

Designing *With* People Not *For* People Equals Success in the Development of an Educational Toolkit Based on Environmental Cleaning Best Practices

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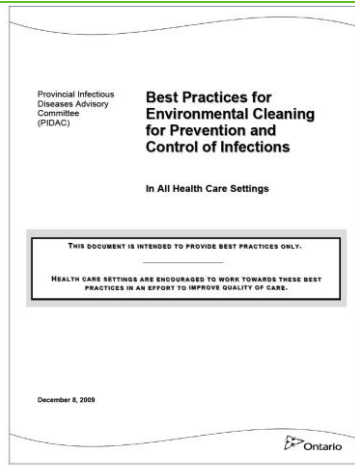


Objectives



- To provide an overview of the development of the Environmental Cleaning Best Practices Educational Toolkit
- To examine the Toolkit components
- To identify additional materials and supports

Environmental Cleaning Best Practices



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The Project

- Partnership between:
 - Regional Infection Control Networks
 - Ontario Healthcare Housekeepers Association
 - Canadian Association of Environmental Managers

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Project Deliverables

- Create educational tools for use with front-line cleaning staff
- Provide train-the-trainer sessions for ES
- Provide other resource materials as necessary to support best practices
- Identify barriers to success and highlight issues beyond our control to the appropriate agency
- Evaluate the training program in hospitals and long term care



What did ES managers tell us?

- On-line survey issued to ~ 300 CAEM and OHHA members in December 2009 to determine:
 - Perceptions of environmental managers around best practices
 - Preferred methods for teaching front-line environmental staff
- 147 responses received which helped inform the project plan



The Process

- Workshop convened December 2009 with healthcare environmental services (ES) representatives from across Ontario and the assistance of a facilitator
- Reviewed survey results
 - Discussed teaching methods and tools
 - Developed draft Curriculum Outline
- Project Team (smaller group from workshop) with IPAC and ES representatives, responsible for content development



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The Process

- Content developed between January and July 2010 – 6 modules, 7 video scripts and all additional resources/tools
- Modules 1, 2 and 4 tested with front-line ES staff at hospital and LTC pilot-sites across Ontario
- Video production in late July
- Module narration and video editing in August
- Mass production of CDs, DVDs, print materials late August/early September
- All materials sent for French translation
- Binder assembly and distribution to RICN offices – Early September and ongoing



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The Process

- Toolkit launched at CAEM/RICN 'Doing it Right' conference in September 2010
- Mass distribution of almost 3000 "toolkits" to all healthcare facilities in Ontario through RICN offices
- Train-the-trainer videoconferences held in October and November 2010 through the Ontario Hospital Association and facilitated by the RICNs



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What is the Toolkit?

- An educational resource developed to assist Environmental Services Management staff, Infection Prevention and Control Professionals and other trainers, in educating front-line Environmental Services staff on cleaning best practices

What is it NOT?

- The toolkit is not a rule book for how to implement best practices in your organization



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What's in the Toolkit?

Introductory Materials:

- Project background
- Needs Assessment Questionnaire
- Adult Education Support Materials
- Acknowledgments
- Presenters' Bios
- Module Objectives



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What's in the Toolkit?

Six Educational Modules on CDs:

- Module 1 – Chain of Transmission
- Module 2 – Routine Practices
- Module 3 – Cleaning Products and Tools
- Module 4 – General Cleaning
- Module 5 – Additional Precautions
- Module 6 – Audits



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Narrated Presentation

The screenshot shows a presentation window titled 'Module 1' with a timestamp of 00:19 / 11:12. The main content area displays the title 'Best Practices for Environmental Cleaning' in green, followed by 'Module 1 – Chain of Transmission' in green. At the bottom, there are logos for 'caem' (Canadian Association of Environmental Microbiologists), 'REGIONAL INFECTION CONTROL NETWORKS / RÉSEAUX RÉGIONAUX DE CONTRÔLE DES INFECTIONS', and 'Giving Health a Helping Hand'. A small 'KUBRA' logo is also present. The left sidebar shows an outline of 27 slides, with slide 1 selected. The bottom control bar indicates 'SLIDE 1 OF 26', 'PAUSED', and a progress indicator at 00:19 / 00:38.

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Learning Checkpoint

The screenshot shows a presentation window titled 'Module 1' with a timestamp of 00:44 / 11:12. The main content area displays the title 'Learning Checkpoint' in green. A large, 3D-style red checkmark is the central focus. At the top right, there are logos for 'caem' and 'Giving Health a Helping Hand'. The left sidebar shows an outline of 27 slides, with slide 15 selected. The bottom control bar indicates 'SLIDE 15 OF 26', 'PAUSED', and a progress indicator at 00:09 / 00:38.

