BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

9.Prevention and Control of Infection

Republic of Botswana

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1.NAME OF HOSPITAL/CLINIC/FACILITY:_____

2. BASELINE/INTERNAL SURVEY INFORMATION:

    Title and name of person who completed this document: _____

    Post and position held: _____

    Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

    Name of external surveyor: _____

    Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for
 each criterion as follows:
1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the
 form for each criterion as follows:
1. mild
2. moderate
3. serious
4. very serious

Documents Checked
Surveyor: ....
Surveyor: ....

9.1 Infection Control Management

9.1.1 Standard

The organisation designs and implements coordinated processes to reduce the risks of healthcare associated (nosocomial) infections in patients and healthcare workers.

Standard Intent: For infection prevention and control processes to be effective, they must be comprehensive, encompassing both patient care and employee health. The processes are appropriate to the size and geographic location of the organisation, the services offered by the organisation and the patients seen by the organisation.

Infections can enter the organisation via patients, their families, staff members, volunteers, vectors, visitors and other individuals such as trade representatives. Thus, all areas of the organisation where these individuals are found must be included in the programme of infection surveillance, prevention and control.

One or more individuals acting on a full-time or part-time basis direct the processes. Their qualifications depend on the activities they will carry out and may be met through education, training and experience. Their responsibilities include, for example, the setting of criteria for defining nosocomial infections and establishing data collection methods and reporting processes. Coordination involves communication with all parts of the organisation to ensure that the programme is continuous and proactive.

Whatever the mechanism chosen by the organisation to coordinate the infection control processes, medical and nursing staff are represented and engaged in the activities. Others may be included as determined by the size of the organisation and the services offered (for example, epidemiologist, data collection expert, central sterilisation manager, operating theatre supervisor).

The individual, committee or other mechanism must also monitor those housekeeping and other support service practices which may lead to the spread of infection, e.g. cleaning, linen supply, laundry services and waste disposal.

Current scientific information is required to understand and implement effective surveillance and control activities; practice guidelines provide information on preventive practices and infections associated with clinical services; and applicable laws and regulations define elements of the basic processes and reporting requirements. Information supports the tracking of risks, rates and trends in nosocomial infections, data analysis, interpretation and presentation of findings. In addition, infection control programme data and information are managed with those of the organisation's quality management and improvement programme.

	Criterion	Comments
		Recommendations
Criterion 9.1.1.1 Critical: ·· Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to reduce the risk of healthcare associated (nosocomial) infections to patients and healthcare workers.	

Criterion 9.1.1.2	The process is appropriate to the size and geographic location of the organisation, the services offered and the patients served.	
Critical: ˙˙		
Catg: Basic Management + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 9.1.1.3	Coordination of infection control activities involves medical, nursing and other staff as appropriate to the organisation.	
Critical: ˙˙		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 9.1.1.4	All patient, staff and visitor areas of the organisation are included in the infection control processes.	
Critical: ᴐ		
Catg: Basic Management + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 9.1.1.5	Responsibility for coordinating the processes is assigned to one individual or a committee.	
Critical: ˙˙		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.1.1.6	The individuals are competent to manage the scope and complexity of the processes.	
Critical: ˙˙		
Catg: Basic Management + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.1.1.7 Critical: `` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The infection control processes are based on current scientific knowledge, accepted practice guidelines and applicable laws and regulations.	
Criterion 9.1.1.8 Critical: `` Catg: Basic Management + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Information management systems support the infection control processes.	

Republic of Botswana

9.1.2 Standard

The organisation designs and implements processes to reduce the risks of healthcare associated (nosocomial) infections in patients and healthcare workers.

Standard Intent: For infection prevention and control measures to be effective, they must be comprehensive, encompassing both patient care and employee health. The processes are guided by a plan that identifies and addresses the infection issues that are epidemiologically important to the organisation. The plan includes systems to monitor infections and investigate outbreaks of infectious diseases. Policies and procedures guide the processes, which include the periodic assessment of risk and setting of risk reduction goals.

