



Welcome! We will get started momentarily.

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Nursing Home Quality Essentials Spotlight: Infection Prevention

Root Cause Analysis (RCA) for Infection Prevention and Control Challenges

Thursday, January 2, 2025

Gina Anderson, RN, BSN | Telligen Program Specialist



WE'RE BACK!

NURSING HOME QUALITY ESSENTIALS



SPOTLIGHT: INFECTION PREVENTION

Tuesdays & Thursdays | 11 a.m. MT / Noon CT

As part of a contract extension from CMS, we're thrilled to relaunch Nursing Home Quality Essentials, focusing on infection prevention and control!

Join us twice a week for engaging 30-minute sessions tailored for long-term care providers. Each session will spotlight a new aspect of infection prevention, with actionable insights and strategies to integrate directly into daily practices.

Topics may include vaccines, healthcare-acquired infections, rehospitalizations, NHSN reporting, health literacy and more — each aimed at enhancing your infection prevention efforts.

SCAN TO REGISTER



or go to

www.telligenqiconnect.com/calendar

HAPPY NEW YEAR!

Thank you for working with us in 2024. As we enter 2025, we are excited to continue serving you and building stronger, more meaningful relationships. We look forward to the opportunities ahead and are committed to supporting your success in the year to come.



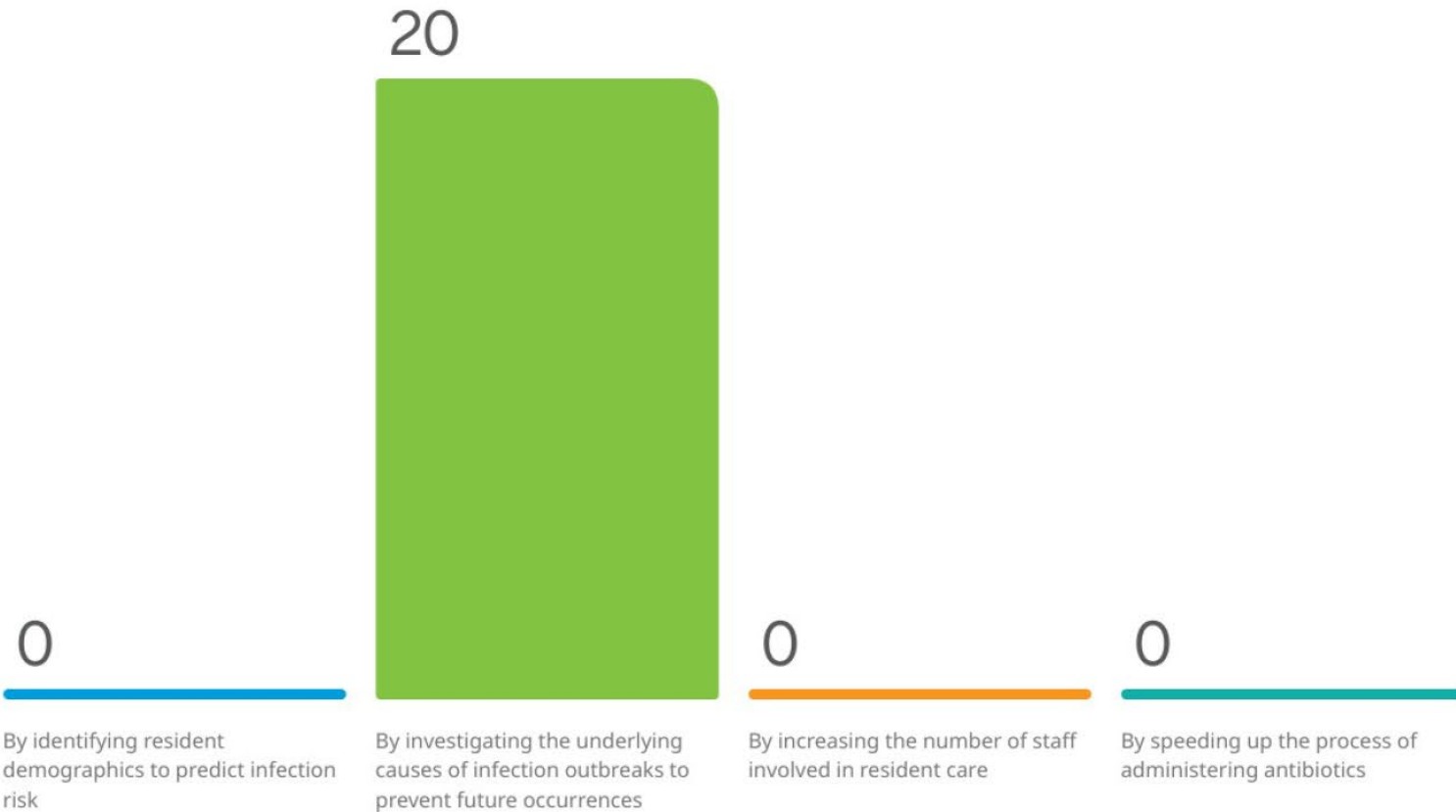
> Root Cause Analysis (RCA) for Infection Prevention and Control Challenges

