

Tackling Healthcare Associated Infections (HCAIs) Outside of Hospital

Trish Johnson

National Programme Lead for HCAIs

Improvement Foundation



High Quality Care For All

‘The five national priorities for 2009/10 were established through the last Operating Framework ’

Improving Cleanliness and reducing Healthcare Associated Infections remain a key priority

The Operating Framework for 2009/10 for NHS in England

The government have clear targets:
“no avoidable infections”



The improvement foundation improving public services

The Challenge

- Effective prevention and control of HCAs must be **embedded** into everyday practice and applied **consistently** to everyone
- Whole Health Economy Approach

“Everyone’s responsibility”



The improvement foundation improving public services

The Adult Social Care Market

Care Homes total	18,419
Personal care	14,318
Nursing care	4,038
Non medical	18

Domiciliary Care Agencies	4,867
Nursing Agencies	734
Adult Placement	132

Number of care home places	
Care Home Personal care	260,636
Care Home Nursing	181,425
Total places	442,061



Development of the HCAI Programme - Where did it start?

- Need identified to develop and deliver a structured integrated support programme for Care Homes to tackle HCAIs
- Complement the work already being undertaken locally and nationally
- Aligned to current Government Policy
- Multi-Agency Working



Development of the HCAI Programme - Where did it start?

Launched Spring 2008 - 50 Care Homes in NE SHA

- North of Tyne
- Durham & Darlington
- Tees

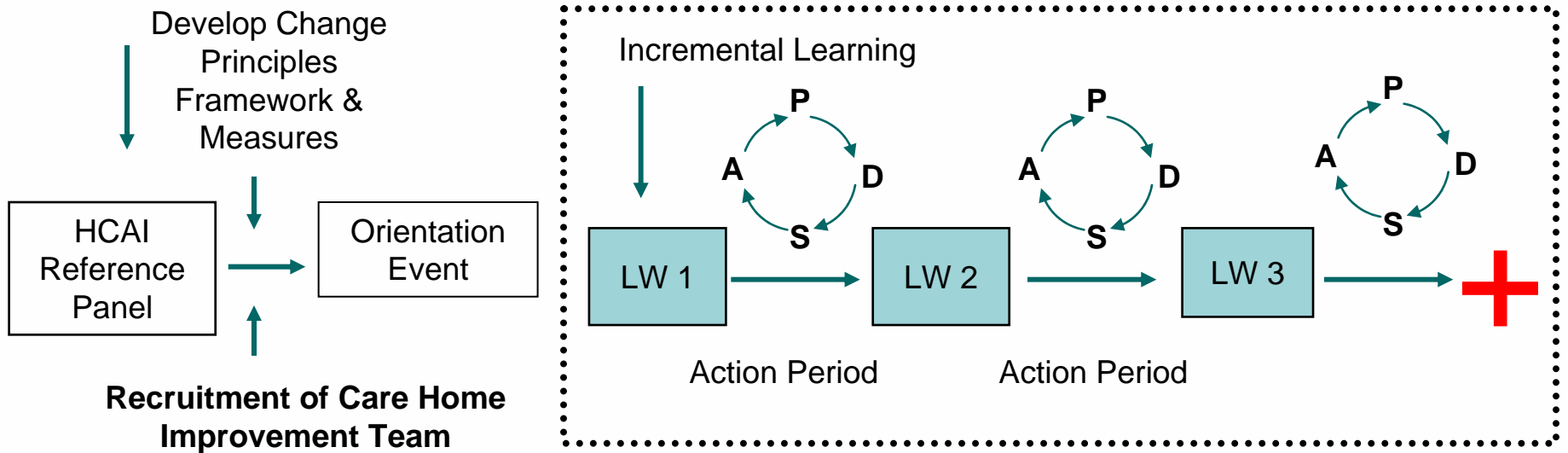


The improvement foundation improving public services

The Collaborative Process: At-a-Glance

The Collaborative Process & “collaboration”

Select Topic



Types of Support

(On-Site) E-mail Phone Handbook Assessment Framework Measurement & Data Guidance

Change Principles

Areas of focus most likely to result in an improvement:

- Adopt a **multi-agency approach**
- Develop a culture of **people and carer involvement**
- Ensure **safe and appropriate prescribing** & use of antibiotics
- Create a culture of **reliable hand hygiene**
- Use **data to drive improvement**
- Promote a **safe & and clean environment**



