

# Creating a Culture of Infection Control Champions: Going Beyond Checking Boxes

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What is the purpose of an infection control program?

# Purpose of Infection Control Programs

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- CMS: “Requires the ASC to maintain an active program to minimize infections and communicable diseases.”
- Joint Commission: “To help reduce the possibility of acquiring and transmitting an infection, ambulatory care centers should establish a systematic infection prevention and control program. The activities the organization adopts need to be practical and reasonable to follow.” They then outline their infection control chapter into three areas: planning, implementation, and evaluation and improvement.
- AAAHC: “The infection prevention and control category outlines the expectations for an infection prevention and control program that seeks to minimize infections and communicable diseases.” They summarize their standards as “Address a written program, risk assessment, oversight, training, surveillance, and processes.”

- CMS: The ASC's infection control program must:
  - Provide a functional and sanitary environment for surgical services to avoid sources and transmission of infections and communicable diseases.
  - Be based on nationally recognized infection control guidelines.
  - Be integrated into the ASC's QAPI program.
  - Be ongoing.
  - Include actions to prevent, identify, and manage infections and communicable diseases.
  - Include a mechanism to immediately implement corrective actions and preventive measures that improve infection control within the ASC.

## CMS provides guidance on program:

### Sanitary Environment

1. Monitor housekeeping
2. Maintenance
3. Ventilation systems/air exchanges
4. Water quality
5. Cleaning and disinfecting
6. Pest control
7. Disposal of regulated and nonregulated waste

## Infection Control Program and Plan

### Surgery Related Infection Risk Mitigation (HAI)

1. Aseptic technique
2. Antibiotic stewardship
3. Hand hygiene
4. Safe injection practices
5. Educating patients, visitors, and staff
6. Using germicides according to manufacturers' instructions
7. Immediate use sterilization monitoring
8. Single-use surveillance and monitoring
9. Sterilization and high-level disinfecting
10. Patient tracking and monitoring

#CMS Appendix L revised 2023

## Infection Control Program and Plan

### Staff Activities

1. Evaluating immunizations
2. Screening of staff for infection
3. Restricting staff from providing direct care or the facility for infection
4. Training
5. Method of evaluating staff exposed to patient infection/communicable diseases

#CMS Appendix L revised 2023

Why do you feel that we often “just check boxes”  
for compliance?



# Goals of the Champion

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- To create, maintain, and promote an environment that keeps your patients, guests, staff, vendors, and contractors safe from infection.
- To identify, respond to, and improve the prevention of infectious disease.



My “Ah ha!” moment!



## Self Reflection

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- I was paper-perfect, but I was functionally failing!
- Where did I miss the mark?
- I read the book. I checked the boxes. I knew what was expected. I had the answers.

*“I was stuck in simply being compliant”*

If we are going to create a culture of regulatory compliance, we need to identify the common behaviors we see in response to our plan.

# Behavior Types

CHALLENGER	COMPLACENT	COMPLY	CHAMPION
Dispute as unjust or invalid	Satisfied with the status quo while being unaware of actual danger or deficiencies	Acting in accordance with the acceptable standards	Supportive behavior
Refusal to participate		Obeying the rules	Coaching to help others see their own value and achievements
			Encouraging and listening to build others

# Challenger

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- Individuals are often rejecting the ideas.
- Don't see the value in the plan or activity.
- View the tasks as not being their job.
- May not believe it's necessary due to low or "no infections".
- Lack of trust in surveyors and regulators.
- Believe that the requirements are stupid.
- Don't understand or believe that the added requirements make a difference.
- May avoid, refuse or procrastinate.

# Complacent

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- Individuals are satisfied with the status quo.
- The satisfaction with the status quo is reinforced by low or no infections.
- Feel comfortable with what they are doing.
- The individual will be satisfied with “good enough.”
- They do not see a need to change what they are doing.
- Often, they seem unconcerned about negative outcomes.
- Not interested in making changes.
- The individual is so content with things and how they do them that they miss the warning signs.

# Comply

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- Have a great need and desire to follow the rules.
- The person who complies will show up to meetings as required.
- Will be willing to answer questions but tend to give the expected answer.
- Cooperates with the programs and requirements.
- Will concur with leadership.
- Contributes to discussions but may not be adding new ideas.
- Will give you what you need when asked, but may not always be an independent thinker.

