If You Build It, They Will Come

HOW HDGH SOLVED COMMON PPE CHALLENGES THROUGH INNOVATION

- The storage of Personal Protective Equipment (PPE) at point-of-care promotes best practice donning and doffing techniques.
- Current state point-of-care storage did not facilitate best practice for donning or hand hygiene.
- PPE was stored in mobile carts enabling hoarding of PPE and a variety of health care supplies.
- Lack of ownership contributed to the absence of cleaning, stock rotation and maintenance.
- Growing linen costs and lingering low hand hygiene compliance rates were identified as quality improvements.



...We've always done it this way.
-HDGH FRONTLINE NURSE

PROJECT



An inter-professional team was created and included; Infection Prevention and Control, Environmental Services, Materials Management, Frontline Staff, Ergonomics, Clinical Practice and Plant Operations.

The team performed process auditing, focusing on best practices for hand hygiene and PPE.

AUDITS REVEALED:

- Extreme hoarding, (250 gowns found in a single cart equaling a unit's entire daily quota).
- Health care workers had their own idea of the purpose of the PPE storage carts.
- Manual replenishment of PPE without a defined process of ownership, cleaning and maintenance.
- Expired and outdated PPE and supplies
- The extent of PPE use by all disciplines.
- Missed Hand Hygiene opportunities.

QUESTIONS POSED TO THE INTER-PROFESSIONAL TEAM

- 1. Where would you like to have PPE?

 3. When does best practice tell you to use PPE?
- 2. Where do you use PPE?

 4. Why are we storing PPE as if it is temporary?

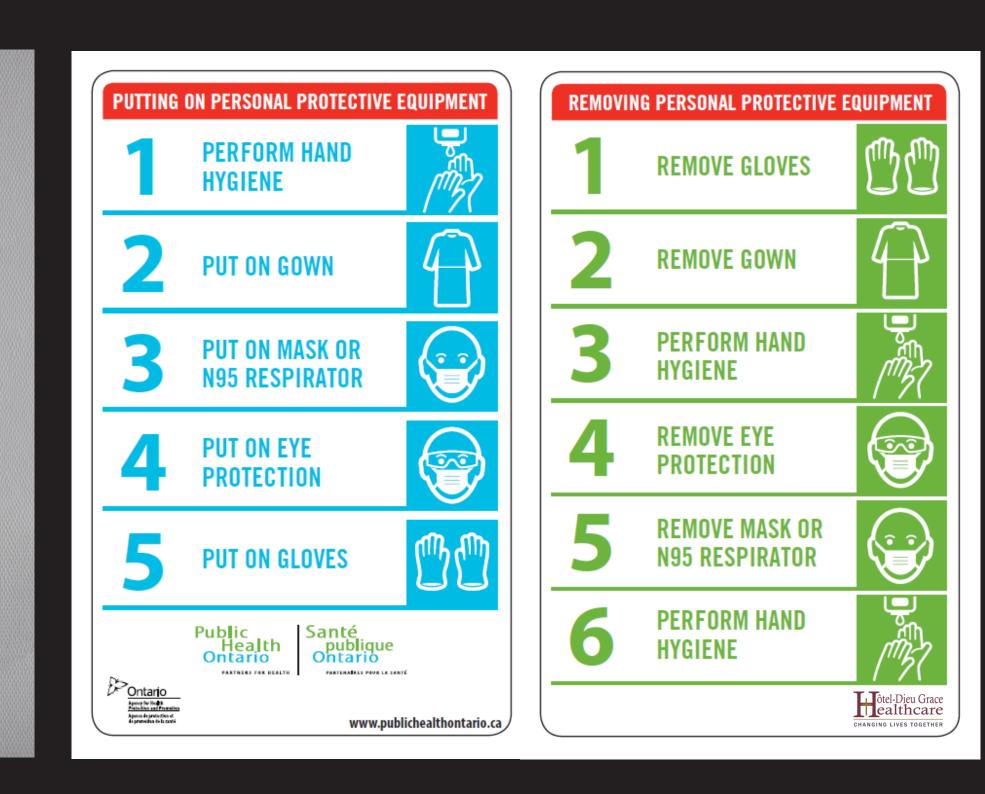
A list of criteria for ideal PPE storage at point-of-care was developed based on feedback from the inter-professional team.

Extensive consultations with vendors and suppliers took place to develop the ideal solution for our point-of-care PPE storage at Hôtel-Dieu Grace Healthcare.

While solutions were available for mask and glove storage, finding the ideal solution for gowns was a challenge due to our utilization of level-2 launderable gowns.

RESULTS





GOWNS

- All inpatient rooms are setup to have a gown bag placed outside the room, if required.
- Gown bags arrive pre-filled from linen supplier.
- Bags are sent to linen supplier once empty to be laundered.

GLOVES

- Gloves were removed from inappropriate locations.
- Standardized glove storage at point-of-care that accommodates all available sizes.
- Frontline staff are now able to perform hand hygiene and change gloves at point-of-care during care activities.



PPE

- Best type of PPE based on risk assessment for our campus.
- Only one type of facial protection was made available to staff based on the patient population and care activities.

METRICS



27%
REDUCTION
IN GOWN USAGE



10%
INCREASE IN HAND
HYGIENE COMPLIANCE
(Before Patient/Environment Contact)

LESSONS LEARNED

- By utilizing a collaborative inter-professional team approach, point-of-care PPE storage was successfully integrated into practice.
- The incorporation of frontline feedback into the design motivated the health care workers to accept the new process.
- Innovation does not need to come from external sources or be "State of the Art"



...If you have always done it that way, it is probably wrong.

-CHARLES F. KETTERING



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