The improvement foundation **improving public services**

Measuring Improvement

The ability to measure change and improvement is at the heart of our programmes

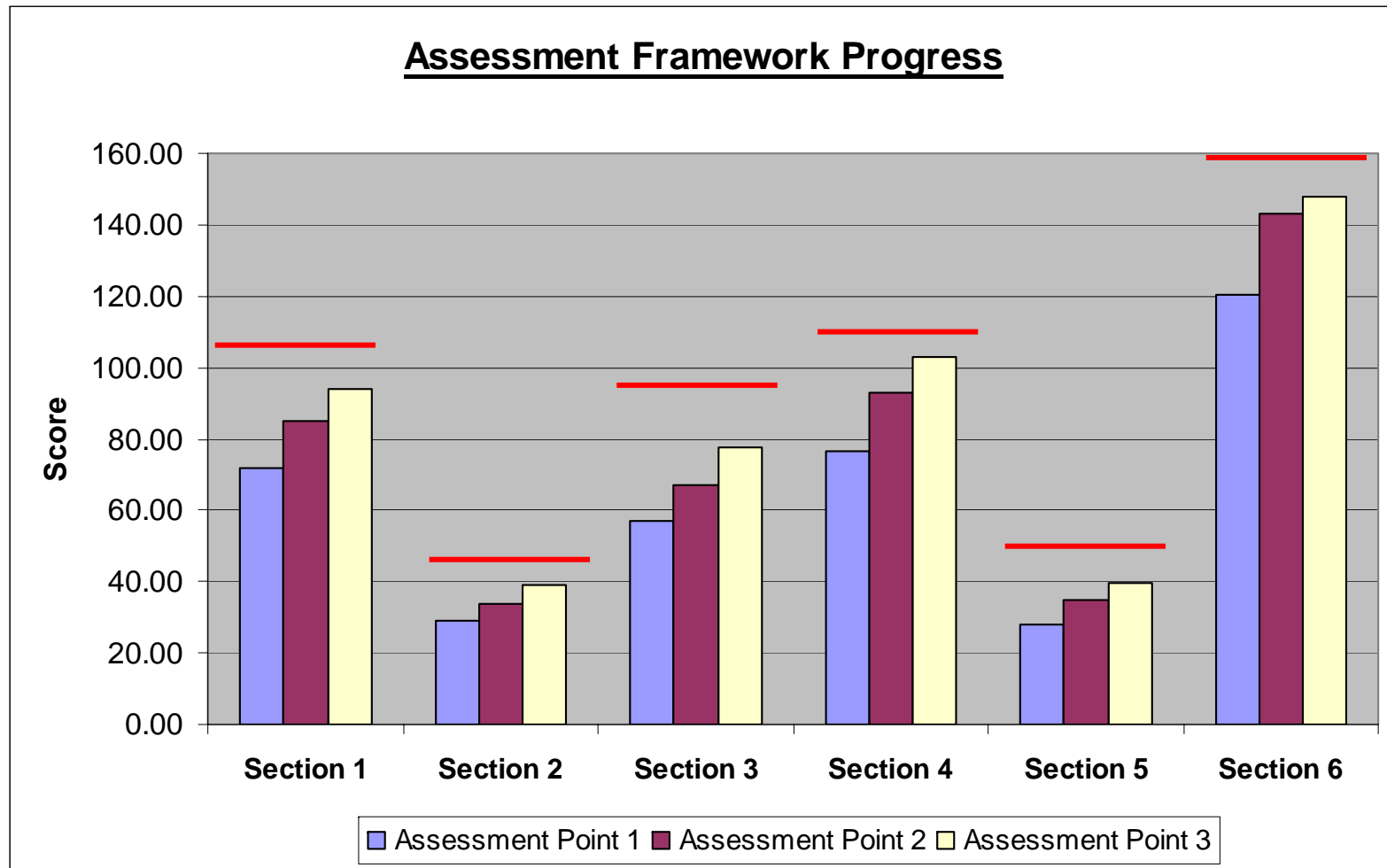
“Without measurement it is impossible to know whether you have improved”

Assessment Framework & Change Principles
Monthly Measures
Improvement Methodology



The improvement foundation improving public services

Assessment Framework Progress – Average Section Scores



— = Maximum score available



improvement foundation

The improvement foundation improving public services

HCAI Forum

Purpose of the Forum

To enable discussions between Healthcare Professionals to identify how and why HCAs impact upon the transfer of people between care settings. To collate findings and make recommendations which will be taken to the SHA.

Aims of the forum:

- Identify the current processes in place for the transfer of people between care settings with regard to HCAs,
- Discuss what can be put in place to improve the transfer process to reduce HCAs.

Progress

- The main issues were identified as poor communications and no standardised documentation
- Standard admission/discharge sheet agreed
- Safer Care North East Task Group



The improvement foundation improving public services

Why is it working?

- Collaborative approach suits the Care Home Environment – Common sense systematic approach
- Care Home and Multi-agency involvement in shaping/informing the programme including Learning Workshops
- Care Home ‘Improvement Teams’
- Clear expectations of staff – improved engagement and satisfaction
- Rapid and sustainable improvement for people living and working in care homes - everyone can contribute



Why is it working?

- Nurturing Development
- Incremental and focused learning
- Measures relevant and simple
- Focus on improvement stories
- Prepares homes for significant changes to Care Home regulations (Care Quality Commission)
- Marketing opportunity
- Multi-agency involvement – help facilitate Care Home engagement
- Compliments Local and National initiatives



The improvement foundation improving public services

Challenges

- Proportionality - Care Homes are peoples homes
- Whole team engagement
- HCAI not the only priority
- General Practitioner involvement
- Turn over of staff
- Blame culture across acute and community setting
- Quality of transfer documentation across acute and community settings
- Communication - not to rely on modern technology
- Engagement after 12 month programme completed



For more information

- See our leaflet 'Improving services to benefit communities'
- Contact your Improvement Foundation Northern Centre - Telephone 01642 352285



or

- Contact our Manchester Head Offices – Telephone: 0161 2361566
- Email: IFsupport@improve.nhs.uk
- Visit our new website: www.improvementfoundation.org



The improvement foundation improving public services