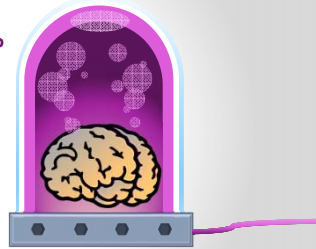


How Can You Integrate Your QA/PI Program and Your Infection Control Initiatives?

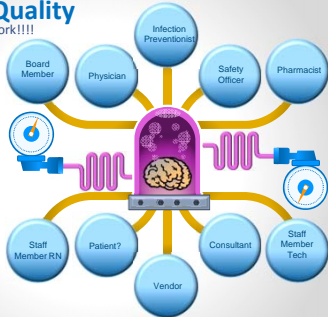
Presented by Cathy Montgomery, RN, CASC



Quality, Quality, Quality

It takes teamwork.....lots of teamwork!!!!

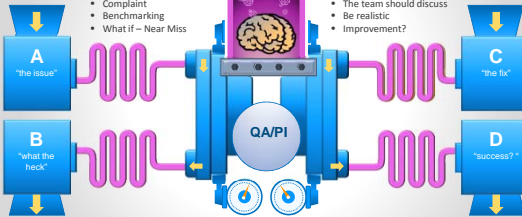
- Let's brainstorm who the team members should be....
- Dig deep.....
- Play to your strength....



Quality, Quality, Quality

Determine an issue

- Adverse event
- Complaint
- Benchmarking
- What if - Near Miss



Work the Plan

- Follow the steps
- The team should discuss
- Be realistic
- Improvement?

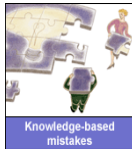
Remember, it's not a QA/PI without the P!!!!

Quality Assurance

Quality Assurance (QA)

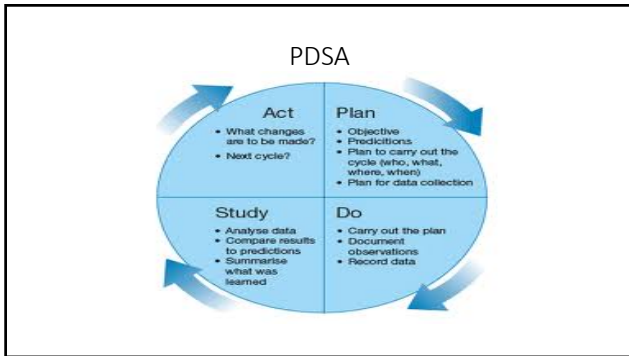
“Quality assurance can be characterized as a focus on current outcomes, with a retrospective (**look-back**) view of “**what happened**”. Often, this is done out of a need to ensure compliance and proper follow-up of identified issues.”

