Communication in Skilled Nursing Facilities

Last Review 2018

Basics of Infection Prevention
Healthcare-Associated Infections Program
Center for Health Care Quality
California Department of Public Health

Objectives

- Describe how to develop and communicate infection prevention plans and findings to facility leaders and staff
- Discuss effective processes for internal facility communication
- Review a communication tool for sharing information with health care providers
- Illustrate how to share infection information with external facility partners

Infection Prevention Communication -1

- **Facility (leadership, committees, board) communication**
  - Risk assessment
  - Infection Prevention Plan
  - Surveillance information
    - Healthcare-acquired infections
    - Multidrug-resistant organism (MDRO) trends
    - Influenza vaccinations

Infection Prevention Communication -2

- **Staff communication**
  - Adherence monitoring results
    - Hand hygiene
    - Contact precautions
    - Environmental Cleaning
    - Blood glucose monitoring
- **Health care provider communication**
  - Physicians – share resident signs and symptoms of infection
  - Other health care providers – communicate results
- **Interfacility communication**
  - Transferring/receiving residents with infection or colonization

Facility Risk Assessment

- Perform facility risk assessment annually
- Important for the development of the Infection Prevention Program
  - Understand risks
  - Establish goals and strategies
  - Develop surveillance plan
- Required by CMS and other accrediting agencies

Facility Risk Assessment Elements

- Resident infection risks
- Community infection risks
- Communicable disease rates
- Invasive devices used
  - Urinary catheters
  - Central lines
  - Ventilators
- Immunizations
- Hand hygiene adherence

- Facility preparedness
  - Readiness to respond
  - Potential emergent threats
  - Outbreaks
  - Utilities disruption
- Environmental cleaning and disinfection
- Isolation practices

Sample Facility Risk Assessment

Potential Risks/ Problems	Probability					Risk/Impact					Facility Preparedness					Score
	Very likely	Likely	Maybe	Rare	Never	Catastrophic Loss	Serious Loss	Risk of admission to higher acuity	Moderate clinical/ financial	Minimal clinical/ financial	None	Poor	Fair	Good	Very Good	
	4	3	2	1	0	5	4	3	2	1	5	4	3	2	1	
Abx Resistant Organisms																
MRSA	4							3					3			10
C.difficile	4							3				4				11
VRE				1					2				3			6
ESBL/other gram-negative bacteria				1				4				4				9
CRE				1			4							2		7
Prevention Activities																
Poor hand hygiene	4							3				4				11
Poor respiratory etiquette				1			4								1	6
Improper g																
Lacks Abx																

High score indicates higher potential risk.
Decide as a team which scores are a priority for your Infection Prevention Plan

Facility Infection Prevention Plan - 1

- The foundation for the Infection Prevention Program
  - There is no program without a plan!
- Complete the plan after risk assessment review
  - Analyze risk assessment elements and prioritize what you will work on this year in the plan
- Surveyors will ask to see the Infection Prevention Plan

Facility Infection Prevention Plan - 2

- Describe the process for reviewing and analyzing infection surveillance data
  - Use to prioritize infection prevention activities
- Include statement that plan utilizes evidence-based guidelines such as CDC, SHEA, APIC
- Describe goals, objectives & measures that will be used to analyze effectiveness of the program
- Describe resident and staff infection risks
  - Clarify how risks will be addressed or mitigated

Facility Infection Prevention Plan - 3

- Outline processes for reporting and communication
  - Management of infectious diseases
  - Coordination of outbreak response
  - Provide guidance for mandatory reporting to outside agencies
    - Local public health
    - CDPH Licensing and Certification
- Summarize plan to address educational needs
  - Nurses and facility staff
  - Residents and family

Infection Prevention and Control Log

- Facility record of infections
- Lists number of residents that meet HAI criteria
- Apply formal, standard definitions (McGeer criteria)
    - Respiratory infections
    - Urinary tract infections
        - With and without catheter
    - Skin and soft tissue infections
        - Includes cellulitis, wound infections, mucosal infections, eye infections, scabies and others
    - Gastrointestinal tract Infections
        - Includes norovirus, *C. difficile*

Sample Facility Infection Log

Infection Type	Number of New Infections	Average Census	Number of Days in Reporting Period	Number of Resident Days per Reporting Period	Infection Rate
Facility Associated					

Infection Category *(Sort by risk, or historical frequency, or by alphabetical order)*	Number of New Infections	Comments	Infection Rate per 1000 resident days		
			Current	Last Month	Prior Year*
Cellulitis, Soft Tissue, or Wound Infection					
Central Line Bloodstream Infection (CLABSI)					
Conjunctivitis					
Fungal Infection: Oral, Perioral, or Skin					
Gastroenteritis					
Norovirus					
Respiratory tract infection: common cold or pharyngitis					
Respiratory tract infection: influenza-like illness (ILI)					

Sample Resident HAI Worksheet

Revised McGeer Criteria for Infection Surveillance Checklist

[Facility Logo

Patient Name: _____ **MRN:** _____ **Location:** _____

Date of Infection: _____ **Date of Review:** _____ **Reviewed by:** _____

UTI: □ evaluated □ criteria met **RTI:** □ evaluated □ criteria met **SSTI:** □ evaluated □ criteria met **GITI:** □ evaluated □ criteria met

