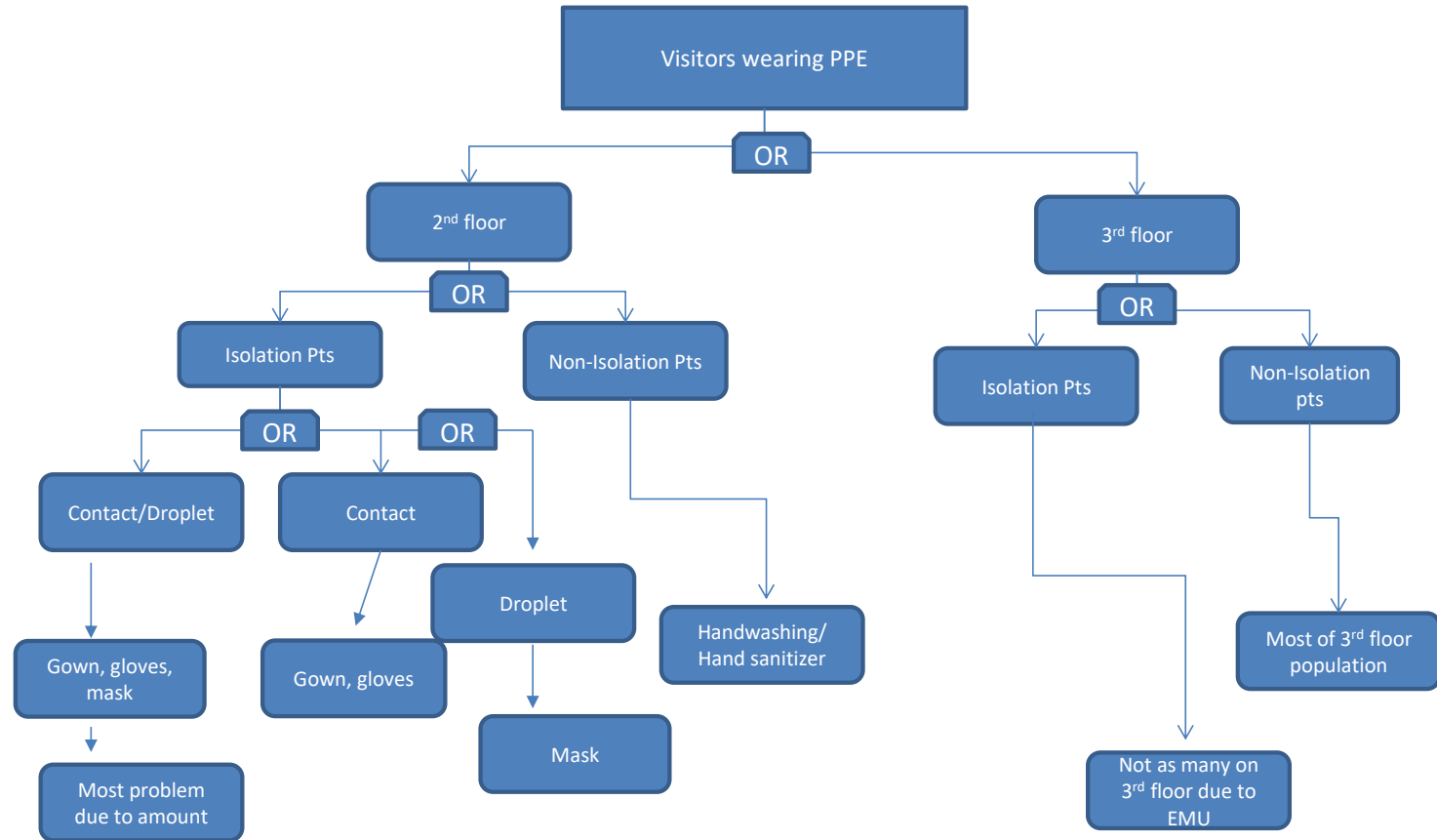
1. Patient is restricted to the room
2. Gown and gloves are required prior to room entry
3. Clean your hands when entering and leaving patient room (regardless of glove use)

Breakdown the Problem

- Language barriers: Can be time consuming.
- Lack of knowledge: visitors not being educated, staff not knowing the policy.
- Lack of time to educate visitors on the policy – not always present upon admission.
- Despite education, visitors refuse to wear proper PPE.



