Exploring Infection Control with Participatory Visual Research Methods: A Restorative Approach

BC Patient Safety & Quality Council
Quality Forum 2013: Inspiring Improvement
Patricia Marck RN PhD, Professor & Director, School of Nursing
Associate Dean, Faculty of Health & Social Development
University of British Columbia Okanagan Campus
ACKNOWLEDGMENTS

• RESEARCH TEAM

  o P Marck RN PhD (PI)
  o S Woolsey RN BScN ICP, Alberta Health Services (C-PI)
  o M Joffe MD, FRCP, Senior Medical Director, Infection Prevention & Control, Alberta Health Services & Professor, Faculty of Medicine, University of Alberta (CI)
  o M Howell BScN Student (Hons), University of Alberta Faculty of Nursing, CIHR Summer Student (P Marck Supervisor)
  o S Lupul BScN, Clinical Nurse Educator, Alberta Health Services (CI)
  o G Davis BScN, Patient Care Manager, Alberta Health Services (CI)

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HIAs: Our Spreading Problem...

- Healthcare-associated infections continue to cause increased morbidity, longer length of stay and rising costs to health systems across Canada and the world.

- We know that many practitioners, patients, and visitors do not consistently follow even the simplest preventive measures (e.g., adequate hand hygiene).

- IP&C competes with every other health care problem for sustained attention and sufficient resources.

- Health systems exhibit attention deficit syndrome and repeated failures to implement and monitor the outcomes of evidence-based decision-making.

- We often ignore good ideas and keep doing things that don’t work.
We asked:
What Can We Learn From Systems Management in Other Fields?

Ecological restoration is the study and repair of ecosystems that have been degraded, damaged, or destroyed, with specific attention to the:

- health and resilience,
- integrity, and
- sustainability

of the places we share

Society for Ecological Restoration, 2004
http://www.ser.org/

Restorative Research in Health Systems

- **PLACE ETHIC**: Work with community members to understand and respect the history, culture, practices, and resources of the place they inhabit

- **CITIZEN SCIENCE**: Use photographic research methods, citizen forums, historical research, field observations, and other methods to develop a comprehensive picture of conditions over time

- **ENGAGED PRACTICE**: Use restorative practices like self-monitoring and correction in our daily work to link research, policy & practice together

- **ADAPTIVE LEARNING**: Use what we learn to re-imagine and re-create better ways to treat each other and the places we share

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What We Did

January 2009
• Develop Preliminary Issues List in Focus Group 1

Data Analysis

April 2009
• Practitioner-Led Photo Walkabout with Photo Narration

Data Analysis

January 2010
• Photo Elicitation Focus Groups with Unit Staff

Data Analysis

February 2011
• Formulate & communicate recommendations for improvements

Publish & Plan with Decision-Makers & Design & Implement Interventions

Spring - Fall 2011
What We Found: Clean/Dirty Storage Workarounds

"So there is no system for actually checking off if these things have been cleaned, and who cleaned them and when they were cleaned."

P3_FG2A_27Jan10
What We Found: Signage Workarounds

“Okay that’s a problem because they’re using that, and the next thing you know the doctors are putting their dirty gowns right on top of the clean ones”
What We Found: Isolation Cart Workaround

Photo 18: Isolation Carts

“And they’re full of junk that people don’t use and stuff that shouldn’t be there” P3_FG2A_27Jan2010
“A lot of times the cuffs are so loose on the gowns, that you put on your gloves over top. You reach out to wash a patient or something, the next thing you know your sleeves are up here, and your gloves are down there, and there’s a big gap.” P3_FG2A_27Jan10
What We Found: Storage Workaround for Modern Problems

Photo 56: Vernacare Shower Room Storage

“So who knew you had to have 49 boxes full of stuff?”
P3_FG2B_24Feb2010
What We Found: Workaround - Bugs on Call

“It’s been there a long time. A long, long time.”
P3_FG2B_24Feb10
What We Found: Making Do - Equipment & Supplies

“Half of the mattresses on some units look like that.”

Photo 72: Computer Chair

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P3_FG2B_24Feb10
Doing Better … *Recommendations & Improvements to Date

• *specific equipment and environmental modifications

• *redesign of several problem processes and practices

• *incorporate regular photo walkabouts with feedback into quarterly workplace safety inspections [BUT ICP has used PWs to document and track priority improvements on 5 units during an outbreak]

• *design larger scale intervention research [VA grant application under review (A Sales PI) & 2 units piloted at TOH (C. Backman PI)]

• Spread to places that are ready to adapt
New Sink in Med Room

Post Photo #5
Functional Shower Stall

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Post Photo #2

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Post Photo #3
Wipeable Call Bell Cord

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Post Photo #6
Additional Shelving in Tub Room
Protected Clean Storage

Copyright: PB Marck PI
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Post Photo #4
New Chairs with Intact Upholstery

Post Photo # 10
Wall Repairs & New Paint
Wipeable Corkboard

Post Photo # 12
Nosocomial MRSA and VRE Cases
Study Unit

Cases

1st Qtr 2008
2nd Qtr 2008
3rd Qtr 2008
4th Qtr 2008
1st Qtr 2009
2nd Qtr 2009
3rd Qtr 2009
4th Qtr 2009
1st Qtr 2010
2nd Qtr 2010
3rd Qtr 2010
4th Qtr 2010
1st Qtr 2011
2nd Qtr 2011
3rd Qtr 2011

VRE
MRSA

Photo Walkabout
Focus Group
Renovation
Some References


THANK YOU

Patricia Marck

patricia.marck@ubc.ca

250-807-8417

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http://bridgland.sunsite.ualberta.ca/jasper/index.html