Table 1. Constitutional Criteria for Infection

Fever	Leukocytosis	Acute Mental Status Change	Acute Functional Decline
Single oral temp >37.8 °C (100 °F), *OR* Repeated oral temp >37.2 °C (99 °F), *OR* Repeated rectal temp >37.5 °C (99.5 °F), *OR* Single temp >1.1 °C (2 °F) from baseline from any site	>14,000 WBC / mm^3, *OR* >6% band, *OR* ≥1,500 bands / mm^3	Acute onset, *AND* Fluctuating course, *AND* Inattention, *AND* Either disorganized thinking, OR altered level of consciousness	3-point increase in baseline ADL score according to the following items: 1. Bed mobility 2. Transfer 3. Locomotion within LTCF 4. Dressing 5. Toilet use 6. Personal hygiene 7. Eating [Each scored from 0 (independent) to 4 (total dependence)]

Table 2. Urinary Tract Infection (UTI) Surveillance Definitions

Syndrome	Criteria	Selected Comments*
UTI without indwelling catheter	***Must fulfill both 1 AND 2.*** □ 1. At least one of the following sign or symptom □ Acute dysuria or pain, swelling, or tenderness of testes, epididymis, or prostate □ Fever or leukocytosis, and ≥ 1 of the following: □ Acute costovertebral angle pain or tenderness □ Suprapubic pain □ Gross hematuria □ New or marked increase in incontinence □ New or marked increase in urgency □ New or marked increase in frequency □ If no fever or leukocytosis, then ≥ 2 of the following: □ Suprapubic pain	The following 2 comments apply to both UTI with or without catheter: • UTI can be diagnosed without localizing symptoms if a blood isolate is the same as the organism isolated from urine and there is no alternate site of infection • In the absence of a clear alternate source of infection, fever or rigors with a positive urine culture result in the non-catheterized resident or acute confusion in the catheterized resident will often be treated as UTI. However, evidence suggests that most of these episodes are likely not due to infection of a urinary source.

HAI Surveillance Data

Give feedback of surveillance results to appropriate stakeholders

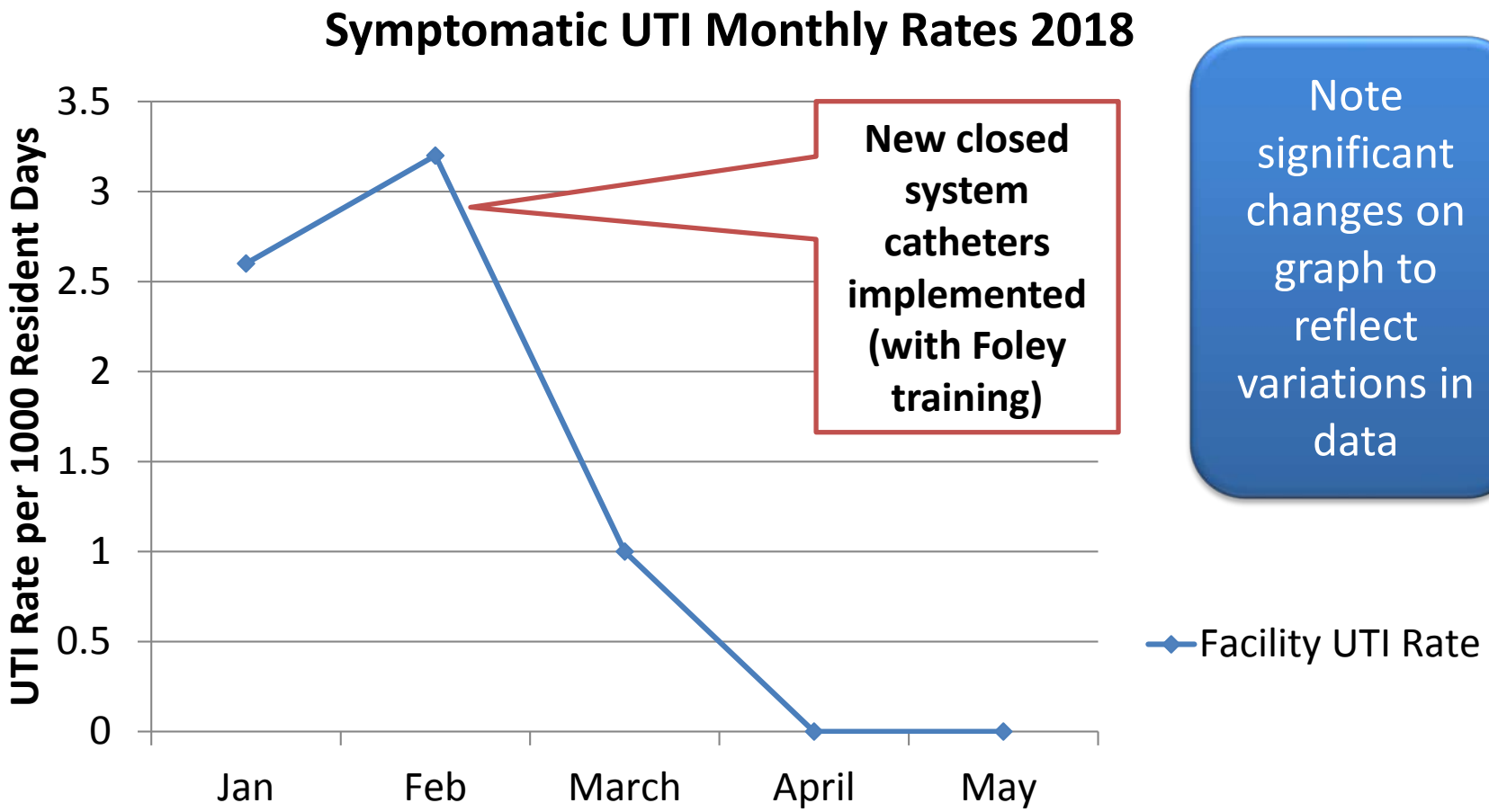
- **Leadership**
  - Informed leaders are able to plan for infection prevention resources
- **Healthcare providers**
  - Informed physicians/providers may improve adherence to prevention care practices
- **Frontline staff**
  - Informed staff members are prepared to change if they know how they are performing

Capture attention with current infection surveillance information!