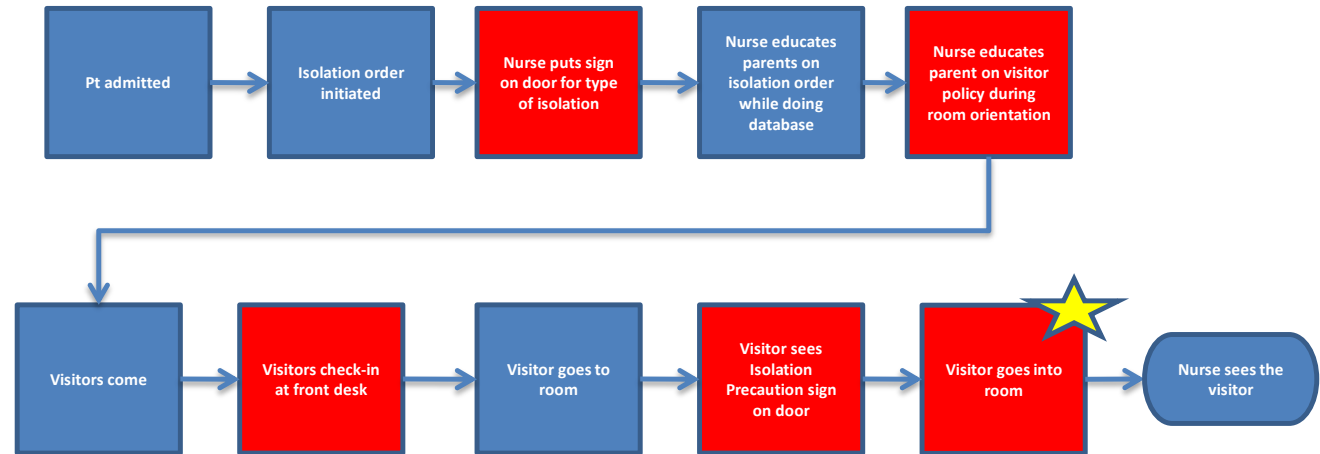
Break Down the Problem: Fault Tree



1

Breakdown the Problem

Process of visitors entering the unit



Initial Survey Questions

PAGE 1

1. Do you know what the policy is for visitors regarding wearing PPE in an isolation room?



Answered: 28 Skipped: 0

Yes	82.14%	23
No	17.86%	5

2. Do you provide education to visitors on the wearing of PPE?



Answered: 28 Skipped: 0

Yes	71.43%	20
No	28.57%	8

3. What do you believe are barriers to providing education to visitors and PPE?

Responses 27

4. What suggestions do you have to improving education to visitors and PPE?

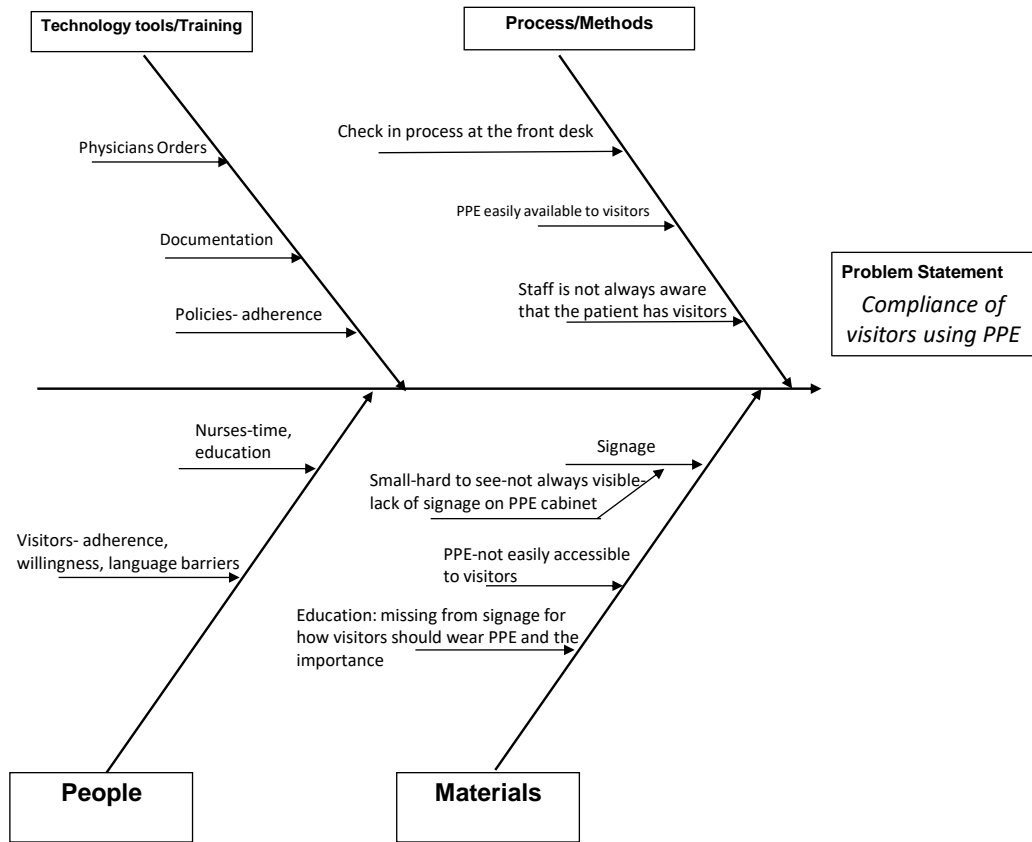
Responses 22

