

# Communicating HAI Information to Frontline Staff

## Assessment Form: Frontline Staff

### 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

Frontline staff (e.g., nurses, physicians, etc.)

### How to use this form

This form will ask you questions about how HAI information is communicated to you in your hospital and 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



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## Assessment Form: Frontline Staff

**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 is critical to involve frontline staff in the improvement of infection prevention practices. Please provide your perspectives below about how HAI information is communicated to you at your hospital.

**Who communicates HAI information to frontline staff in your unit? What is their role (e.g., Frontline Manager, Infection Preventionist)?**

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### 1. Choosing measures and metrics

Which of these HAI measures and metrics are communicated to frontline staff? Please provide an example of those measures and metrics that are communicated to frontline staff.

Measure or metric	This is communicated to me (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)		

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

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Are HAI measures and metrics communicated to you in relation to time (e.g., current measures and metrics are compared to past measures and metrics)? If yes, please provide an example.

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Are HAI measures and metrics communicated to you specific to the hospital, unit, and individual levels? If yes, please provide an example.

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

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## 2. Selecting ways to communicate HAI information

Which of these strategies are used 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 HAI information easy to find on your unit? Why or why not?

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Is the HAI information communicated to you easy to understand? Why or why not?

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

What HAI information is communicated to you daily?

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What HAI information is communicated to you weekly?

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What HAI information is communicated to you monthly, quarterly, or yearly?

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How soon are you notified after a patient's HAI has been confirmed?

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

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

Is HAI information used to maintain focus on infection prevention practices? If yes, please provide an example.

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

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

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Is HAI information used 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 impacted your efforts to prevent HAIs?

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**5. Additional comments**

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