Presenting Facility Surveillance Data

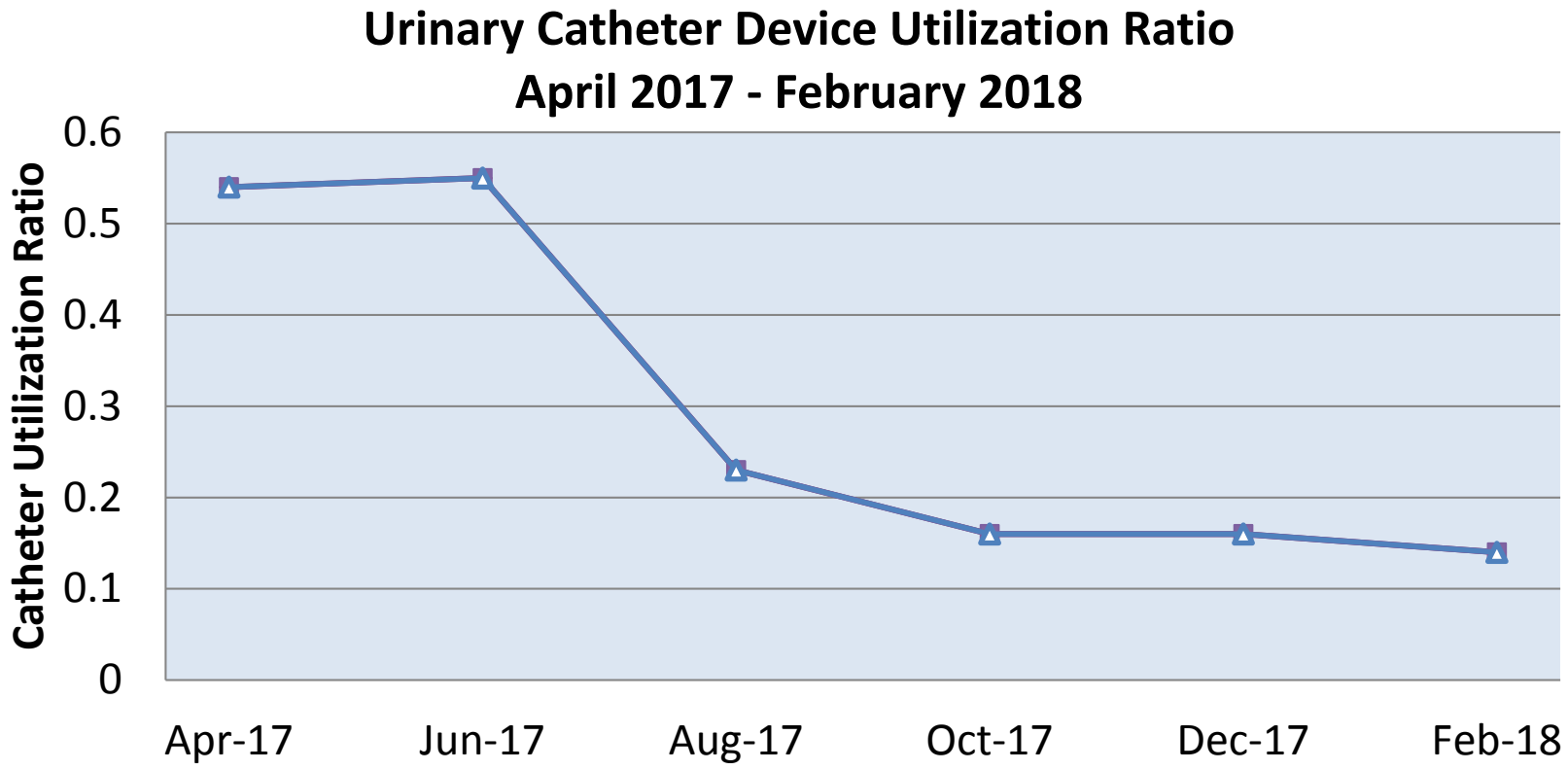
- Share surveillance data with stakeholders
  - Use your Infection Prevention Plan and goals
    - Target key surveillance data
  - Use simple graphs and tables to tell the story
    - **Process:** report adherence monitoring results
    - **Outcomes:** Report how many infections

Sample Presentation of Surveillance Data



Note significant changes on graph to reflect variations in data

Sample Urinary Catheter Utilization Ratio



Reducing device use reduces device-related infections!
Monitor device utilization

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Staff Communication

- Give feedback to staff on adherence monitoring results
  - Share at staff meetings
  - Include infection incidence by unit if possible
- Help your staff make the connection between evidence based care practices and infection incidence

Adherence Monitoring Tool - Hand Hygiene

Discip line	What type of HH opportunity was observed? (select/ ☑ 1 per line) *Remember: Hand hygiene should be performed before and after glove use	✔ Successful ⃠ Missed
N	☐ entering room* ☐ before task ☐ after body fluids ☐ after care* ☑ leaving room	✔
N	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠
CNA	☐ entering room* ☐ before task ☐ after body fluids ☐ after care* ☑ leaving room	✔
CNA	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠
CNA	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠
CNA	☐ entering room* ☐ before task ☐ after body fluids ☐ after care* ☑ leaving room	✔
MD	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠
MD	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠
N	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	✔
N	☑ entering room* ☐ before task ☐ after body fluids ☐ after care* ☐ leaving room	⃠

Total # HH Successful (“# ✔ ”): 4	Total # HH Opportunities Observed: 10	Adherence: __40_____% (Total # HH Successful ÷Total # HH Opportunities Observed x 100)

