IPAC Safety Coaches: An Innovative Approach In Knowledge Transfer

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Accountability and ownership of IPAC at all levels
Push authority to information

Reference: Turn your ship around. L. David Marquet
Pandemic and IPAC challenges

Pandemic Lessons (imf.org)
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

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

**Phase I**
1. Meeting with Operational Directors
2. Roll out to managers during huddles

**Phase II**
3. Managers to send the names to IPAC
4. Commence training for IPAC Safety Coaches
   - LAUNCH: IPAC Safety Coaches
5. Recognition Ceremony

**PDCA – Ongoing Improvement**
- Reporting on KPIs
- Increasing capacity
- Review the evaluation reports and discover opportunities for improvement

**Quick Wins**
- Build Capacity
- Spread & Scale
- PDCA – Ongoing Improvement

**Build Capacity**
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- Recognition Ceremony

**Spread & Scale**
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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

Achievements

- 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
Thank You