

**Safety First**

**Every Patient Every Interaction**

# Overview

**WHY:** We are enhancing our cleaning and messaging to ensure patient safety

**WHO:** We are all responsible and have a part in cleaning high touch surfaces: “You touch it- You clean it”

**WHAT:** Signage and scripting to create awareness of Safety First

**WHEN:** Starting 4/28, with every patient and every interaction

**HOW:** Leader talking points and coaching; NPDS and Leadership Teams to provide department training and validation; Health Stream training module

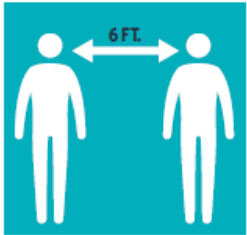
# Education - Overview

- HealthStream- assigned to everyone
  - Handwashing
  - Cleaning high touch surfaces
  - Cleaning between patients
  - Scripting and service recovery
  - Validation Checklist
  - Glucometer Cleaning (RN and NAs)
  - Alaris Pump Cleaning (RNs)
  
- On the unit/department training and return demonstrations

# Patient Facing

## Safety First

THANK YOU FOR HELPING US KEEP EACH OTHER SAFE



**PRACTICE SOCIAL DISTANCING.**  
Stay 6 feet apart when sitting or standing.



**WASH YOUR HANDS OR USE HAND SANITIZER OFTEN.**



**WEAR A MASK.**



**COUGH OR SNEEZE INTO A TISSUE OR YOUR ELBOW.**



**AVOID TOUCHING YOUR FACE.**

**THANK YOU!**



## REMEMBER TO WASH YOUR HANDS

*If soap and water are not available, use hand sanitizer.*



## Safety First



Floor Marker

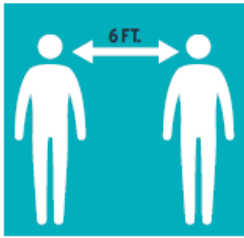
**STOP  
HERE**



# Employee Facing

## Safety First

THANK YOU FOR HELPING US KEEP EACH OTHER SAFE



**PRACTICE SOCIAL DISTANCING.**  
Stay 6 feet apart when sitting or standing.



**WASH YOUR HANDS OR USE HAND SANITIZER OFTEN.**



**WEAR A MASK.**



**COUGH OR SNEEZE INTO A TISSUE OR YOUR ELBOW.**



**AVOID TOUCHING YOUR FACE.**

**THANK YOU!**



## Safety First

THANK YOU FOR HELPING US KEEP EACH OTHER SAFE



**YOU TOUCH IT,  
YOU CLEAN IT**

Clean equipment and workstations with wipes or hospital-approved disinfectant with gloves before and after use.

- Door handles
- Bed rails
- Computers
- Stethoscopes
- Glucometers
- Blood pressure cuffs
- Pens
- Clipboards
- Staplers
- Printers
- Phones

**NOTE:** Do not flush wipes. Dispose in garbage only.



**Decal Sticker  
these are for high touch equipment  
such as  
glucometers  
(2"x3")**



**YOU TOUCH IT,  
YOU CLEAN IT**

# Unit/Department Managers – During Huddles

We are enhancing our cleaning and messaging to ensure patient safety.

- The expectation is that we are tell our patients why we are cleaning.
- We are all responsible and have a part in frequently cleaning high touch surfaces: *“You touch it- You clean it.”*
- *Share/Print/Implement* excel file “High Touch Cleaning Schedule”
- We have signage around to remind us of social distancing and cleaning.

Education will occur 4/28-5/15

- Health Stream Education on cleaning and scripting that everyone needs to complete by 5/15.
- Teams will be coming around to our department/unit to provide instructions on how to clean and scripting
- After the training- we (manager and NPDS+ teams) will be validating and coaching for success.

MANAGERS: For additional information please reference the below PowerPoints

# NPDS and Leadership Teams

Create a schedule for training

Training will include (4/28-5/15 night and day shifts):

- Return demonstration of cleaning high touch surfaces and patient rooms when between patients (ex: ED, imaging)
- Practice scripting

Validation Rounds with coaching: Leaders, NPDS and identified teams 5/10-5/24

USE/PRINT The next slides for in-person training and to guide return demonstration

# Enhanced Cleaning For Prevention

In today's session we are going to learn:

- Increased frequency of cleaning and disinfecting with attention to these areas helps remove bacteria and viruses
- Scripting to let our patients know when and why we are cleaning
- Practice good hand hygiene after cleaning and between patients
  - Wash hands often with soap and warm water for at least 20 seconds.
  - If soap and warm water are not readily available, use an alcohol-based hand sanitizer