CDPH Adherence Monitoring tools, www.cdph.ca.gov/HAI

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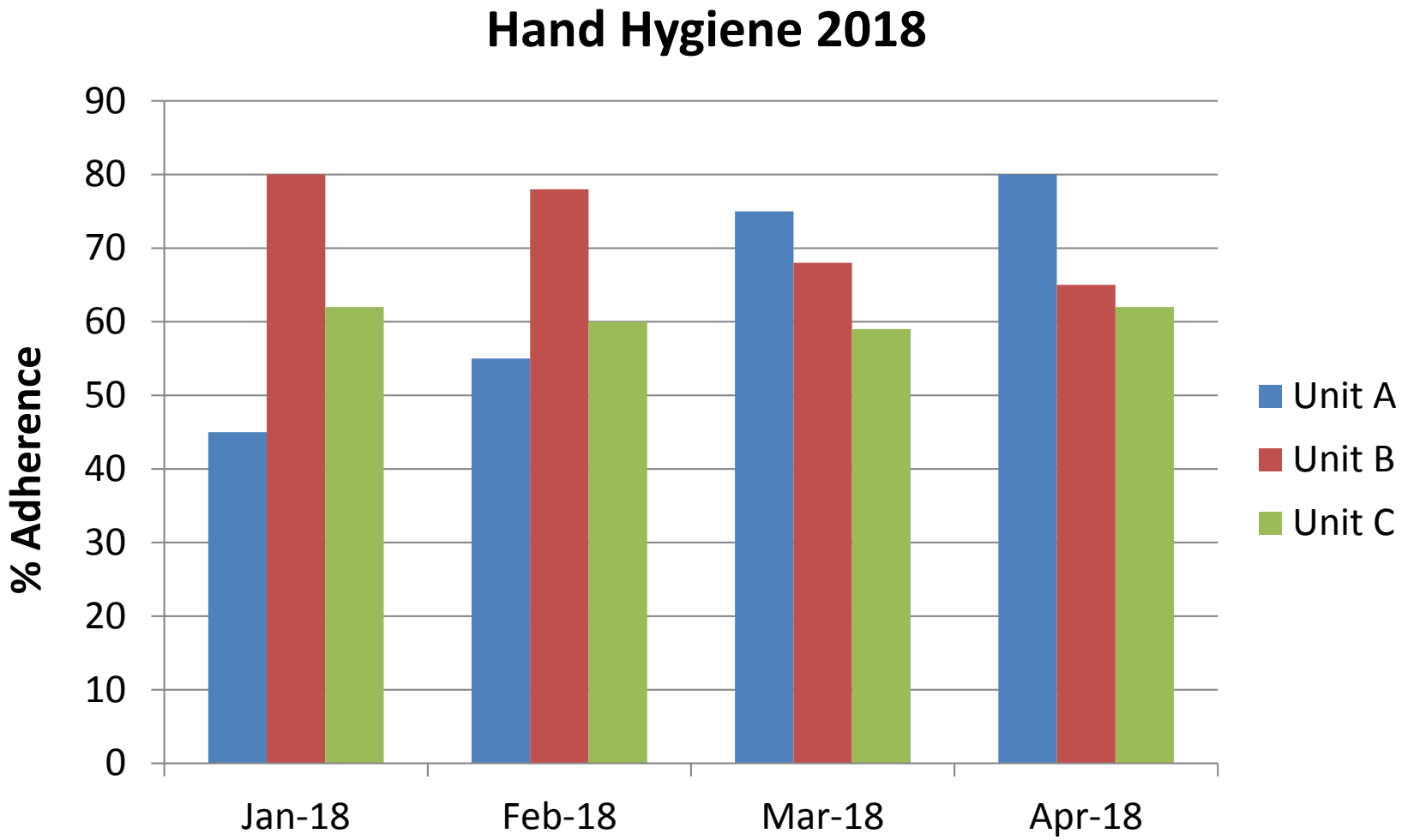
Sample Bar Chart



Adherence Monitoring Tool - Contact Precautions

Contact Precautions Practices	Pt/Res 1	Pt/Res 2	Adherence by Task	
			#Yes	#Obs
Gloves and gowns are available near point of use.	(Yes) No	(Yes) No	2	2
Signs indicating the patient/resident is on contact precautions are clear and visible.	(Yes) No	(Yes) No	2	2
The patient/resident housed in single-room or cohorted based on a clinical risk assessment.	(Yes) No	(Yes) No	2	2
Hand hygiene is performed before entering the patient/resident care environment.	(Yes) No	Yes (No)	1	2
Gloves and gowns are donned before entering the patient/resident care environment.	(Yes) No	(Yes) No	2	2
Gloves and gowns are removed and discarded, **and** hand hygiene is performed before leaving the patient/resident care environment. *Soap & water if C. difficile* infection.	Yes (No)	Yes (No)	0	2
Dedicated or disposable noncritical patient-care equipment (e.g. blood pressure cuffs) is used	(Yes) No	(Yes) No	2	2
Total #Yes **11** Total #Observed **14** Total #Yes/Total #Observed = % Adherence **79** %				