Objectives

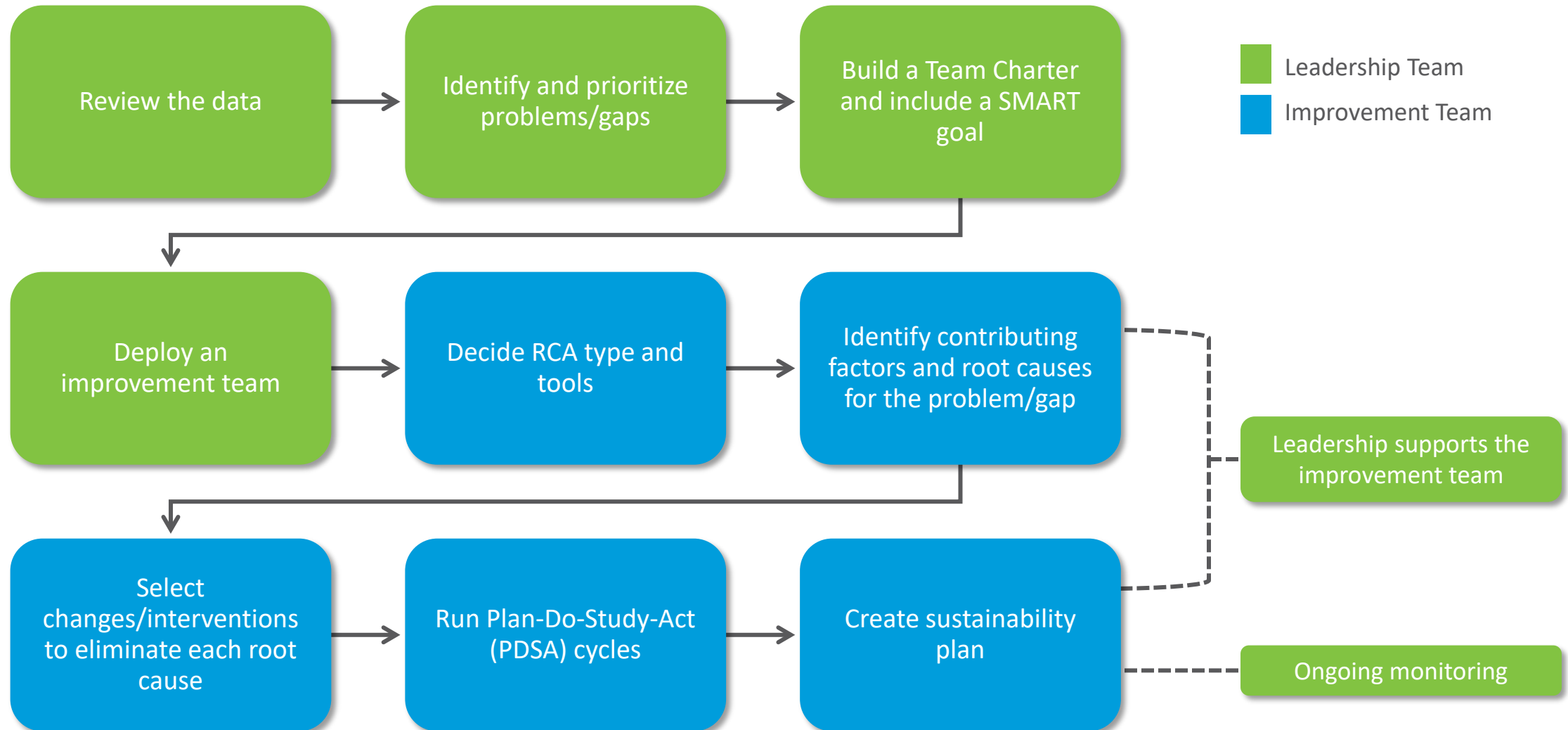
- Define root cause analysis (RCA) and its role in quality improvement
- Explain recommendations for implementing the RCA process
- Demonstrate RCA in action



How can root cause analysis contribute to infection prevention and control efforts in healthcare settings?



