



# 5 Diamond Patient Safety Program



**ESRD NETWORK OF NEW ENGLAND  
(NETWORK 1)**

**MID-ATLANTIC RENAL COALITION  
(NETWORK 5)**

# Objectives



- Review the objectives of the 5 Diamond Safety Program
- Discuss how facilities can participate in the 5 Diamond Safety Program
- Identify how modules can assist facilities in meeting Conditions for Coverage requirements

# Institute of Medicine Report



Each year between 44,000 – 98,000 people die from medical errors *that occur in hospitals*. That's more than die from motor vehicle accidents, breast cancer and AIDS--combined--making medical errors the fifth leading cause of death in this country.

# What Isn't Measured?



- **Medical errors made in outpatient settings**
  - Have you ever seen
    - ✦ The wrong dialyzer
    - ✦ The wrong bath
    - ✦ The wrong dose of medication or the wrong medication administered
    - ✦ The wrong weight loss programmed in
- **These might not be considered fatal but are a threat to the health and safety of your patients.**

# Patient Emergencies



- While some emergencies are from natural disasters, power or water failures
  - Many are the result of human error within the facility
- How can you increase staff awareness while promoting and building a culture of safety?
  - Often called a “patient safety culture”

# Patient Safety Culture



- Pervasive Commitment to Patient Safety
- Open Communication
- Blame-free Environment
- Safety Design
- Involvement and accountability of all employees
  - Including nephrologists on staff

# 5 Diamond Objectives



- To promote patient safety values
- To create an awareness of patient safety issues
- To help dialysis units learn more about specific areas of patient safety
- To build a patient safety culture in every dialysis unit

# Components



## ❖ Patient Safety Principles (required)

- Hand Hygiene
- Flu Vaccination
- Slips, Trips and Falls
- Medication Reconciliation
- Emergency Preparedness
- Transplantation (under development)
- Sharps Safety
- Decreasing Patient & Provider Conflict
- Missed Treatments
- Health Literacy
- Patient Self-Managed Care
- Stenosis Surveillance

# Components



- **Each topic is a complete educational module**
  - Objectives
  - Required Activities
  - Optional Activities
  - Tools & Resources
  - Measures
- **Tools and resources such as PowerPoint Presentations, posters, games and activities to engage patients and staff are located on the 5 Diamond website:**  
**[www.5diamondpatientsafety.org](http://www.5diamondpatientsafety.org)**

# How You Begin



- **Complete the Application**
  - Facility contact persons name, title and email address
  - Identify which programs you plan to work on to obtain 5 Diamond Status (voluntary)
    - ✦ All materials are downloaded from the website
- **Remember all facilities must complete the Patient Safety Principles as their first module**

# Required: Patient Safety Principles



## Objective

To learn the basic concepts of patient safety in a “no blame” environment

To learn what proactive steps can be used to prevent errors.

# Required Activities



- **Before in-service training:**
  - Have ALL staff complete 5-question safety culture questionnaire
    - ✦ Can include Medical Director and Nephrologists
- **Complete the in-service training modules (power points provided)**
  - What is Patient Safety?
  - Patient Safety in the Dialysis Unit
- **Measures:**
  - 100% staff complete the questionnaire
  - 90% staff in-serviced from the training modules

# What Next?



- **Complete the Project Reporting Form for submission to the Network office**
  - Requires you to list the total number of staff in your facility
    - ✦ Most measure require 100% staff participation
- **Describe how the project was implemented**
- **Send in copy of the in-service sign in form**
- **There is space for your input on the Module Reporting form**
  - Opportunity to showcase what you did with it

# Additional Resources



- Option to develop each Module into a bigger project through use of “Additional resources”
  - Retest staff 6 months after the 5-Diamond module has been completed
    - ✦ Can be used to show sustained improvement
    - ✦ Important to show surveyors
  - Display Patient Safety posters
  - Distribute Speak Up brochure to patients
  - Develop a patient safety policy
    - ✦ If you develop a policy all staff **MUST** follow it

# Then....



- **Once the initial Module is completed you start another module off of your initial list:**
  - Hand Hygiene
  - Flu Vaccination
  - Emergency Preparedness
  - Patient Self-Managed Care
- **Can add, delete or change modules as you work though them**
  - Needs in you facility change over time