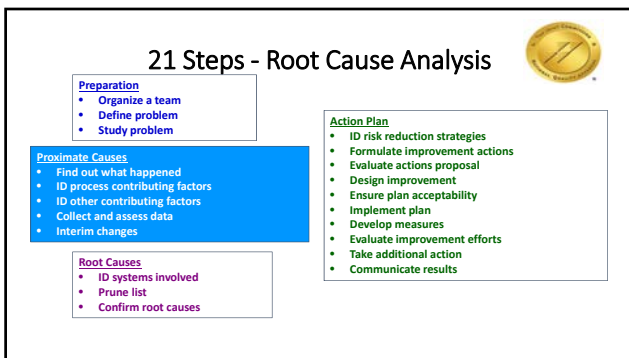
Anatomy of an Error

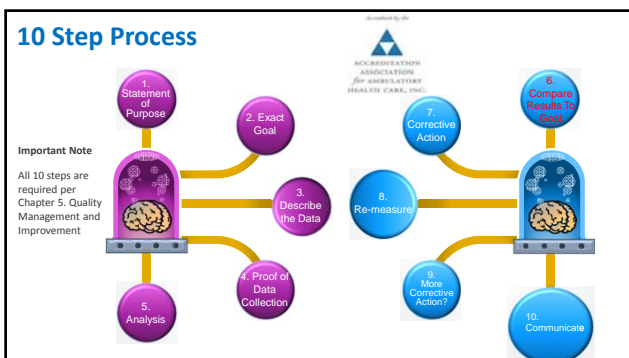


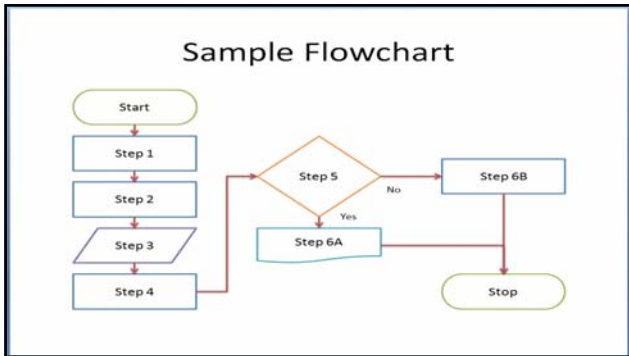
Performance Improvement

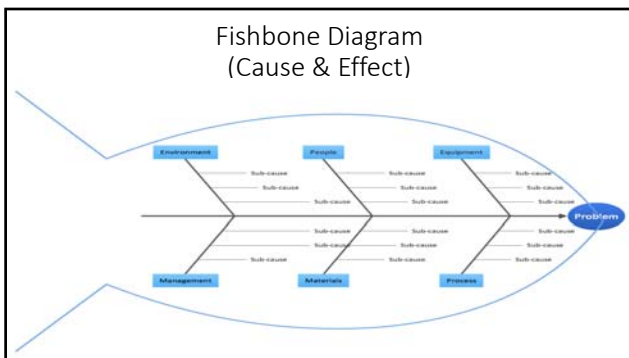
“Performance improvement can be thought of as a system that **makes things better**. Unlike quality assurance, which focuses on compliance, performance improvement focuses on “systems issues” that cause poor outcomes.”



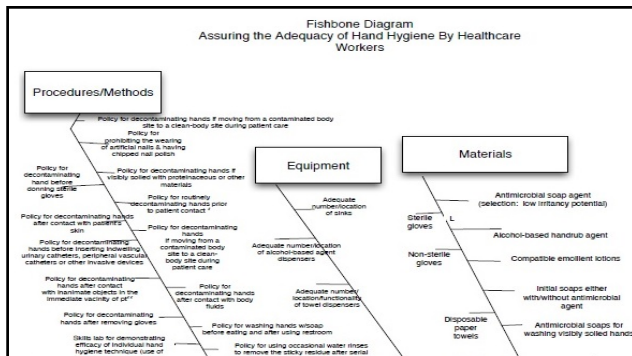


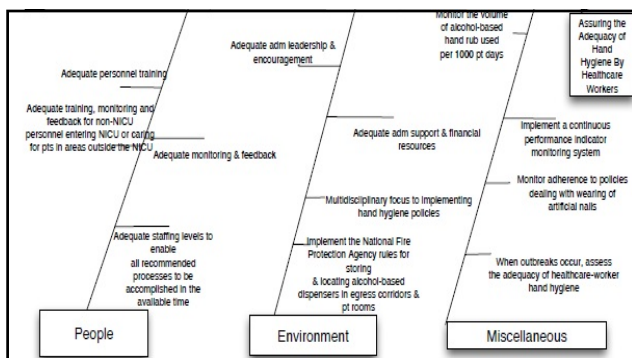




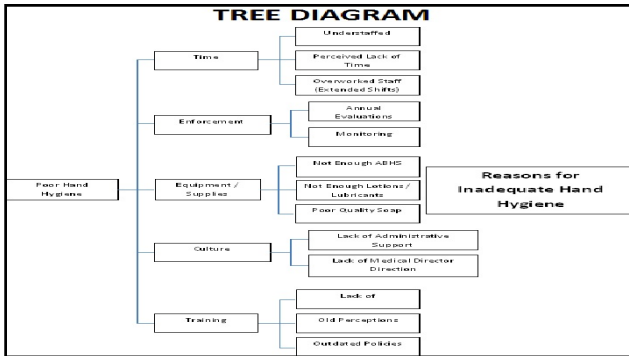









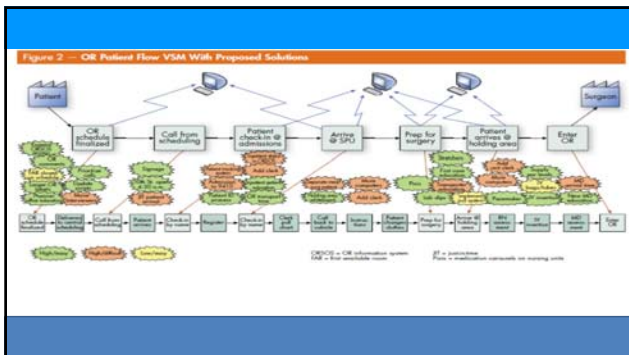
- Top 10 RCA Impediments**
- The problem is poorly or incorrectly defined.
 - A systematic approach is not used.
 - Investigations are stopped prematurely.
 - Decisions are based on guesses, hunches or assumptions.
 - An inadequate level of detail is employed.
 - Interim containment fixes are sometimes allowed to become “permanent.”
 - The skills, knowledge and experience needed to uncover the root cause are not available.
 - A lack of organizational will to tackle the “bigger” issues.
 - Fear of being blamed.
 - “I don’t have the time.”



