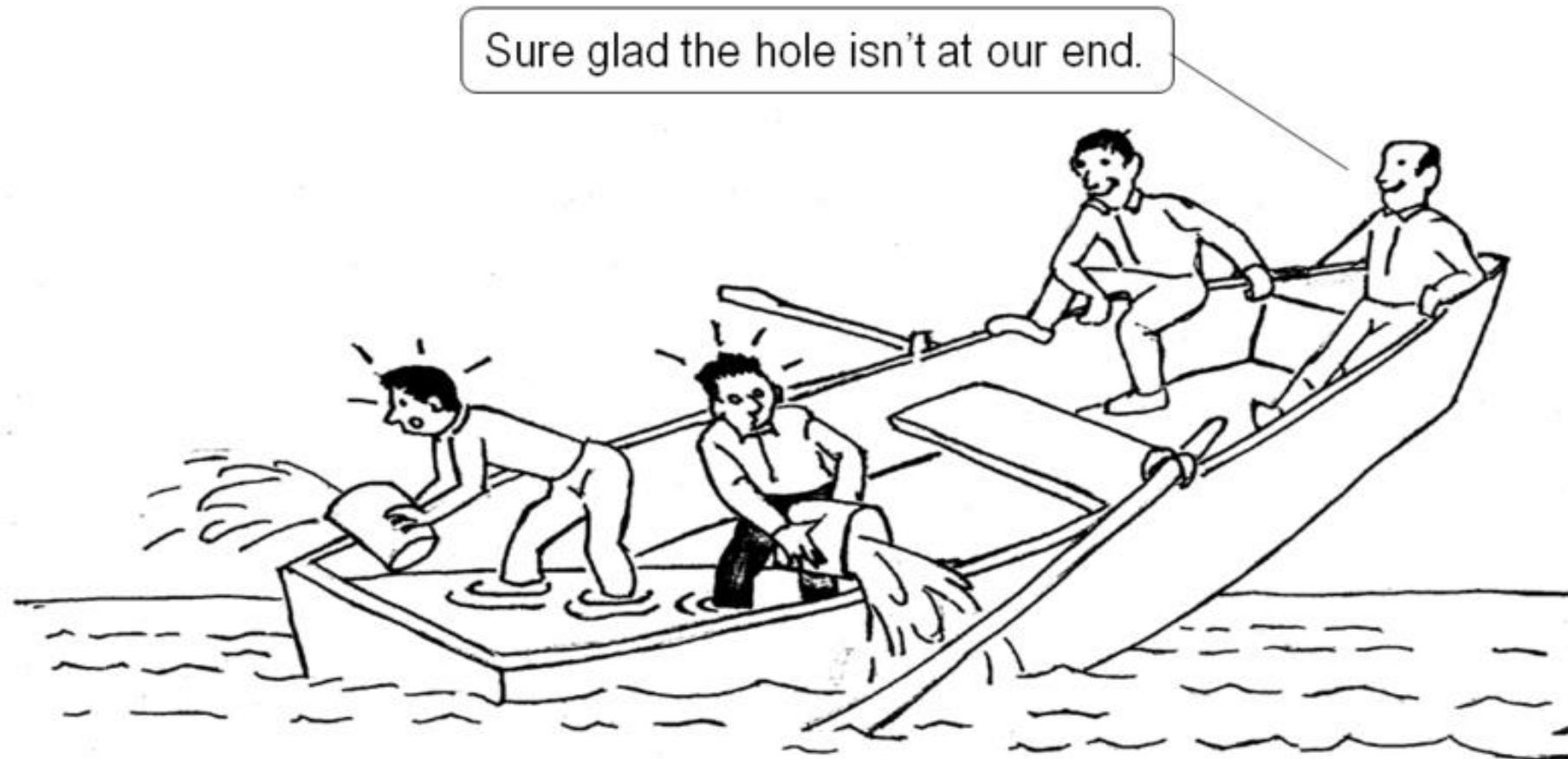


# IPAC Safety Coaches: An Innovative Approach In Knowledge Transfer

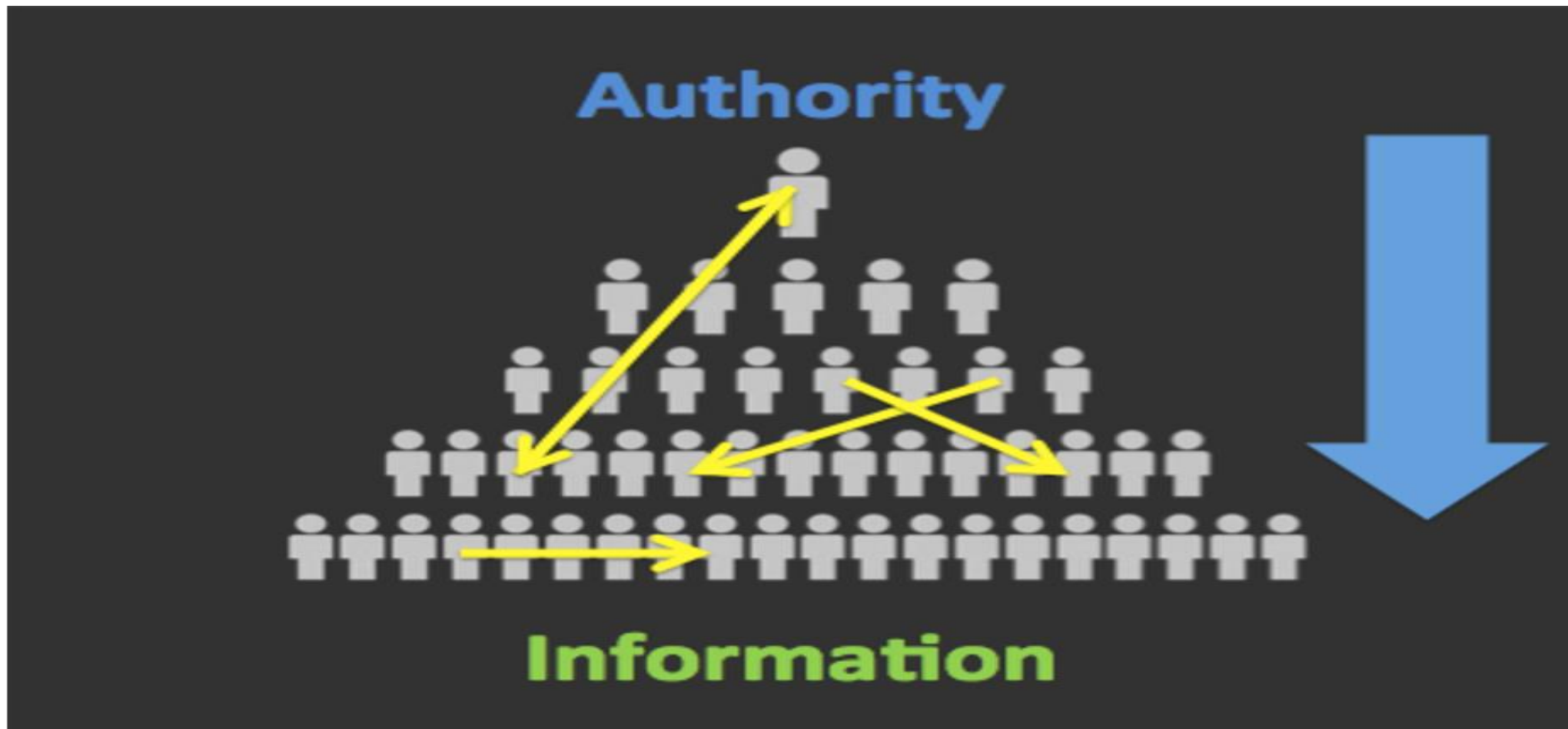


Shirin Amir Yeganeh  
Colleen Lee

# Accountability and ownership of IPAC at all levels



# Push authority to information



*Reference : Turn your ship around . L. David Marquet*

# Pandemic and IPAC challenges



# Why we need IPAC Safety Coaches



To address the need to support strong IPAC practices especially during COVID pandemic