Each organisation must establish those epidemiologically important infections, infection sites and associated devices that will provide the focus of efforts to prevent and reduce the incidence of healthcare associated/nosocomial infections. They consider, as appropriate, infections that involve:
- the respiratory tract – such as the procedures and equipment associated with intubation, mechanical ventilation support and tracheostomy
- the urinary tract – such as the invasive procedures and equipment associated with indwelling urinary catheters, urinary drainage systems and their care, etc.
- intravascular invasive devices – such as the insertion and care of central venous catheters, peripheral venous lines
- surgical sites– such as their care, type of dressing and associated aseptic procedures
- epidemiologically significant diseases and organisms, multi-drug resistant organisms, highly virulent infections, and
- emerging or re-emerging infections within the community.

	Criterion	Comments
		Recommendations
Criterion 9.1.2.1 Critical: `..` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The processes to reduce healthcare associated (nosocomial) infections include systematic and proactive surveillance activities to determine usual (endemic) rates of infection.	
Criterion 9.1.2.2 Critical: `..` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The processes include systems to investigate outbreaks of infectious diseases.	

Criterion 9.1.2.3 Critical: ˙˙ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Epidemiologically significant diseases and organisms are included as appropriate to the organisation and its community.	
Criterion 9.1.2.4 Critical: ˙˙ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Emerging or re-emerging infections are included as appropriate to the organisation and its community.	
Criterion 9.1.2.5 Critical: o Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Risk reduction goals and measurable objectives are established and regularly reviewed.	

9.2 Infection Control Processes

9.2.1 Standard

The organisation identifies the procedures and processes associated with the risk of infection and implements strategies to reduce infection risk.

Standard Intent: Healthcare organisations assess and care for patients using many simple and complex processes, each associated with a level of infection risk to patients and the staff. It is thus important for an organisation to review those processes and, as appropriate, implement needed policies, procedures, educational and other activities to reduce the risk of infection.

	Criterion	Comments
		Recommendations
Criterion 9.2.1.1 Critical: ^{..} Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation has identified those processes associated with infection risk and implemented strategies to reduce such risk.	
Criterion 9.2.1.2 Critical: ^{..} Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Identified processes include – as appropriate to the services provided by the organisation – equipment cleaning, disinfection and sterilisation.	
Criterion 9.2.1.3 Critical: ^{..} Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Identified processes include – as appropriate to the services provided by the organisation – laundry and linen management.	
Criterion 9.2.1.4 Critical: ○ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Identified processes include – as appropriate to the services provided by the organisation – management of healthcare waste.	

Criterion 9.2.1.5	Identified processes include – as appropriate to the services provided by the organisation – ensuring that food preparation, handling, storage and distribution are safe and comply with laws, regulations and current acceptable practices.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.2.1.6	Identified processes include – as appropriate to the services provided by the organisation – housekeeping services.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.2.1.7	Identified processes include – as appropriate to the services provided by the organisation – operation of the mortuary area/holding room for the deceased.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.2.1.8	Identified processes include – as appropriate to the services provided by the organisation – separating patients with communicable diseases from those patients and staff members who are susceptible to infection due to immuno-suppression or other reasons.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.2.1.9	Identified processes include – as appropriate to the services provided by the organisation – the management of viral haemorrhagic fevers.	
Critical: ··		
Catg: Basic Process + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

Criterion 9.2.1.10 Critical: `` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Processes associated with risk are described in written documents.	

9.2.2 Standard

Protective clothing, disinfectants and barrier techniques are available and are used correctly when required.

Standard Intent: Hand washing, barrier techniques and disinfecting agents are fundamental to infection prevention and control. The organisation identifies those situations in which the use of masks and gloves is required and provides training in their correct use. Soap and disinfectants are located in those areas where hand washing and disinfecting procedures are required. Staff are educated in proper hand washing and disinfecting procedures.

	Criterion	Comments
		Recommendations
Criterion 9.2.2.1 Critical: `` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation identifies those situations for which protective clothing is required.	
Criterion 9.2.2.2 Critical: `` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Protective clothing is correctly used in those situations.	
Criterion 9.2.2.3 Critical: `` Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation identifies those areas where hand washing and disinfecting procedures are required.	