# High Touch Surfaces: “If you touch it...You clean it!”



Bed Rails / Controls



Tray Table



IV Pole – Grab Area



Call Box / Button



Telephone



Toilet bed pan cleaner



Beside table handle



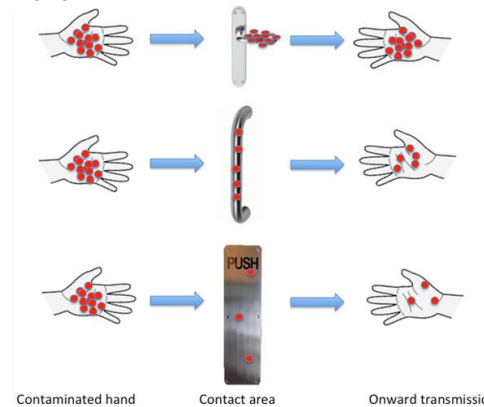
Chair



All room sinks



All room light switches



All room Inner and Outer door knobs / plates



Bathroom Handrails  
Toilet seat and flush handle

# When do I clean?

- There is a guide created when items should be cleaned on your unit/department (reference “High Touch Cleaning Schedule”)
- ALWAYS clean items between patient/employee use.  
Examples are

Pens	Glucometers
Desks	Blood Pressure Cuffs
Clipboards	Stethoscopes
Copiers	Bedside tables
Phones	Computers

# What do I use to clean?

- Most items can be cleaned with SANI Wipes or HDQL-10 Spray Bottle/paper towels
- ***For Patients with Isolation Precautions: Handwashing with Contact: Bleach Wipes are required (ie C-Diff)***
- If unsure- check with your manager or Infection Preventionist



Inventory and items may change based on supply availability

# How do I clean?

- Wear gloves and use HDQL-10 Spray/paper towel or SANI Wipes
- If cleaning with the HDQL-10 Spray
  - Spray the paper towel first – **do not** spray the surface directly as it can damage the item
- Wipe the surface to remove any visible dirt or debris
- Let the product dry naturally (*refer to the product to determine the time to let dry*)
  - **DO NOT** wipe the surface dry with a different cloth
- Clean hands when finished

# Do and Do NOT Principles of Cleaning

## DO

Wash your hands between patients and cleaning

Clean high touch surfaces

Dispose of wipes in regular trash

Spray your cleaning towel

*If you Touch it- You Clean It!*

Use scripting to inform our patients why we are cleaning

## DO NOT

DO NOT FLUSH WIPES OR PAPER TOWELS

DO NOT spray directly on an item

DO NOT wipe the surface dry with a different cloth after cleaning

# Let's Practice Scripting

“I am going to give you some patient scenarios. Let's practice stating some key phrases when we are interacting with our patients.

Scripting is to let our patients know we are providing a safe clean environment. The scripting needs to happen every *patient every time*.

During our observational rounds we are going to validate scripting and cleaning.”

# Scripting Prior to coming to facility

- Patients and visitors (as applicable) will be asked to wear a mask from home

# Scripting during patient interaction

## Connect your actions with words and phrases

- **Between patients** “For your safety, let me clean these items before you walk up to the desk”
- **Prior to providing patient care: Enter room:** “Hi my name is \_\_\_\_\_. I am going to clean my hands prior to taking your temperature.”



# Scripting during patient interaction

- **During patient care:** “Hi, I am here to do my hourly round. I am going to clean my hands. For your safety, I am also going to clean your bed rails and bedside table. Is there anything else you would like me to clean?”
- **During patient care:** “Hello, I am here to do my hourly round and to check your blood sugar. I am going to wash my hands and clean the machine before we start.”

# Scripting Service Recovery

**Patient states** “You didn’t clean your hands”.

**Response:** “Thank you for reminding me. Let me clean my hands right now.”

# Scripting Service Recovery

**Patient states:** “The person before you never cleaned their hands”

**Response: Use HEAL**

Hear: Listen to what they are sharing, gather any additional information or clarify.

Empathize: “That would be upsetting to me too”

Use a Blameless Apology: “I am sorry that happened, that is not our expectation.”

Leap Into Action: “Thank you for bringing that to my attention. Your safety and the safety of other patients is important. I will follow up with our team member about our hand hygiene safety practice.”

# Scripting Service Recovery

**Patient States:** “Did you clean the machine?”

**Response:** “I am sorry you did not get a chance to see me clean it. Let me go get the cleaner and re-clean it. I want to be sure that we are meeting your expectations.”