To grow capacity of front-line staff in leadership skills



To empower staff with IPAC tools



To decrease number of outbreaks across the hospital



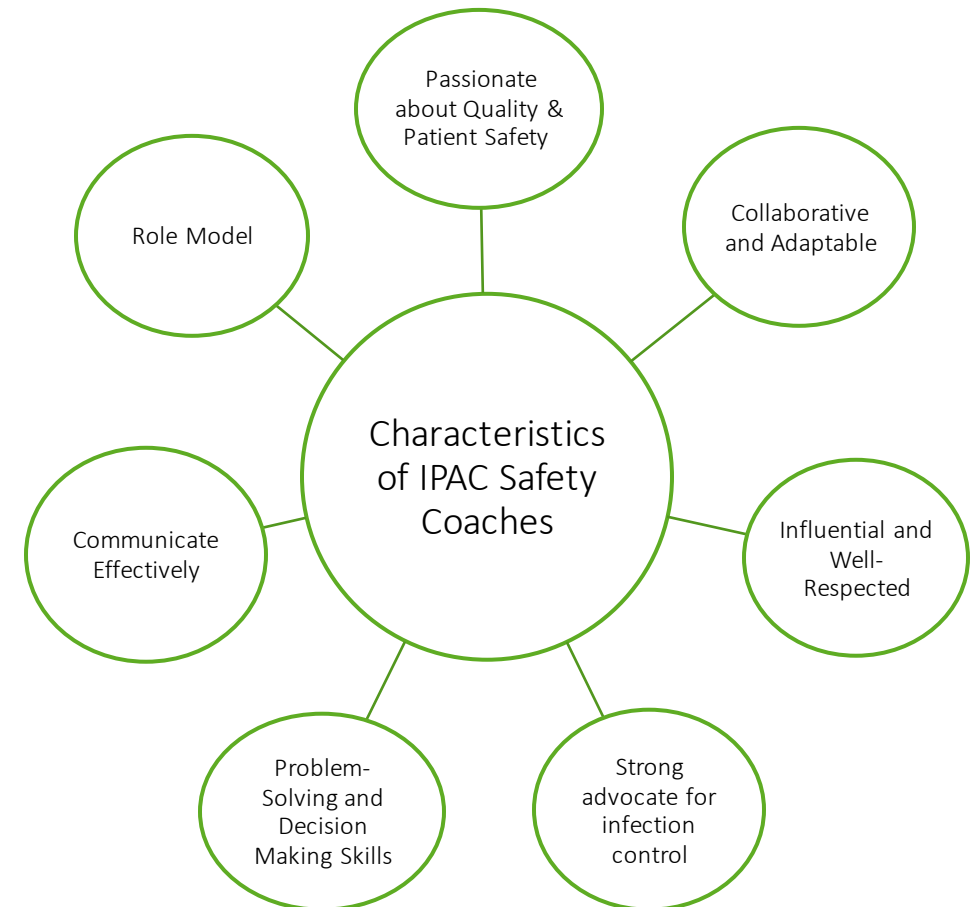
To Increase personal protective equipment (PPE) compliance



**To improve  
patient safety**

# Who are IPAC Safety Coaches?

- Frontline staff who can provide peer-to-peer coaching through daily interactions about IPAC safety issues
- Coaches who can provide positive feedback to team members when they perform actions and behaviors that promote IPAC practices, and corrective feedback about risky or unsafe behaviors





# Program Requirements

- Identify 2 IPAC safety coaches /unit
  - Nursing Units (RN/RPN, Rec therapist, PCA, Unit clerks, etc.)
  - Other areas (MDRD, Pharmacy, EVS, etc.)
  - 3 hours /week allocated to IPAC activities
    - 1hr : Attend weekly IPAC meetings  
(A minimum of 75% of all meetings will be attended/ term )
    - 2hrs : Audits and other IPAC activities
- Terms of service : 6 months

# A Win-Win Approach

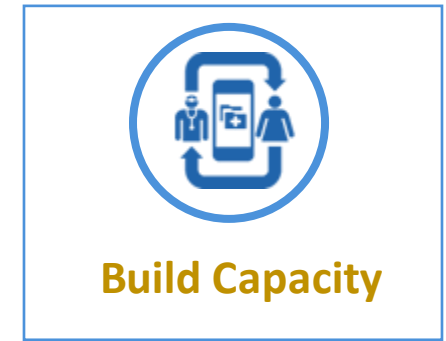
- Professional development and engagement (non-monetary)
  - IPAC Safety coaches get paid only when attending weekly scheduled meetings outside their working hours
- IPAC Safety coaches are encouraged to perform IPAC activities during their working hours
- IPAC Safety coaches are asked to attend an IPAC orientation session which includes skills for Error prevention



# Roles and Responsibilities

Regular Scheduled Shifts	Weekly Scheduled IPAC day – 3hr/week
Promote IPAC practices	Meet with IPAC unit practitioner
Serve as a liaison for IPAC and the unit	Conduct unit hand hygiene, PPE and physical distancing audits
Conduct unit huddles that promote IPAC practices (structure provided by IPAC practitioners)	Review submitted weekly environmental audits, identify trends in collaboration with unit manager and IPAC practitioner, disseminate at unit level
Immediately report identified IPAC safety concerns and/or address unsafe practices to unit manager and/or IPAC practitioners	Attend IPAC weekly meetings to discuss IPAC updates and leading practices
Celebrate team success	Review unit specific IPAC incident reports

