

Standard Work: Completing the COVID-19 Safety Checklist Process Observation

Created from PPE Task Force COVID-19 Safety Checklist

Date: Revised March 30/21. Previous version Jan 7/21



Purpose: To support teams in ensuring that standards of practice related to staff use of PPE and physical distancing are being followed, and to optimize practices that will prevent the spread of COVID-19.

Background: Breaches in techniques present a risk to patients and staff/physicians/learners. Routine checks will identify opportunities for improvement as well as acknowledge the great work of staff.

	Major Steps	Details (if applicable)	Reasons (Why)
1	Each Shift, every day a member of the team completes the COVID-19 Safety Checklist.	<ul style="list-style-type: none">• Team decides how the observer is selected; may be assigned or voluntary.• The role is shared among staff.• Attempt to observe at least 3 staff/learners/physicians in the use of PPE, ideally including the observation of movement between patients and when going on break.• “Each shift” = once on days, once on nights.	<p>Staff conducting observations is important to hone skills and to also provide just in time feedback to colleagues.</p> <p>Observing 3 people gives a sense if gaps exist that require countermeasure discussions by the team at their huddle.</p>
2	If a standard is not met, provide a moment of feedback/coaching to the staff, learner or physician.	<ul style="list-style-type: none">• Approach the person and provide a moment of coaching• Share the purpose of the Process Observation: to keep people safe and support the use of practices needed to help prevent spread of COVID.• Explain the observation factually. For example: The observation says that medical masks must be worn over your nose and I observed that your mask was not covering your nose. Do you have any questions?	<p>The approach is to support learning and ability to use PPE. It is not intended to be punitive.</p>
3	The observer records the Process Observation.	<ul style="list-style-type: none">• Observations are recorded on the COVID-19 Safety Checklist Process Observation Tracking Sheet and posted on the CQI huddle board.• High risk concerns are reported to the manager.	<p>There is visual management of compliance to standards.</p> <p>Helps the team focus improvement efforts.</p>

Standard Work: Completing the COVID-19 Safety Checklist Process Observation

Created from PPE Task Force COVID-19 Safety Checklist

Date: Revised March 30/21. Previous version Jan 7/21



	Major Steps	Details (if applicable)	Reasons (Why)
4	At daily huddle, review the Process Observation results.	<ul style="list-style-type: none">• Ask about potential barriers for standards that are not met. If an item consistently red create an opportunity slip and try process changes as a team.• Celebrate the team's successes and teamwork.	Helps communication and identifies where process changes are needed to ensure success. Acknowledges the great work of the team.