VSMs

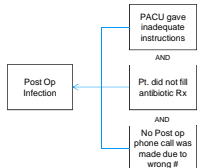
Value stream maps are effective tools for facilitating incremental improvements to complex healthcare processes.





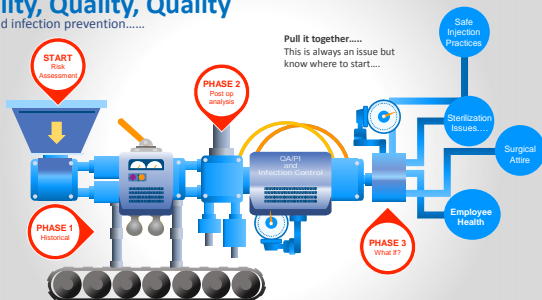
Cause Mapping

A Cause Map provides a visual explanation of why an incident occurred. It connects individual cause-and-effect relationships to reveal the system of causes within an issue. A Cause Map can be very basic or it can be extremely detailed depending on the issue.



Quality, Quality, Quality

Let's add infection prevention.....

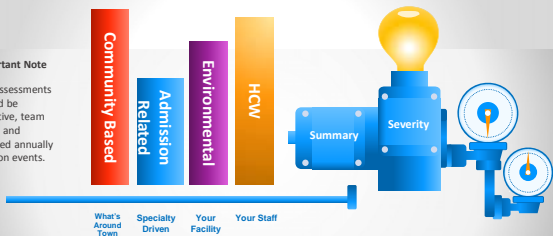


The Risk Assessment

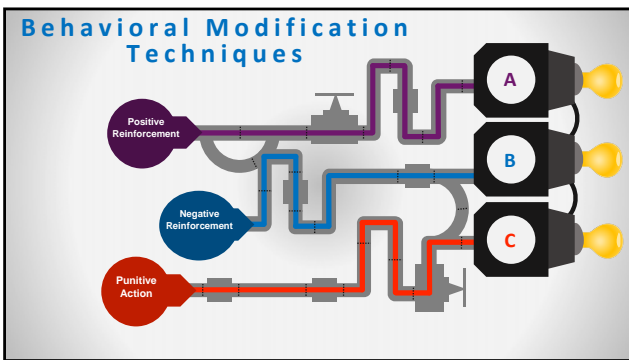
Know where to start

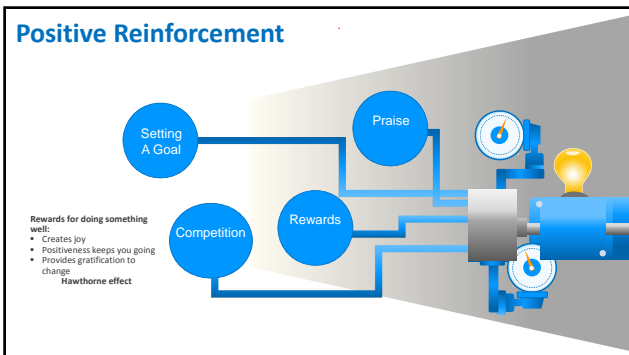
Important Note

Risk assessments should be objective, team based and updated annually or upon events.



Infection Control Risk Assessment





Negative Reinforcement/Punitive Actions

Negative can backfire so be careful of the technique.

Negative Reinforcement, Incident Reports, Counseling, Fines, Termination

IDEAS

Topics that are timely and help create change events

IDEA 1 Annual Flu Vaccinations

IDEA 2 IUSS

IDEA 3 Safe Injection Practices

IDEA 4 Surgical Aseps

IDEA 5 Infection Control Surgical Worksheet

How Can You Integrate Your QA/PI Program and Your Infection Control Initiatives?

Please email your questions and comments to:

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Excellentia Advisory Group, LLC
1-636-875-5088