# IPAC Safety Coaches Program Timeline



# Achievements



Expanding IPAC's reach



Embedding a new pool of HCWs with additional IPAC training and knowledge in the front lines



Creating a collaborative environment among different teams within the organization



Improved adherence to IPAC best practices

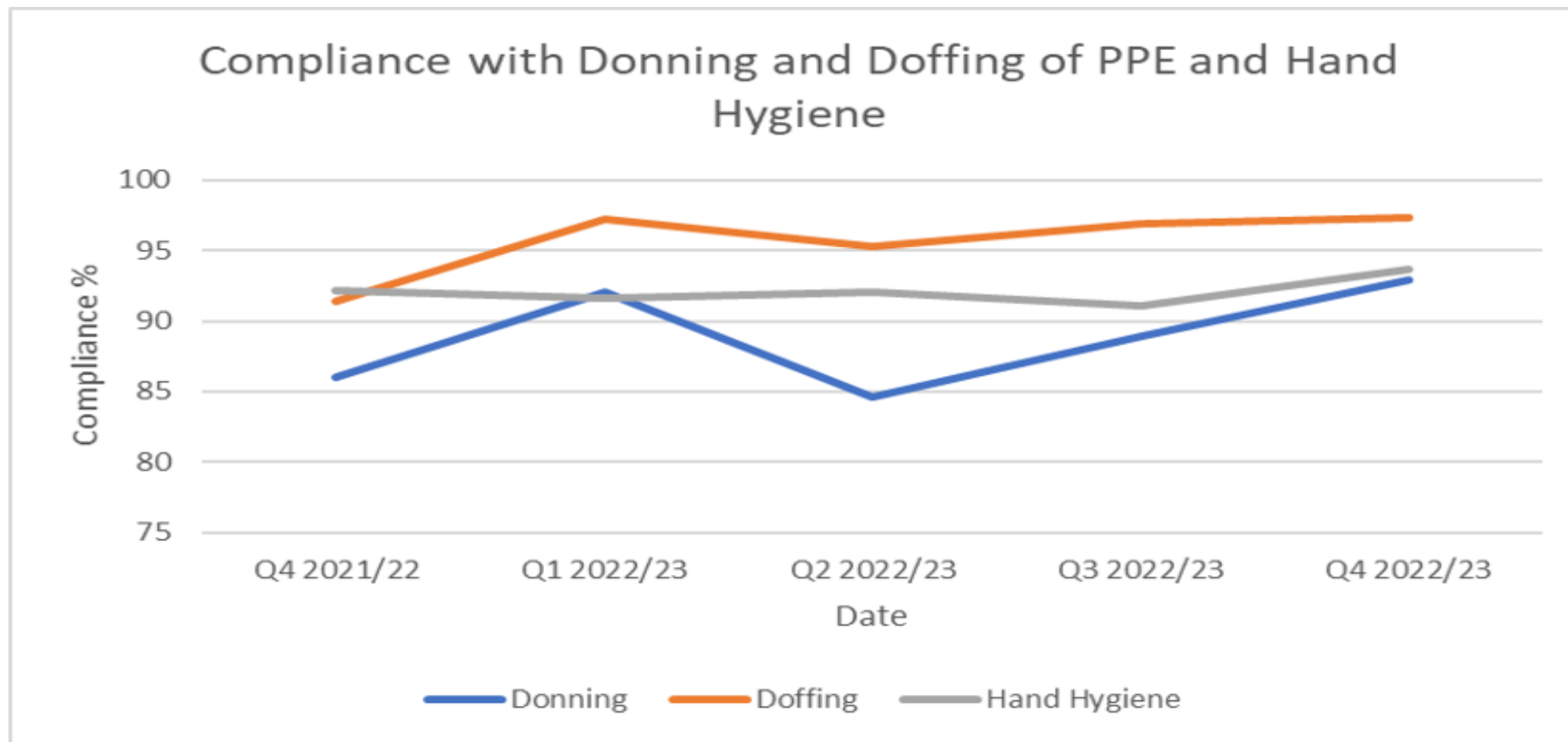


Leveraged the effectiveness of peer-peer education



Aligned with organizational objectives and part of a culture change where front-line daily work is also viewed through an IPAC lens

# Audit Results



Thank  
you