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Learning Checkpoint

The screenshot shows a presentation slide titled "Learning Checkpoint" from a module on environmental cleaning. The slide features the CAEM logo and the tagline "Giving Health a Helping Hand". The main content asks, "Which of the following are reservoirs for germs?" and lists four options: a) An individual with a cold, b) Outdated cleaning solution, c) Visiting pets, and d) All of the above. The slide number "16" is visible in the bottom right corner. The presentation interface includes a table of contents on the left and a navigation bar at the bottom.

Module 1 | 04:46 / 11:12 | Glossary | Contacts for Questions | Quiz | ATTACHMENTS

Outline | Thumbnails | Search

1. Best Practices for Environmental Cleaning
2. Learning Objectives
3. Background
4. Chain of Transmission
5. Slide 5
6. Slide 6
7. Infectious Agent – The Germ
8. Slide 8
9. Reservoir – Hiding Places
10. Slide 10
11. You cannot tell by looking ...
12. You cannot tell by looking ...
13. Slide 13
14. Portal of Exit – Way OUT
15. Slide 15
16. Learning Checkpoint
17. Learning Checkpoint Answer
18. Slide 18
19. Slide 19
20. Transmission – Getting Around
21. Transmission – Getting Around
22. Transmission – Getting Around
23. Transmission – Getting Around
24. Transmission – Getting Around
25. Slide 25
26. Portal of Entry – Way IN
27. Slide 27

caem
Giving Health a Helping Hand

Learning Checkpoint

Which of the following are *reservoirs* for germs?

- a) An individual with a cold
- b) Outdated cleaning solution
- c) Visiting pets
- d) All of the above

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SLIDE 16 OF 35 | PAUSED | 00:00 / 00:15

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Application Activity

The screenshot shows a presentation slide titled "Application Activity" from a module on environmental cleaning. The slide features the CAEM logo and the tagline "Giving Health a Helping Hand". The main content asks, "When you return to your job, what will you do differently as a result of this session?". The slide number "34" is visible in the bottom right corner. The presentation interface includes a table of contents on the left and a navigation bar at the bottom.

Module 1 | 10:56 / 11:12 | Glossary | Contacts for Questions | Quiz | ATTACHMENTS

Outline | Thumbnails | Search

10. Slide 10
11. You cannot tell by looking ...
12. You cannot tell by looking ...
13. Slide 13
14. Portal of Exit – Way OUT
15. Slide 15
16. Learning Checkpoint
17. Learning Checkpoint Answer
18. Slide 18
19. Slide 19
20. Transmission – Getting Around
21. Transmission – Getting Around
22. Transmission – Getting Around
23. Transmission – Getting Around
24. Transmission – Getting Around
25. Slide 25
26. Portal of Entry – Way IN
27. Slide 27
28. Learning Checkpoint What is the most com
29. Learning Checkpoint Answer
30. Slide 30
31. Susceptible HostThe Next Sick Person
32. Host Characteristics
33. Slide 33
34. When you return to your job, what will you d
35. Slide 35

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Giving Health a Helping Hand

Application Activity

When you return to your job, what will you do differently as a result of this session?

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SLIDE 34 OF 35 | PAUSED | 00:02 / 00:12

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Additional Attachments

Module 2 (00:20 / 00:59) | PPE | Glossary | Contacts for Questions | ATTACHMENTS

Click the links below to view the attached content:

- PIDAC Best Practices for Environmental Cleaning (2009)
- PIDAC Routine Practices & Additional Precautions (2009)
- PIDAC Best Practices for Hand Hygiene (2006)
- Glove Removal Poster
- Putting On, Seem Poster

Module 2 – Routine Practices

caem REGIONAL INFECTION CONTROL NETWORKS RÉSEAU RÉGIONAL DE CONTRÔLE DES INFECTIONS

Giving Health a Helping Hand

SLIDE 1 OF 20 PAUSED 00:20 / 00:59

Additional Attachments

DVD Drive (D:)

File Edit View Favorites Tools Help

Back Forward Stop Search Folders X Go

Address D:\

- Module 4a
- Module 4b
- Module 4c
- Cleaning Frequency.pdf
- Gloves Doffing.pdf
- Gown Doffing.pdf
- Mask Doffing.pdf
- Min. Clean Disinfect Level Non Critical Eq.pdf
- module 4 a.ppt
- module 4 b.add
- module 4 c.ppt
- Respirator Doffing.pdf
- Respirator Doffing.pdf



Environmental Cleaning Best Practices Module One

Chain of Infection

Chain of Transmission

Best Practices for Environmental Cleaning

Quiz for Module One: Chain of Transmission

caem REGIONAL INFECTION CONTROL NETWORKS RÉSEAU RÉGIONAL DE CONTRÔLE DES INFECTIONS

Giving Health a Helping Hand

A. Personal Hygiene

Hand Hygiene

Glove Use

Mask Use

Eye Protection

Respirator Use

Gown Use

Disinfection

Environmental Cleaning

PPE

Risk Assessment

Safety

Other factors to consider

Summary of Risk Assessment

True or False?