# Hand Hygiene Module



## Objective

To increase awareness of the importance of hand washing for clinic staff *and* patients

## Additional use

To assist the facility in meeting Conditions for Coverage as it applies to Infection Control

# Patient safety is in our **HANDS**



- **Habit:** Make washing hands a habit
- **Active Feedback:** coaching and interventions
- **No Excuses:** Hold everyone accountable and responsible
- **Data Driven:** Data provides a framework for improvement
- **Systems:** Focus on systems, not just people

# Hand Hygiene Module cont



## Required Activities

- Complete an in-service training module (PowerPoint Presentation and script provided) on hand hygiene basics.
- Have patient care staff sign the Hand Washing Pledge.

## Additional Activities related to Infection Control

- Review the CDC's *Recommendations for Preventing Transmission of Infections among Chronic Hemodialysis Patients* with your staff

# Hand Hygiene: Optional Activities



- Provide the CDC's *Guidelines for Hand Hygiene in Health Care Settings* to your staff and offer them the opportunity to complete a post-test
- Develop a policy for hand hygiene
  - Develop a tracking tool to monitor hand hygiene as it's practiced
- Involve your patients by distributing the word search on hand hygiene
- Declare one day as “Clean Hands Day” and post a proclamation
  - Increase this to one week every month
- Order a *Glo Germ* mini-kit designed to teach proper hand washing techniques to 25 people ( <http://www.glogerm.com/> )
- Track infections using the culture log

# How to Implement



- **Decide staff responsible to present this Module so they can review all resources to decide which ones to use:**
  - **Review the required activities**
    - ✦ Power point presentation on Hand Hygiene
    - ✦ Hand Washing Pledge
  - **Review the Optional Activities you plan to use:**
    - ✦ Patient word search
    - ✦ Clean Hands day
    - ✦ Hand hygiene policy and tracking tool
    - ✦ Culture tracking log

# Implementation cont



- **Hold the educational in-services needed to educate all staff**
- **Expand into additional resources**
  - Develop a facility policy on hand hygiene
  - Develop tracking tools that monitor staff's hand hygiene
    - ✦ Must USE them by performing audits routinely
  - Culture logs
    - ✦ Track what is being cultured (by access site?)
    - ✦ What organisms are grown
    - ✦ Can be used to track staff and equipment

# Survey Readiness



- How can this help you during a survey?
- CDC requirements:
  - Infection Control practices
    - ✦ Hand washing (new policy)
  - Surveillance for infections
    - ✦ Culture log (tracking and trending)
    - ✦ Documented surveillance on hand washing practices
  - Infection Control training and education
    - ✦ 5 Diamond Hand Washing Module presentation and resources provide this

# What it Can Lead to...



- Review what is collected on audits and logs
  - Do you have an opportunity for improvement?
- Develop a Quality Assessment and Performance Improvement (QAPI) project,
  - Collect data (logs)
  - Analyze data
  - Implement process changes and interventions

# Conditions for Coverage



**494.30**

The dialysis facility must provide and *monitor* a *sanitary environment* to *minimize the transmission* of infectious agents within and between the unit and any adjacent hospital or other public areas

# Sanitary Environment is Defined as...



*The more stringent precautions dialysis units follow as found in the CDC's*

*“Recommendations for Preventing Transmission of Infections Among Chronic Hemodialysis Patients”*

Published in the Morbidity and Mortality Weekly Report, April 2000, pages 18-28

- An “additional activity” recommended in the Hand Washing module
- Part of the resources provided for this module

# CfCs and Hand Hygiene



- It's the single **MOST** important procedure for preventing the spread of biological contamination, disease and antimicrobial resistant organisms (MRSA & VRE)
  - Hand washing uses soap and water
  - Hand hygiene uses waterless alcohol based antiseptic hand rub with 60-90% alcohol content
- Either hand washing or hand hygiene decreases the spread of contaminants and is accepted by CDC
  - Do you know what your policy is?
- Some bacteria (clostridium difficile) are susceptible to hand washing but not hand hygiene