Team Actions for Improvement Process



Analyze Data to Identify Gaps

- Listen to the Nursing Home Quality Essentials Spotlight: Infection Prevention webinar
 - [*Synergizing Infection Prevention and QAPI for Ongoing Quality Improvement*](#)
- Access the presentation:
 - https://www.telligenqiconnect.com/wp-content/uploads/2024/12/20241126_NHQE_508.pdf
 - Gain data resources
 - Learn more about data review and the performance improvement process
- Utilize the [CMS Prioritization Worksheet for PIPs](#) to choose areas of highest priority to launch performance improvement projects (PIPs)

Quality Improvement Process Steps and Tools

Nursing Home Name:

CMS Certification Number (CCN):

Date Checklist Started: Date Checklist Completed:

Identify improvement focus:

- 1 Is it a QM (Quality Measure)?
 Is it a process?

Will a Performance Improvement Team (PIP) be chartered?

- 2 Yes, at least one of the items below is applicable (circle all that apply):
 - This is a high-risk, high-volume, or problem-prone area
 - This is a recurrence
 - This affects health outcomes, resident safety, resident autonomy, resident choice, or quality of care
 No, none of the above are applicable go to step 4

Complete a PIP charter, select which tool below:

- 3 Worksheet to Create a Performance Improvement Project Charter
<https://www.telligenqiconnect.com/resource/worksheet-to-create-a-performance-improvement-project-charter/>
 Team Charter
<https://www.telligenqiconnect.com/resource/team-charter/>
 Facility's own tool or software

Begin and appropriately update PIP Documentation for duration of project:

- 4 Access Telligen's Performance Improvement Project (PIP) Documentation
<https://www.telligenqiconnect.com/resource/performance-improvement-project-pip-documentation/>
 Access the Measure/Indicator Development Worksheet from CMS
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/MeasIndicatDevWksdebedits.pdf>

- Access the Measure/Indicator Collection and Monitoring Plan from CMS
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/MeasIndCollectMtrPlandebedits.pdf>

Is a Root Cause Analysis (RCA) needed?

- 5 Use Telligen's When to Use Root Cause Analysis tool to determine if an RCA is needed
<https://www.telligenqiconnect.com/resource/when-to-use-root-cause-analysis/>
 If yes, check here and go to step 6
 If no, check here and go to step 10

Select RCA method and tool:

- 6 Use Telligen's RCA Tool Selection Guide to determine which method is right for you, or select from one of the options included below:
<https://www.telligenqiconnect.com/resource/root-cause-analysis-rca-tool-selection-guide/>
 Five Whys Worksheet
<https://www.telligenqiconnect.com/resource/five-whys-worksheet/>
 Fishbone Diagram Worksheet
<https://www.telligenqiconnect.com/resource/fishbone-diagram-with-analysis-worksheet/>
 CMS Brainstorming, Affinity Grouping, and Multi-Voting Tool
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/BrainAffinGrpMultVot.pdf>

Complete RCA Pathway

- 7 Use Telligen's RCA Pathway tool
<https://www.telligenqiconnect.com/resource/root-cause-analysis-rca-pathway/>

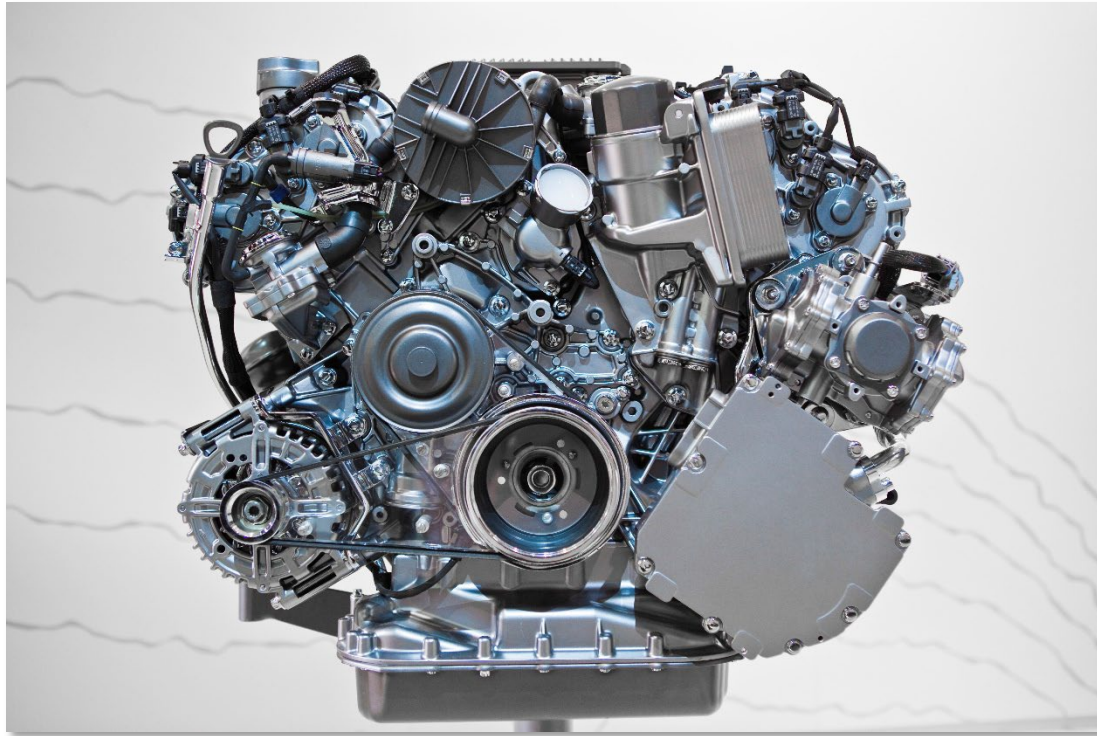
Itemize and prioritize list of root causes

