

# Communicating HAI Information to Frontline Staff

## Assessment Form: Communicators

### The purpose of this form

This assessment form is designed to help recognize how healthcare-associated infection (HAI) information is currently communicated to frontline staff at your hospital.

### Who should complete this form

Those responsible for communicating HAI information to frontline staff (e.g., Frontline Managers, Infection Preventionists, etc.)

### How to use this form

This form will ask you questions about how you communicate HAI information to frontline staff in your hospital and/or your specific unit. Questions will address four aspects of the communication of HAI information:

1. Choosing measures and metrics
2. Selecting ways to communicate HAI information
3. Determining the frequency and timing of communicating HAI information
4. Maximizing the impact of communicating HAI information



# Communicating HAI Information to Frontline Staff

## Assessment Form: Communicators

**Name (optional)** \_\_\_\_\_

**Job title** \_\_\_\_\_

**Unit** \_\_\_\_\_

**Date** \_\_\_\_\_

Healthcare-associated infection (HAI) information includes measures and metrics of infections (e.g., infection rates) and infection prevention practices (e.g., audit reports). Effectively communicating HAI information helps to involve frontline staff (e.g., nurses, physicians, etc.) in efforts to improve infection prevention practices. Please provide your perspectives below about how HAI information is communicated to the frontline staff at your hospital.

### 1. Choosing measures and metrics

Which of these HAI measures and metrics do you communicate to frontline staff? Please provide an example of those measures and metrics that you communicate.

Measure or metric	I/our hospital communicates this measure or metric (yes/no)	Example
Days since last infection		
Number of infections		
Infection rate		
Standardized infection ratio (SIR)		
Device days		
Utilization rate		
Standard utilization ratio (SUR)		
Infection prevention process information (e.g., audit reports)		
Other (please specify)		

Do you communicate HAI measures and metrics in reference to the goals for your hospital or unit? If yes, please provide an example.

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Do you communicate HAI measures and metrics in relationship to specific time frames (e.g., compare current measures and metrics to past measures and metrics)? If yes, please provide an example.

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Do you communicate HAI measures and metrics specific to the hospital level? If yes, please provide an example.

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Do you communicate HAI measures and metrics specific to the unit level? If yes, please provide an example.

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Do you communicate HAI measures and metrics specific to the individual level? If yes, please provide an example.

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Do you share HAI information about prevention efforts (e.g., audit reports related to infection prevention practices) and not just infection outcomes (e.g., number of infections)? If yes, please provide an example.

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## 2. Selecting ways to communicate HAI information

Which of these strategies do you or your hospital use to communicate HAI information to frontline staff?

Communication strategies	This strategy is used at my hospital (yes/no)	Example
Posting on the hospital unit (e.g., bulletin boards)		
Emails (e.g., newsletters)		
Scorecards (e.g., hospital, unit, and individual information on monthly scorecards)		
Dashboards (e.g., electronic access to reports)		
Discussions (e.g., huddles or rounding)		
Other (please specify)		

Is the HAI information you communicate to frontline staff easy to find on your unit? Why or why not?

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Is the HAI information you communicate to frontline staff easy for them to understand? Why or why not?

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## 3. Determining the frequency and timing of communicating HAI information

What HAI information do you communicate to frontline staff daily?

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What HAI information do you communicate to frontline staff weekly?

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What HAI information do you communicate to frontline staff monthly, quarterly, or yearly?

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How soon do you notify frontline staff after a patient's HAI has been confirmed?

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How frequently do you communicate results from auditing related to infection prevention practices?

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#### **4. Maximizing the impact of communicating HAI information**

Do you use HAI information to maintain focus on infection prevention practices? If yes, please provide an example.

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Do you use HAI information to help identify areas of improvement for infection prevention practices? If yes, please provide an example.

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Do you use HAI information to motivate staff and celebrate success in infection prevention? If yes, please provide an example.

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Do you use HAI information to identify successful units or individuals and share their best practices? If yes, please provide an example.

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In what other ways has the communication of HAI information to frontline staff helped impact infection prevention efforts?

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#### **5. Additional comments**

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