# CfCs on When to Use Hand Hygiene



- After contact with chair side computer
- Before and after direct patient contact
- Before performing an invasive procedure
- Immediately after gloves are removed
- After contact with medical equipment (dialysis machine, computers) at the patient station
- Before entering and on exiting the treatment area
- When moving from a contaminated body site to a clean body site

# 5 Moments for Hand Hygiene



# A Few Other Thoughts...



- **Methicillin-resistant Staphylococcus aureus (MRSA)**
- **Two forms:**
  - Community-associated (CA-MRSA)
  - Hospital-acquired (HR-MRSA)
    - ✦ Dialysis patients have many risk factors that exclude them from CA-MRSA
- **Primary mode of transmission of MRSA infections is through contaminated hands**
- **Secondary mode through contaminated inanimate objects**

Guilbeau JR, Fordham PN. Evidence-based management and treatment of outpatient community-associated MRSA. J Nurse Pract. 2010;6(2):140-145.

# Training & Education



- Use the Hand Hygiene Module to educate:
  - Staff members
  - Patients and families
  - Housekeeping personnel
- Review use of new procedures and tracking tools
- Provides a way to document training and education
  - Sign in sheets
  - Meeting minutes

# Hand Hygiene Module



## Tools/Resources

- In-Service Training Module: *Hand Hygiene Basics*
- *Script for In-Service*
- Hand Washing Pledge
- *Proclamation: Clean Hands Day: "Clean Hands Save Lives"*
- *Model Hand Washing Policies & Procedures*
- *Infection Tracking Log*
- Facts about...Hand Washing
- Take Action Clean Hands Campaign *brochure*
- *CDC MMWR: Guideline for Hand Hygiene in Health-Care Settings*
- *CDC MMWR: Recommendations for Preventing Transmission of Infections among Chronic Hemodialysis Patients*
- *Hand Washing Word Search (and answer key) Falls Prevention Checklist*
- Posters:
  - *Clean Hands Save Lives*
  - *Proper Hand Washing*
  - *Handwashing is the best way to prevent the spread of infection*
  - *Sequence for Donning and Removal of Personal Protective Equipment*
- *WHO Brochure - Hand Hygiene: Why, How, & When?*

# Hand Hygiene Module



## Measures

- **100% of staff in-serviced on hand hygiene basics.**
- **100% of staff sign hand washing pledge.**

# Reporting



- **When you finish any module you report it as you did the required Patient Safety Module:**
  - Download the Project Reporting Form
    - ✦ Include the total number of your staff
    - ✦ Included all required measures
    - ✦ Copies of sign in sheets and hand pledge form
    - ✦ Provide details to showcase your facilities commitment to providing safe care
- **What if you have questions or problems?**
  - Call your Network office

# More Details



- **Time frame**
  - Network 11 provides 1 calendar year to complete modules to earn 5-Diamond status
  - Requires registration and submission of documentation when a component is completed by provider
- **The 5 Diamond Program is Flexible**
  - Have a better idea or suggestions for improvement?
  - Share it with Networks 1 or 5

# 1-4 Diamond Recognition



## 1 - 4 Diamonds Completed

- All participants completing at least one component or more will be recognized
- Listed on Network Website
- Certificate of completion for each module

# 5 Diamond Recognition



## 5 Diamonds Completed

- Listed on Website
- Special recognition at Annual Network Meeting
- Certificate to display in unit
- To maintain 5 Diamond status, facilities are required to complete two modules per year
  - New or repeats accepted

# 5 Diamond Benefits



- Supports QAPI activities related to Conditions for Coverage
- Value added project to promote staff development and education
- Supports national CMS goal to promote patient safety
- Stimulates more creative projects at the facility level

# Endorsements



- **Renal Physicians Association (RPA)**
- **American Nephrology Nurses Association  
(ANNA)**

# ESRD Patient Safety Website



Hosted by: Renal Physicians Association  
(RPA)

- PATIENT SAFETY TOOL KIT
- PATIENT SAFETY RESOURCES
- ANNOTATED BIBLIOGRAPHY
- SHARED BEST PRACTICES

Keeping Kidney Patients Safe

[www.kidneypatientsafety.org](http://www.kidneypatientsafety.org)

# Questions?



## Contact

[www.5diamondpatientsafety.org](http://www.5diamondpatientsafety.org)

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