- 8 For ideas and options for itemizing and prioritizing root causes, reference **Brainstorming, Affinity Grouping, and Multi-Voting Tool** provided by CMS
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/BrainAffinGrpMultVot.pdf>

Identify highest prioritized root cause until all root causes addressed

- 9 Listed all root causes
 Prioritize list of root causes (rank according to team consensus of urgency, importance and need)

What is Root Cause Analysis (RCA)?



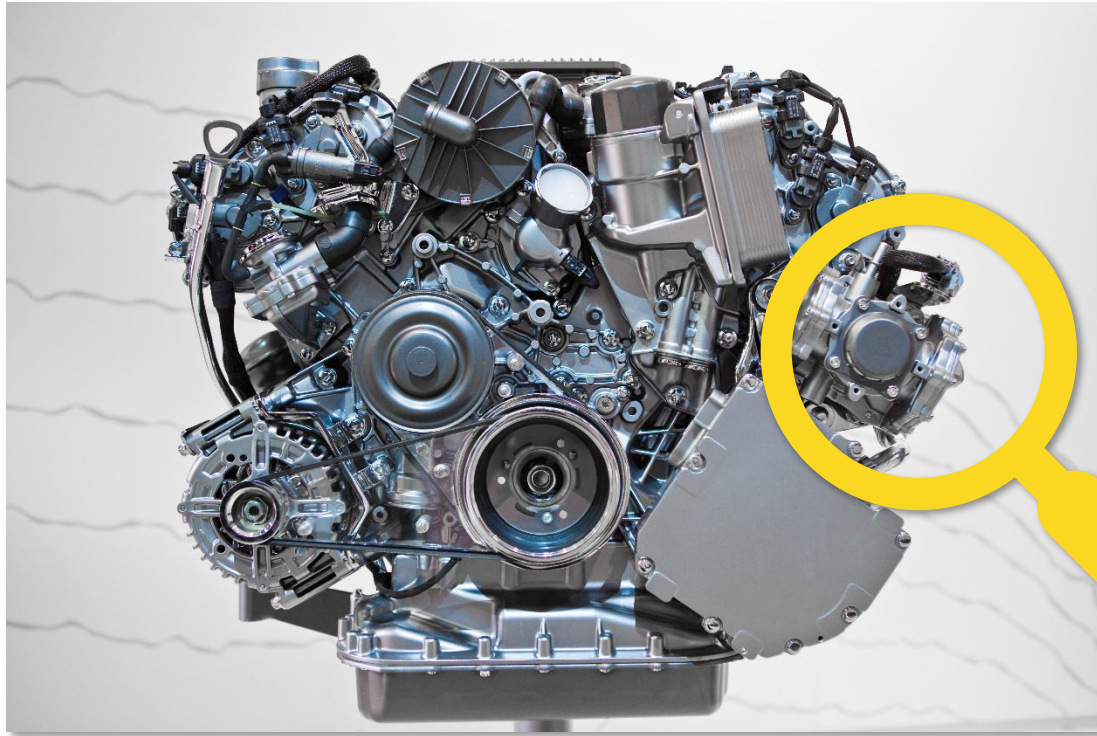
- Root causes are unseen or unnoticed faults in the process or system leading to a harmful or unwanted event
 - Often there are several root causes

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What is Root Cause Analysis (RCA)?