Learning Checkpoint Answers

Gloves

Masks, Face & Eye Protection



DVD - Sample Procedures



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Other Printed Materials

This section displays several printed materials related to environmental cleaning:

- LEADER'S GUIDE:** A document with a table of contents and introductory text. The table lists topics like "Bed Clean" and "Bathroom Clean" with corresponding page numbers.
- Checklist:** A document titled "Fast Track Checklist" with a list of items to be checked, including "Bed Clean" and "Bathroom Clean".
- Video Script:** A document titled "Script for Video 1: Discharge/Vacuum Bed Changing and Cleaning" with instructions for the video production.
- Other Documents:** Several smaller documents and forms, including one titled "Best Practices for Environmental Cleaning" and another titled "Best Practices for Environmental Cleaning - Checklist".

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Progress

- Toolkit distribution completed to hospitals, Long-Term Care homes and public health units and other priority groups in Ontario through the RICN offices
- All other agencies may access toolkit materials (including videos) on the RICN website at <http://www.ricn.on.ca/environmentalcleaningtoolkitc5102.php>
- All materials are also available in French
- Additional tools e.g. FAQ, cleaning policies and procedures posted and future materials and updates will be posted on RICN website – notification will go out through RICNs, CAEM and OHHA



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On-line Discussion Forum

www.ricn.on.ca



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Create a password and enter

Environmental Cleaning Discussion Forum

Welcome to the Environmental Cleaning Discussion Forum – a place to share your tips and successes.

Be sure to check back often and post frequently.

Subscriptions / For Feedback / Discussion Forum Rules

Statements and opinions expressed in the posts on the Environmental Cleaning Discussion Forum are those of the author(s) and do not necessarily reflect those of the Regional Infection Control Network or the Ontario Agency for Health Protection and Promotion (OHPP). OHPP accepts any responsibility or liability for such opinions and statements and does not guarantee, warrant or endorse any product or service discussed. It is the responsibility of the user to ensure that they are using the most current infection prevention and control practices available for their practice setting. Content and the information provided shall not be responsible for any damages incurred as a result of the use of the information displayed.

Topic	Replies	Posted	Views	Date
Dedicated washroom practices?	1	October	17	2011-03-22 10:10:59 RSC-Consultant2
Hand Sanitizers	1	September	144	2011-03-07 11:57:37 shelley
Handwashing with Soap	2	March	148	2011-03-07 11:41:12 shelley
Hand hygiene with ESI Cloths	0	October	133	2011-02-28 12:05:51 October
Challenges with ESI Cloths?	0	NOVEMBER/2010	212	2011-03-01 14:12:24 NOVEMBER/2010
Handwashing with ESI Cloths	5	January	389	2011-01-28 11:13:39 NOVEMBER/2010

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OHPP/2011-03-01-0001

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The survey says . . .

- Preliminary survey done February 2011 using “Survey Monkey” to find out what’s happening with the toolkits – 279 respondents

General Comments: > 95% of respondents found the toolkit useful

- “Great tool even for staff who do not have English as a first language”
- “I feel it is a very beneficial educational tool and it has inspired our staff to have really great discussions. I applaud the committee for all their hard work in putting this together.”
- “Great feedback from Leaders who have used the Toolkit - they love it.”
- “The "plug and play" discs have worked out the best for our facility. Great job!”

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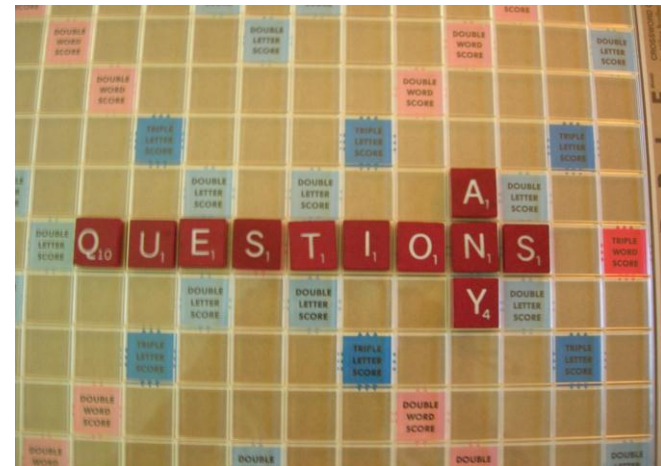
Next Steps

- Continue to work with OHHA and CAEM to determine need for ongoing support
- Promote “communities of practice” through use of discussion forum
- Update materials and tools on website as new info available
- Conduct a more formal evaluation



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www.ricn.on.ca



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THANK YOU!