CDPH Adherence Monitoring tools, www.cdph.ca.gov/HAI

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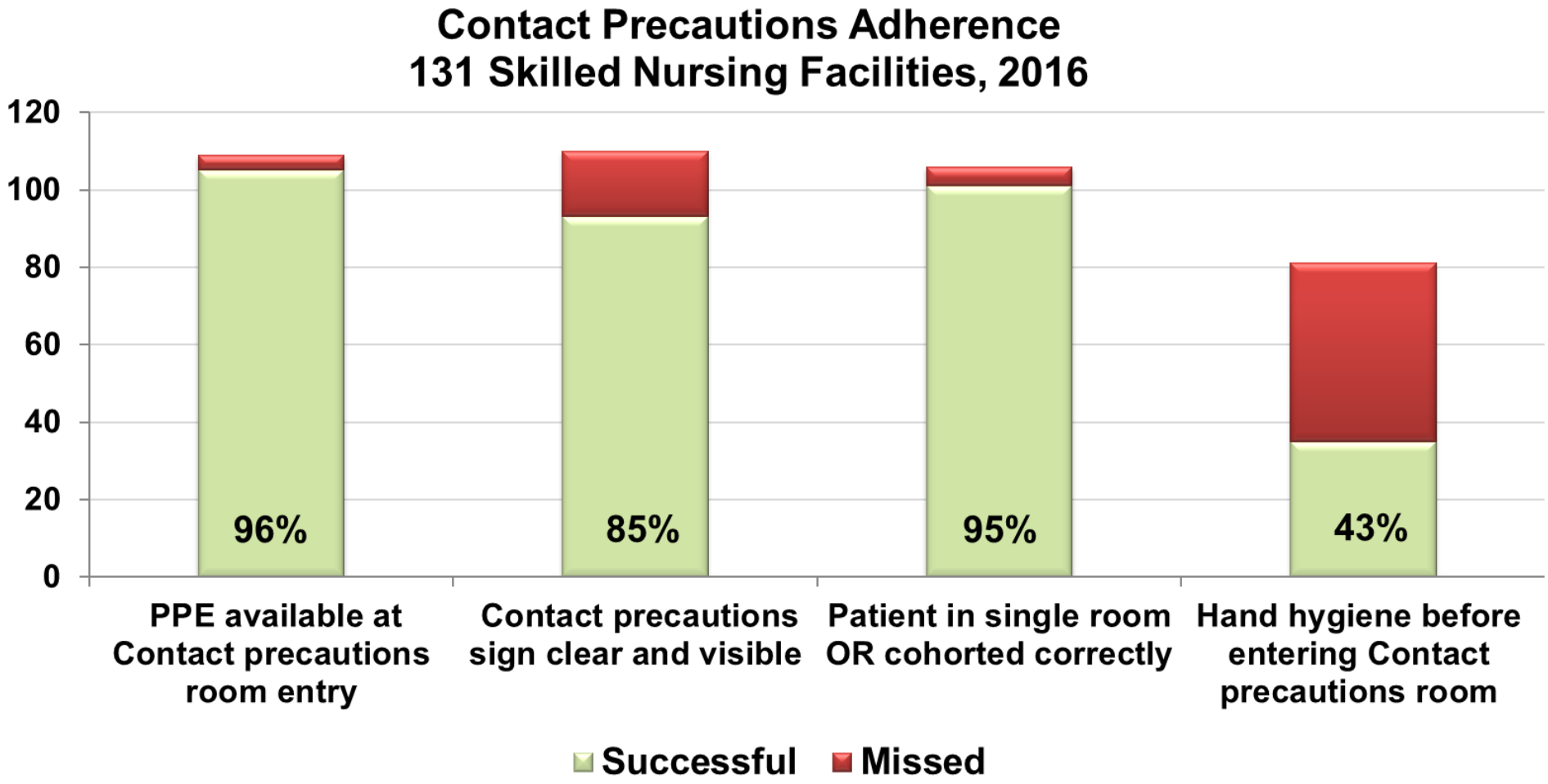
CDPH Adherence Monitoring



Adherence Monitoring Tool-Environmental Cleaning

Environmental Cleaning Practices	EVS Staff 1		EVS Staff 2		Adherence by Task	
					# Yes	# Obs
Detergent/disinfectant solution is mixed according to manufacturer's instructions.	Yes	No	Yes	No		
Solution remains in wet contact with surfaces according to manufacturer's instructions.	Yes	No	Yes	No		
A new clean, saturated cloth is used in each room. The cloth is also changed when visibly soiled and after cleaning the bathroom.	Yes	No	Yes	No		
Environmental Services staff use appropriate personal protective equipment (*e.g. Gowns and gloves are used for patients/residents on contact precautions upon entry to the contact precautions room.*)	Yes	No	Yes	No		
Objects and environmental surfaces in patient care areas that are touched frequently* are cleaned and then disinfected when visibly contaminated or at least daily with an EPA-registered disinfectant.	Yes	No	Yes	No		
# Yes_____ # Observed _____ #Yes/#Observed = % Adherence _____%						

