

Communicating HAI Information to Frontline Staff

Needs Assessment Worksheet: Communicators

The purpose of this form

This worksheet is designed to help identify areas of improvement for communication of HAI information to frontline staff, and the resources and actions necessary to implement these improvements.

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 think you can improve the communication of HAI information to frontline staff in your hospital. 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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Name (optional) _____

Job title _____

Unit _____

Date _____

1. Choosing measures and metrics

What would you change about the HAI measures and metrics you are communicating to frontline staff to improve infection prevention practices?

What modifications to your workflow will you need to make to implement these changes around communicating HAI information? (e.g., include time in schedule to gather and present new measures and metrics)

What support will you need to make these changes? (e.g., help from individuals who monitor and manage HAI information)

2. Selecting ways to communicate HAI information

What would you change about the means with which you are communicating HAI information to frontline staff to improve infection prevention work practices?

What modifications to your workflow will you need to make to implement these changes in communicating HAI information? (e.g., include time in schedule to design, update, or distribute HAI information in new ways)

What support will you need to make these changes? (e.g., resources such as poster boards, bulletin boards, and electronic monitors; or help in creating emails, reports, and dashboards)

3. Determining the frequency and timing of communicating HAI information

What would you change about the frequency and timing with which you communicate HAI information to frontline staff to improve infection prevention work practices?

What modifications to your workflow will you need to make to implement these changes in communicating HAI information? (e.g., make time for discussing HAI information in regular meetings such huddles or rounding)

What support will you need to make these changes? (e.g., help creating guides or checklists to direct regularly held discussions)

4. Maximizing the impact of communicating HAI information

What would you change about the impact of communicating HAI information to frontline staff to improve infection prevention work practices?

What modifications to your workflow will you need to make to implement these changes in communicating HAI information? (e.g., designate meeting times or communication methods to recognize success in infection prevention)

What support will you need to make these changes? (e.g., resources to provide rewards or recognition such as food, certificates, or trophies)

5. Additional comments