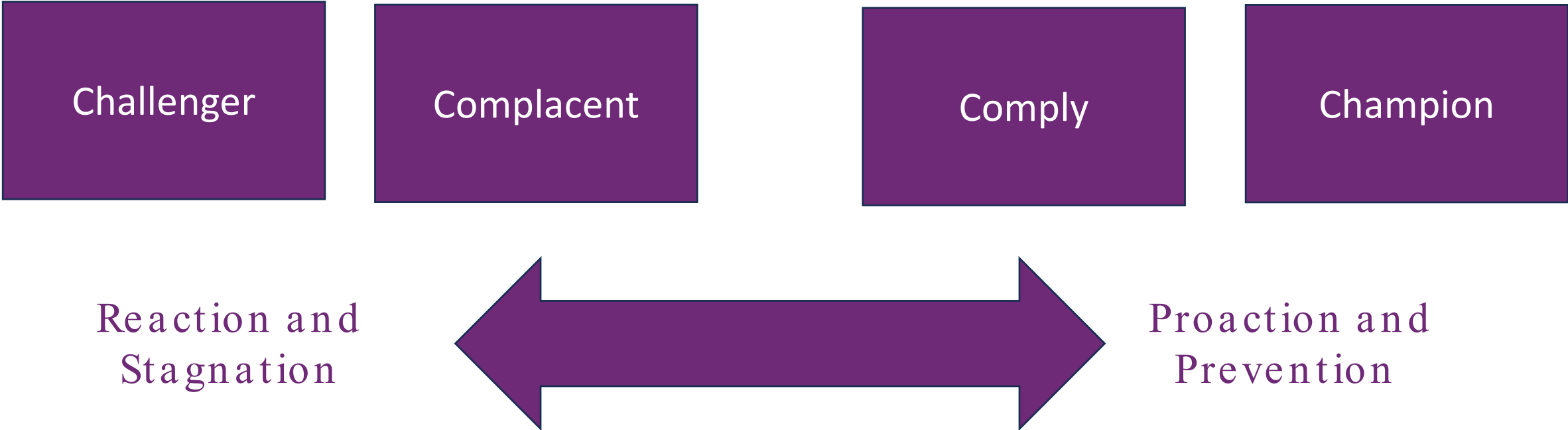


# Champions

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- Encourage individuals and desired behaviors.
- Model behavior and expectations consistently.
- Open to hearing mistakes and receptive to improvement.
- Listens to others and works to understand their point of view.
- Encourages ideas and participates.
- Collaborates with team members and values feedback.
- Ask questions for curiosity and improvement.
- Willing to educate and explain to help others understand.
- Builds trust and rapport.

# Impact of Behaviors



The easiest path is always the path of least resistance. It is easier to move around an obstacle than to move the obstacle itself.

*But what is the cost of not identifying the obstacle(s) and moving beyond it?*

Where do you see yourself when you look at these behaviors?

# Engaging People for Success

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- Create an environment where everyone's ideas and opinions are welcomed.
  - Even those who are challenging what you are saying or doing.
  - Acknowledge their opinion.
  - Consider their ideas.
  - Ask more questions to help guide their ideas through the regulatory requirements.
- Spend more time listening than you do speaking.
  - Learn from what the challengers and compliers are saying.
  - Allow their challenges, ideas, and opinions to lead you to more creative solutions.
  - Make sure they feel heard!

# Engaging People for Success

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- Create an environment where they know what they do matters.
  - Provide positive feedback on the results of their efforts.
  - Take time to talk about how the efforts are creating change and positive patient outcomes.
  - Encourage the team to celebrate each other's successes.
- Utilize the feedback you are hearing to guide the team forward.
  - Listen to how they are responding to the program.
  - Adjust where and when you can.
  - If you cannot do what they are asking, explain why.
  - Allow them to be part of the solution.

# How can we increase participation in our Infection Control Programs?

- We know sometimes things are boring, but we must do them. So, how do we increase the buy-in?
- If the content of the meeting isn't exciting, let's make the meeting an event!
- How about a Lunch and Learn for the next infection control training?
- Allow others to do the training.
- What about a training fair?
- All hands-on-deck spring and fall cleaning events. (Amazing photo ops!)

### Can You Make Hand Hygiene Exciting?

- Try changing it up and grabbing their attention.
- Post colorful, creative signs in the patients' bays that catch your attention and remind you to wash your hands.
- “Spread the love” to those who are conducting hand hygiene audits. There is nothing better than seeing it firsthand.
- Post your audit results in the kitchen and have a competition between departments.

If Hand Hygiene can be exciting, anything can!

- Place signs on the operating room door (laminated naturally) reminding our doctors not to wear their masks around their necks as they leave!



# Establishing a Champion

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We need to LISTEN to everyone, our challengers, complacent, and compliers.

There is value in what is being said.

When we feel heard, included, and valued we begin to listen, encourage and motivate others.

**WE'VE GOT THIS!**



Thank you for joining today!

# QUESTIONS

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