

Leveraging the CQI Management System for the COVID-19 Safety Checklist

The PPE Task Force has recommended using the COVID-19 Safety Checklist to identify opportunities to improve the use of PPE and hand hygiene and physical distancing practices. Breaches in techniques are creating risks to patients and staff/physicians/learners. Everyone has a part of play to help make improvements happen. The CQI Management System can be leveraged to help manage the opportunities that arise from the COVID-19 Safety Checklist. CQI tools can help enhance communication as well as maintain stability and reliability of our care and services in a constantly evolving environment.

Tool	Approach
<div data-bbox="266 611 396 743" data-label="Image"> </div> <div data-bbox="277 749 384 823" data-label="Text"> <p>Status Sheet</p> </div> <p data-bbox="71 905 596 1255">The Status Sheet provides the opportunity to focus attention on specific issues. It is a time for leaders to listen to understand current state and to coach. In times of evolving and constant change, the status sheet can be a key communication tool and helps to vertically integrate key messages and support problem solving. Some problems and gaps identified are opportunities for the huddle board.</p>	<p data-bbox="618 472 1380 501">Potential Status Sheet questions for CEO, EVPs, VPs, Directors:</p> <ul data-bbox="618 508 1546 720" style="list-style-type: none"> • What gaps are we seeing related to required PPE? • What barriers are people indicating is preventing them from using PPE? • What plans are in place to close those gaps/barriers related to the proper use of PPE? • What supports are staff needing to maintain resilience and follow process during this time of wearing significant PPE? <hr/> <p data-bbox="618 747 1192 777">Potential Status Sheet questions for Managers:</p> <ul data-bbox="618 783 1555 1436" style="list-style-type: none"> • What is being observed on COVID-19 Safety Checklists? What items on the checklist are being identified as not being adhered to? • Where are the breeches/gaps? What information do we have to understand why? • What is the plan/how are we addressing the breeches/ gaps in a non-punitive way? • How are we communicating the expectations for PPE? • What are the best ways to communicate the results of the PPE Safety Checklist process observations so staff are aware? • How are we using physical distancing during break times? • How are we ensuring that PPE (masks) are worn in break areas after staff are finished eating and drinking? • What are you observing in terms of physical distancing in the work place? • How are we ensuring that PPE supplies are available for staff and patients? • How are staff coping with wearing PPE continuously? What supports/strategies can be put in place to address staff resiliency? • What needs to be our focus to be consistent with all of the PPE requirements and physical distancing protocols?
<div data-bbox="269 1505 396 1631" data-label="Image"> </div> <div data-bbox="272 1642 393 1715" data-label="Text"> <p>Daily Huddle</p> </div> <p data-bbox="71 1726 586 1864">Huddling while maintaining social distancing is a key opportunity to connect, communicate and work through problems and gaps that arise.</p>	<ul data-bbox="618 1478 1542 1839" style="list-style-type: none"> • Encourage and prioritize opportunities related to staff and patient safety. • Assign COVID-19 Safety process observation to staff members at the daily huddle (see Process Observation section). • Communicate results of COVID-19 Safety Checklist during CQI huddle and discuss and reinforce protocols (See Process Observation section). • Highlight the importance of supporting each other to follow standards. Consider sharing examples of conversations. • Leverage Process Observation and Standard Work (see next page). • Communicate changes to PPE requirements when they arise • Celebrate! (See Celebration section).



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 <p data-bbox="240 409 427 464">Process Observation</p>	<ul data-bbox="670 226 1563 506" style="list-style-type: none"> • Standard Work has been created to outline how to complete the COVID-19 Safety Checklist using Process Observation. • Use process observation to help understand the sustainability of using the required PPE and following infection prevention and control practices. • If the process observation has greater than 3 reds then move to the huddle board as an opportunity for improvement. • Your CQI coach is available for support.
 <p data-bbox="272 716 394 779">Problem Solving</p> <p data-bbox="86 827 581 926">A3 Thinking involves a scientific approach to finding and tackling the root cause of a problem.</p>	<ul data-bbox="623 590 1503 726" style="list-style-type: none"> • When one of the items on the process observation is marked as “Red” greater than 3 times, identify this item as a gap related to risk for transmission and focus on those areas for improvement. • Ask the 5 whys to help understand the root cause.
 <p data-bbox="266 1104 401 1167">Standard Work</p> <p data-bbox="71 1213 596 1451">Standard Work is a way to document and communicate the most current best way we know how to complete a process or task. It can also define the responsibilities within a role. CQI Coaches are available over email to help teams develop and draft standard work during this Covid-19 pandemic.</p>	<ul data-bbox="670 989 1557 1192" style="list-style-type: none"> • Follow standard work for completion and follow up of checklist that addresses PPE and hand hygiene practices and standards expected in relation to common spaces used by team members. • Develop Standard Work for new processes developed or communicate corporate standard work/policy related to PPE.
<p data-bbox="155 1509 513 1541">Area Improvement Centre</p>	<ul data-bbox="623 1503 1563 1598" style="list-style-type: none"> • Use the Area Improvement Centre to track checklist results and have discussion with team about root causes of recurring gaps and discuss what counter measures can be put in place.
 <p data-bbox="245 1761 420 1793">Celebrations</p> <p data-bbox="131 1801 537 1860">This is an opportunity to support resilience of the team.</p>	<ul data-bbox="623 1671 1563 1843" style="list-style-type: none"> • Celebrate the staff! • Recognize staff’s contributions and efforts in using PPE and practices related to hand hygiene and use of common spaces safely. • Celebrate the number of items on the process observations that are green. • Use Resilience PRN practices to help support staff.