Set a Target

By February 28, 2020, we would like to see an increase from 10% to 25% in the number of visitors using proper PPE, based on the isolation precautions that the patient is on. (standard, contact, airborne, droplet)

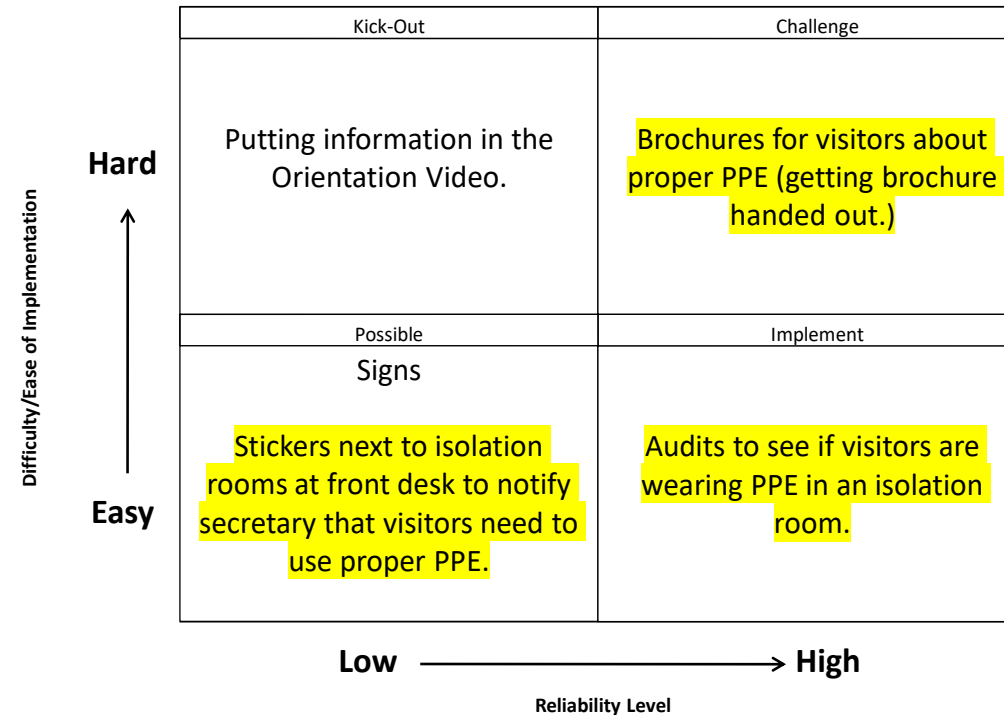
Identify Root Cause

- Primary Root Cause: Visitors are not being educated on proper PPE before entering the room.
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Develop and Implement Countermeasures

Develop and Implement Countermeasures: PICK Chart



Develop and Implement Countermeasures



Stickers for room assignment board at the front desk.



Go live date for brochures.



Audits.



Door Signage.