CDPH Adherence Monitoring tools: cdph.ca.gov/hai

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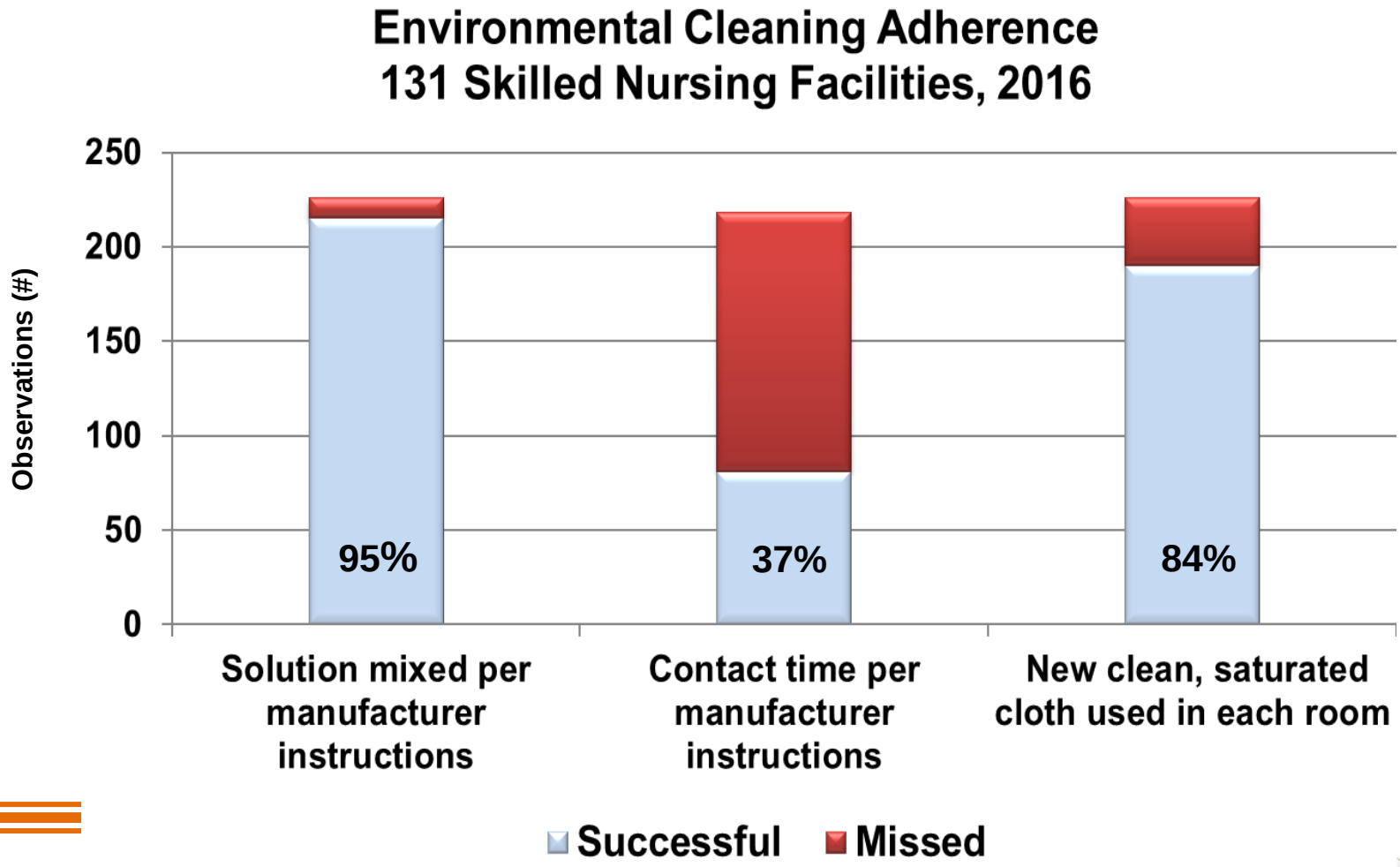
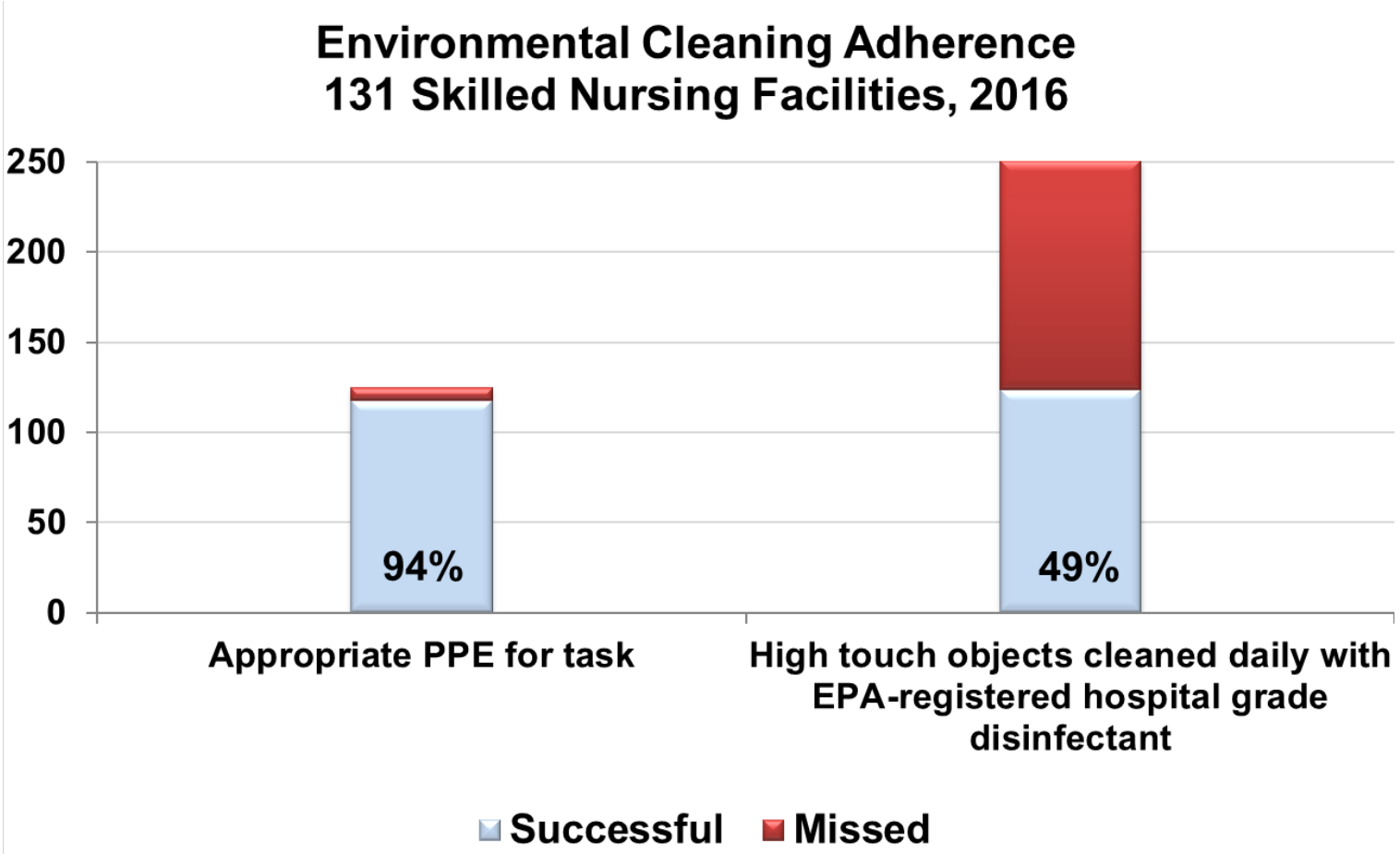
Adherence Monitoring-Environmental Cleaning