Criterion 9.2.2.4 Critical: ˙˙ Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hand washing and disinfecting procedures are used correctly in those areas.	

9.3 Obtaining Of Laboratory Cultures

9.3.1 Standard

Laboratory cultures are obtained from designated environmental sites in the organisation associated with significant infection risk.

Standard Intent: Infection surveillance procedures rely on specimen collection from those areas of the organisation thought to be associated with a high incidence or risk of infection, such as operating theatres. The infection control programme includes identifying those sites and collecting specimens from those sites. The sites associated with the activities described in 9.2.1 are frequently included in such surveillance activities. Those individuals who collect specimens are trained in the proper collection and handling of microbiological specimens.

	Criterion	Comments
		Recommendations
Criterion 9.3.1.1 Critical: ˙˙ Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation identifies those environmental sites from which specimens are to be collected.	
Criterion 9.3.1.2 Critical: ˙˙ Catg: Basic Management + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation identifies the frequency with which specimens are collected.	

Criterion 9.3.1.3	Policies and procedures which describe how specimens are taken and sent to the laboratory and action is taken when laboratory reports identify pathogenic organisms are implemented.	
Critical: ..		
Catg: Basic Management + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

9.4 Infection Control Quality Management

9.4.1 Standard

The infection control processes are integrated with the organisation's processes for quality management and improvement.

Standard Intent: The infection control process is designed to lower the risk of infection for patients, the staff and others. To reach this goal, the organisation must proactively monitor and track risks, rates and trends in nosocomial infections. The organisation uses monitoring information to improve infection prevention and control activities and to reduce nosocomial infection rates to the lowest possible levels. An organisation can best use monitoring data and information by understanding similar rates and trends in other similar organisations and contributing data to infection-related databases.

For the purpose of this section, take note of the quality management and improvement methodology as described in Service Element 8.

Also, this section contains the root criteria for those listed in all clinical service elements such as 10.12.1.1. In other words, the latter cannot be scored compliant unless this section has achieved compliance.

	Criterion	Comments
		Recommendations
Criterion 9.4.1.1	The organisation uses quality improvement methodology to track infection risks, infection rates and trend in healthcare associated/nosocomial infections.	
Critical: ..		
Catg: Evaluation + Pat & Staff Safety		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		
Criterion 9.4.1.2	Monitoring includes using indicators related to infection issues that are epidemiologically important to the organisation.	
Critical: ..		
Catg: Evaluation + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		

Criterion 9.4.1.3 Critical: o Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation uses risk, rate and trend information to design or modify processes to reduce healthcare associated/nosocomial infections to the lowest possible levels.	
Criterion 9.4.1.4 Critical: .. Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation compares its infection control rates with other organisations, national and international, through comparative databases.	
Criterion 9.4.1.5 Critical: .. Catg: Evaluation + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The results of infection monitoring in the organisation are regularly communicated to medical and nursing staff and to the management of the organisation.	
Criterion 9.4.1.6 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 4 Very Serious	The organisation reports information on infections to appropriate external public health agencies.	

9.5 Infection Control Education For The Staff

9.5.1 Standard

The organisation provides education on infection control practices to the staff, patients and, as appropriate, family and other caregivers.

Standard Intent: For an organisation to have effective infection control processes, it must educate staff members about the processes when they begin work in the organisation and regularly thereafter. The education programme includes professional staff, clinical and non-clinical support staff and even patients and families, if appropriate. The education focuses on the policies, procedures and practices that guide the organisation's infection control processes. The education also includes the findings and trends from the monitoring activities.

	Criterion	Comments
		Recommendations
Criterion 9.5.1.1 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	The organisation provides on-going in-service training about infection control to all personnel.	
Criterion 9.5.1.2 Critical: .. Catg: Basic Process + Efficiency **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Personnel are educated in infection control processes, when new policies are implemented and when significant trends are noted in surveillance data.	
Criterion 9.5.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety **Compliance** NA NC PC C Default Severity for NC or PC = 3 Serious	Patients and families are included when appropriate to the patient's needs and condition.	