Develop and Implement Countermeasures

Hi all,

As some of you know, for our GRNP project this year, we are working on getting visitors to wear isolation PPE when they visit patients in isolation. This is for visitors who live outside the home. We have created a brochure that is being put at the front desk to help explain to visitors what PPE to wear and how to put it on. We are also getting yellow dots to put on the board to help show what rooms are isolation rooms. This will make it easier for visitors to know if the child they are visiting is in isolation when they sign in at the front desk. We would really appreciate your help in handing out these brochures. Please let the secretary know if your patient is in isolation, and either you or the secretary can put a yellow dot near the patient's room number on the whiteboard (just like we do for breastfeeding moms).

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Thank you,



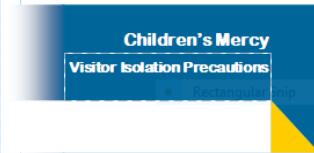
NOT Pictured: Our sticker system for the room assignment board located at the front desk.

We know you would like to visit your loved one while in the hospital. We completely understand. We also want to help protect you and everyone else that comes into Children's Mercy. To do that we have started asking visitors who do not live in the same home as the patient to follow the isolation precautions posted on the patients door. This will prevent the spread of infection for visitors and everyone else who visits Children's Mercy. Inside are instructions on how to properly use our gowns, masks, and gloves. Thank you for understanding how important it is to keep everyone as healthy as possible.



Thank You!

Following our isolation precautions protects you and everyone else in the hospital. Thank you again. If you have any questions ask the front desk or the nurse for the patient's room you are visiting.

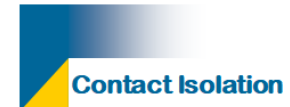


**Visitors
Please gown-up!**



When the patient you are visiting has this sign on their door it means that they are under contact droplet isolation. We recommend you wear a gown, mask, and gloves. They are located in the top cabinet right next to the door to the room. The order we suggest putting these on is:

- 1) Perform hand hygiene
- 2) Yellow gown (tie behind back)
- 3) Mask (purple side out)
- 4) Perform hand hygiene
- 5) Gloves



When the patient you are visiting has this sign on their door it means they are under contact isolation. We recommend you wear a gown and gloves. They are located in the top cabinet right next to the door to the room. The order we suggest putting these on is:

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When the patient you are visiting has this sign on their door it means they are under droplet isolation. We recommend you wear a mask. They are located in the top cabinet right next to the door to the room. We suggest you:

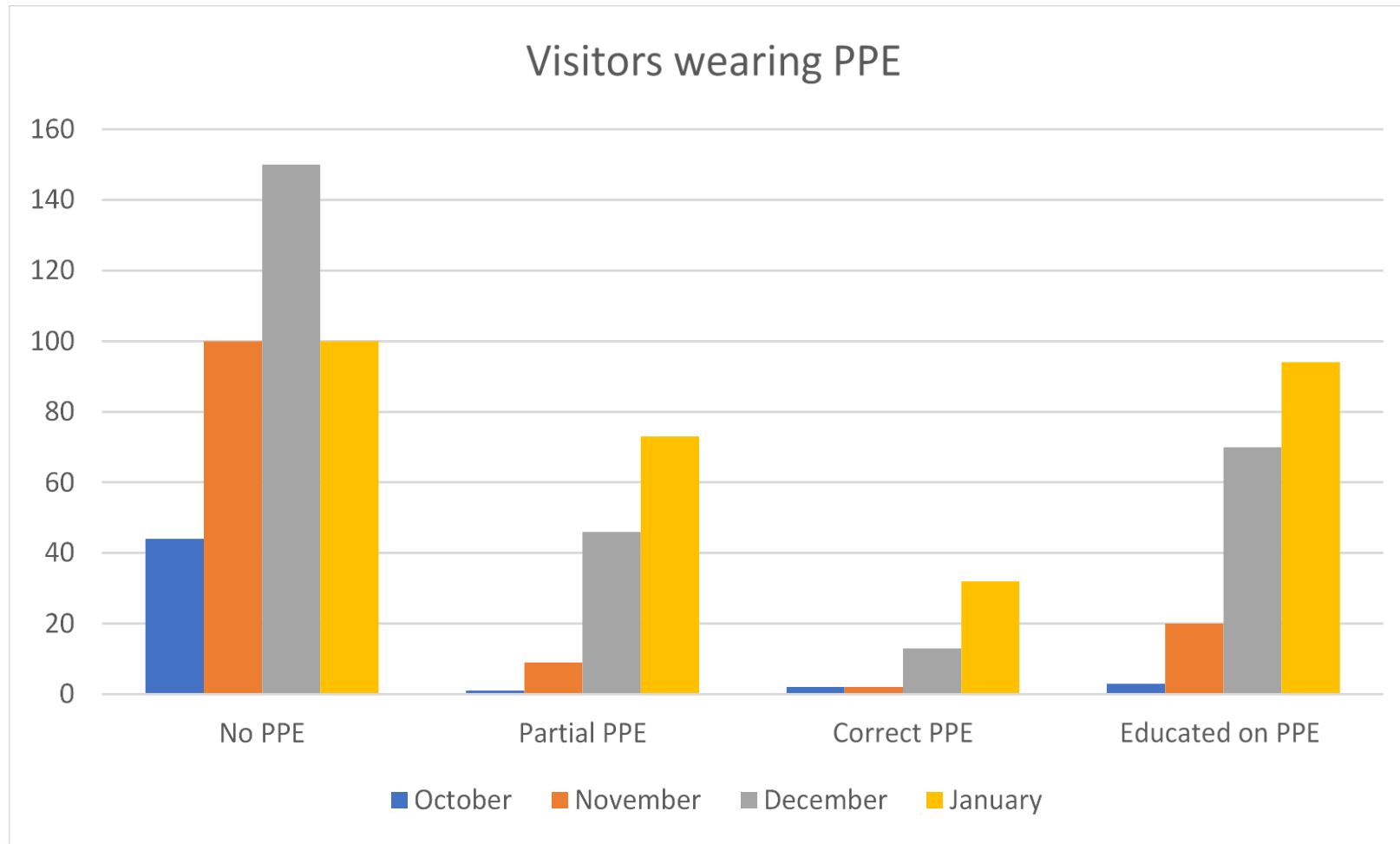
- 1) Perform hand hygiene
- 2) Mask (purple side out)
- 3) Perform hand hygiene