Adherence Monitoring-Environmental Cleaning



Communication with Providers - 1

Before calling the physician, follow these steps

1. Assess the resident yourself
2. If possible, discuss with resource nurse
3. Review the chart for appropriate physician to call
4. Know the admitting diagnosis and date of admission
5. Read the most recent MD progress notes and notes from the nurse who worked the previous shift

Institute for Healthcare Improvement
Ihi.org

Communication with Providers - 2

Before calling the physician, follow these steps

6. Have the following available:
   - Resident's chart
   - List of current medications, allergies, IV fluids, labs
   - Most recent vital signs
   - Lab results: test date and time; results of previous tests for comparison
   - Code status

Communication with Providers -SBAR

A framework for communicating a resident's condition between members of the health care team

S **Situation** – Vital signs and what is new with the resident now?

B **Background** – What other diagnosis or symptoms does the resident have?

A **Assessment** – Nursing assessment; does the resident meet infection criteria?

R **Request** - What would you like from the physician?

Situation

- What is the situation you are calling about?
  - Identify self, unit, patient, room number
  - Briefly state the problem, what is it, when it happened or started, and how sever

Example:

Dr. Jones, this is Ms. Nurse calling from XYZ SNF. I have Mrs. Smith in room 217, a 77 year old woman who has fever of 101.2^{o}, complaining of frequency and burning with urination. The fever began this morning; the frequency and burning began last evening. There is no change in her alert mental status.

Background

- Pertinent background information related to the situation
- Could include the following:
  - Admitting diagnosis and date of admission
  - List of current medications, allergies, IV fluids, and labs
  - Most recent vital signs
  - Lab results (date and time test was done and results of previous tests)
  - Other clinical information

Example:

- *She was admitted 2 days ago from ABC hospital*
- *Her admitting diagnosis is status post knee replacement*
- *Her urinary catheter was discontinued just before discharge*
- *Her hospital urinalysis from 4 days ago was normal*

Assessment

- What is the nurse's assessment of the situation?

Example:

I think she may have a UTI, possibly due to the urinary catheter

Recommendation

- What is the nurse's recommendation or what does he/she want

Example:

- *I'd like to get a urinalysis and possibly a urine culture if indicated*
- *She may also need acetaminophen for the fever*

Sample UTI SBAR Tool

S Situation

I am contacting you about a suspected UTI for the above resident.

Vital Signs BP _____ / _____ HR _____ Resp. rate _____ Temp. _____

B Background

Active diagnoses or other symptoms (especially, bladder, kidney/genitourinary conditions)

Specify _____

☐ No ☐ Yes The resident has an indwelling catheter

☐ No ☐ Yes Patient is on dialysis

☐ No ☐ Yes The resident is incontinent **If yes,** new/worsening? ☐ No ☐ Yes

☐ No ☐ Yes Advance directives for limiting treatment related to antibiotics and/or hospitalizations

Specify _____

_____

☐ No ☐ Yes Medication Allergies

Specify _____

_____

☐ No ☐ Yes The resident is on Warfarin (Coumadin®)

AHRQ Suspected UTI SBAR
ahrq.gov/NH-ASPGuide

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A Assessment Input (check all boxes that apply)

Resident **WITH** indwelling catheter

The criteria are met to initiate antibiotics if one of the below are selected

No	Yes	
☐	☐	Fever of 100°F (38°C) or repeated temperatures of 99°F (37°C)*
☐	☐	New back or flank pain
☐	☐	Acute pain
☐	☐	Rigors / shaking chills
☐	☐	New dramatic change in mental status
☐	☐	Hypotension (significant change from baseline BP or a systolic BP <90)

Resident **WITHOUT** indwelling catheter

Criteria are met if one of the three situations are met

No **Yes**

☐ ☐ 1. Acute dysuria alone

OR

☐ ☐ 2. Single temperature of 100°F (38°C) **and** at least one new or worsening of the following:

- ☐ urgency
- ☐ frequency
- ☐ back or flank pain
- ☐ suprapubic pain
- ☐ gross hematuria
- ☐ urinary incontinence

OR

☐ ☐ 3. No fever, but two or more of the following symptoms:

- ☐ urgency
- ☐ frequency
- ☐ incontinence
- ☐ suprapubic pain
- ☐ gross hematuria

Nurses: Please check box to indicate whether or not criteria are met

☐ **Nursing home protocol criteria are met.** Resident may require UA with C&S or an antibiotic.†

☐ **Nursing home protocol criteria are NOT met.** The resident does NOT need an immediate prescription for an antibiotic, but may need additional observation.††

R Request for Physician/NP/PA Orders

Orders were provided by clinician through ☐ Phone ☐ Fax ☐ In Person ☐ Other _____

☐ Order UA

☐ Urine culture

☐ Encourage _____ ounces of liquid intake _____ times daily until urine is light yellow in color.