Develop and Implement Countermeasures

Nurse server signs inside the doors with instructions for visitors, on proper use of alcohol rub before donning PPE.



Check Results and Process






Standardize and Follow Up

- By the end of February, we will send out a second survey to staff, to determine any new flaws with the process.
- Will determine if sticker system, brochure and nurse server signage is increasing PPE compliance with parents/visitors.
- Get brochures and signage mass produced for each hospital.

Standardize and Follow Up

- Working closer with Infection Control to standardize process throughout Adele Hall and CMK.
- Upcoming cohort can continue finding ways to improve compliance between parents/visitors and finding a way to make it easier for staff to educate on the process. (Standard Work)

Conclusion

- Was AIM Statement met? 
- Pediatric nursing implications 
- Lessons learned from working on project 

Conclusion: AIM Statement

- **YES:** We have implemented brochures, nurse server signs, and a sticker system to help educate visitors secondary to nurse education.
- **NO:** There have been a few barriers that have impeded our success.
 - Visitor compliance: Only being trialed at Kansas and not other campuses.
 - Education: Visitors not understanding why we ask them to wear PPE
 - Staff not following through with the new processes.

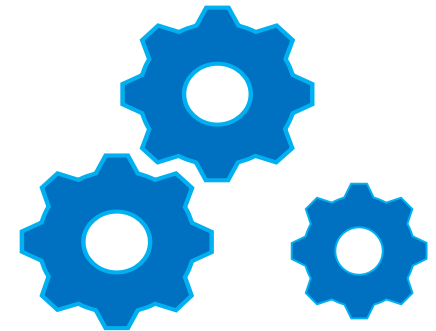
Conclusion: Pediatric Nursing Implications

- To prevent the spread of infections to other patients and staff by educating families and visitors on the proper use of PPE and the reason behind why we ask them to wear the PPE.



Conclusion: Lessons learned

- We found it very difficult to get visitors to wear PPE due to the inconsistency between different Children's Mercy campuses.
 - “The Main campus does not make me do this, so why should I do it now.”
 - “The Urgent Care/ER didn't make us wear this.”



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Questions



A photograph of a male doctor in a white lab coat, viewed from the side, holding a white anatomical model of a heart. He is in a medical office with several computer monitors on a desk in the background. The entire image is overlaid with a semi-transparent blue filter. The text "Thank You!" is centered in a bold, dark blue font.

Thank You!

LOVE WILL.



Children's Mercy

LOVE WILL.