☐ Record fluid intake.

☐ Assess vital signs for _____ days, including temp, every _____ hours for _____ hours.

☐ Notify Physician/NP/PA if symptoms worsen or if unresolved in _____ hours.

☐ Initiate the following antibiotic

Antibiotic: _____ Dose: _____ Route: _____ Duration: _____

☐ No ☐ Yes Pharmacist to adjust for renal function

☐ Other _____

Physician/NP/PA signature _____ Date/Time _____

Telephone order received by _____ Date/Time _____

Family/POA notified (name) _____ Date/Time _____

* For residents that regularly run a lower temperature, use a temperature of 2°F (1°C) above the baseline as a definition of a fever.

† This is according to our understanding of best practices and our facility protocols. Minimum criteria for a UTI must meet 1 of 3 criteria listed in box.

†† This is according to our understanding of best practices and our facility protocols. The information is insufficient to indicate an active UTI infection.

Why Inter-facility Communication is Important

- Provides important information about a resident's current clinical status
- Gives both the transferring and receiving facility a way to share the residents history of infection and vaccination
- Provides MDRO information to receiving facility so proper room placement or transmission precautions can be implemented
- Relays information about devices such as urinary catheters and central lines
- Ensures that a patient is safely transferred

Facilities work together to protect patients.

Common Approach *(Not enough)*

- Patients can be transferred back and forth from facilities for treatment without all the communication and necessary infection control actions in place.

Independent Efforts *(Still not enough)*

- Some facilities work independently to enhance infection control but are not often alerted to antibiotic-resistant or *C. difficile* germs coming from other facilities or outbreaks in the area.
- Lack of shared information from other facilities means that necessary infection control actions are not always taken and germs are spread to other patients.

Coordinated Approach *(Needed)*

- Public health departments track and **alert** health care facilities to antibiotic-resistant or *C. difficile* germs coming from other facilities and outbreaks in the area.
- Facilities and public health authorities share information and implement shared infection control actions to stop spread of germs from facility to facility.

CDC Vital Signs, Making Health Care Safer
cdc.gov/vitalsigns

California Department of PublicHealth

Interfacility Communication Transfer Tool -1

INFECTION CONTROL TRANSFER FORM

This form should be sent with the patient/resident upon transfer. It is NOT meant to be used as criteria for admission, only to foster the continuum of care once admission has been accepted.

Affix any p

Communication is critical to provide safe, coordinated health care.

Demographics

Patient/Resident *(Last Name, First Name)*: ,

Date of Birth: | **MRN:** | **Transfer Date:**

Sending Facility Name:

Contact Name: | **Contact Phone:**

Receiving Facility Name:

⚠ **Currently in Isolation Precautions?** ☐ **Yes**

If Yes, check: ☐ Contact ☐ Droplet ☐ Airborne ☐ Other:

☐ **No** isolation precautions

Organisms

Did or does have (send documentation, e.g. culture and antimicrobial susceptibility test results with applicable dates):	Current (or previous) infection or colonization, or ruling out *
MRSA	☐
VRE	☐
Acinetobacter resistant to carbapenem antibiotics	☐
E coli, *Klebsiella* or *Enterobacter* resistant to carbapenem antibiotics (CRE)	☐
E coli or *Klebsiella* resistant to expanded-spectrum cephalosporins (ESBL)	☐
C difficile	☐
Other^: ^e.g. lice, scabies, disseminated shingles, norovirus, influenza, TB, etc.	☐ **(current or ruling out*)**
***Additional information if known:**	

☐ **No** known MDRO or communicable diseases

Interfacility Communication Transfer Tool -2

Symptoms

Check yes to any that currently apply:**

- ☐ Cough/uncontrolled respiratory secretions
- ☐ Incontinent of urine
- ☐ Vomiting
- ☐ Acute diarrhea or incontinent of stool
- ☐ Draining wounds
- ☐ Other uncontained body fluid/drainage
- ☐ Concerning rash (e.g.; vesicular)

**NOTE: Appropriate PPE required ONLY if incontinent/drainage/rash NOT contained.

☐ No symptoms / PPE not required as "contained"

PPE

PERSONAL PROTECTIVE EQUIPMENT CONSIDERATIONS

☐ ☐ ☐

CHECK ALL PPE TO BE CONSIDERED AT RECEIVING FACILITY

Answers to sections above

ANY YES

ALL NO

Person completing form:

Role: Date:

Other MDRO Risk Factors

Is the patient currently on antibiotics? ☐ **Yes** ☐ **No**

Antibiotic:	Dose, Frequency:	Treatment for:	Start date:	Stop date:

Does the patient currently have any of the following devices? ☐ **Yes** ☐ **No**

- ☐ Central line/PICC, Date inserted:
- ☐ Hemodialysis catheter
- ☐ Urinary catheter, Date inserted:
- ☐ Suprapubic catheter
- ☐ Percutaneous gastrostomy tube
- ☐ Tracheostomy
- ☐ Fecal management system

IZ

Were immunizations received at sending facility? ☐ **Yes** ☐ **No**

If yes, specify: Date(s):

Version 20160[illegible].1A

Summary

- Effective communication is key to preventing HAI
- Assess resident risk of infection and establish a plan with clear goals
- Regular feedback of adherence monitoring and HAI incidence data is necessary for providers and staff to improve infection prevention care practices
- Sharing information with internal and external partners will improve patient safety and prevent HAI across health care settings

References

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Questions?

For more information,
please contact any
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Or email
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