- RCA is a structured facilitated team process identifying root causes
 - What happened?
 - Why did it happen?
 - Identify breakdowns in processes and systems
 - Helps prevent future events
- RCA is a tool for mitigation strategy planning

Root Cause Analysis Tools



PIP Team Identifies and Defines the Problem

What is a Problem Statement?

- It is an objective and concise statement of what went wrong, not why, or how

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 - The infection rate of catheter-associated urinary tract infections (CAUTI) has risen, indicating potential gaps in the adherence to sterile insertion procedures and catheter care protocols
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Write down your problem statement – be concise!

Identify at least 1 process gap/challenge/problem/area that needs strengthening in the infection prevention and control program within your facility.



Staff buy in

Budget constraints

Glucometers aren't being cleaned for full dwell time

Communication

Communication and documentation

Communication

Poor contact time adherence

EBP education



Identify at least 1 process gap/challenge/problem/area that needs strengthening in the infection prevention and control program within your facility.



Lack of team work

Time

Frequent sanitizing
high contact areas

Poor communication

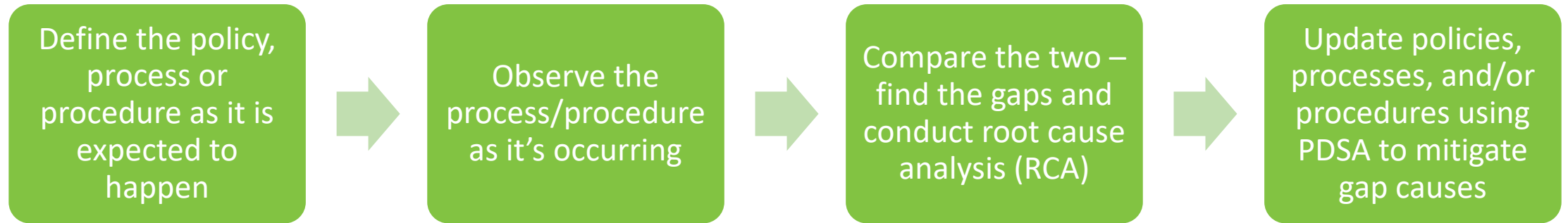
Communications
between staff



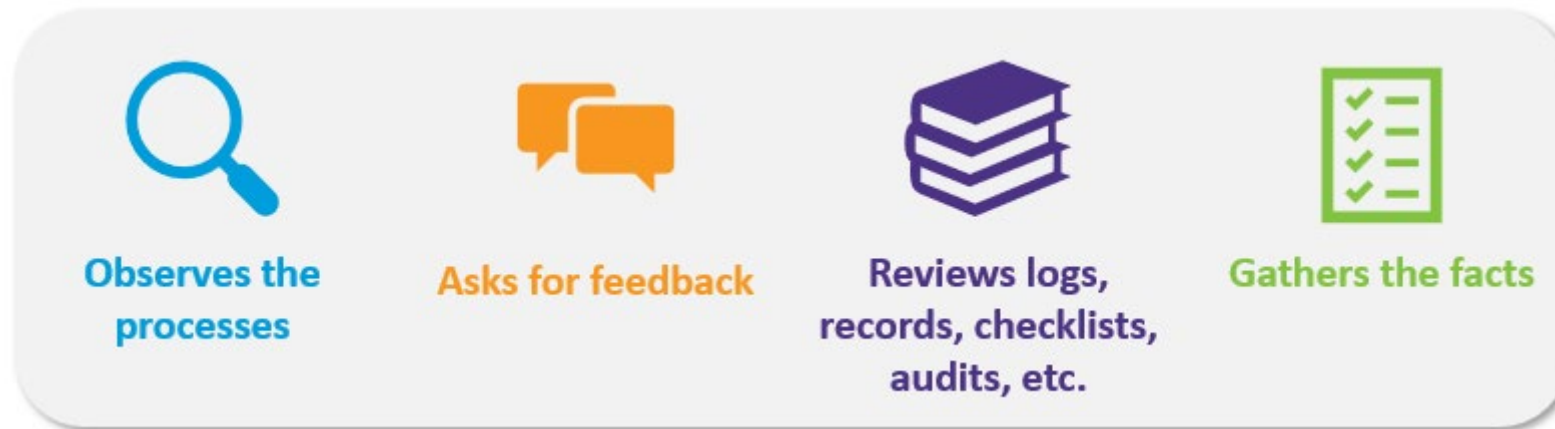
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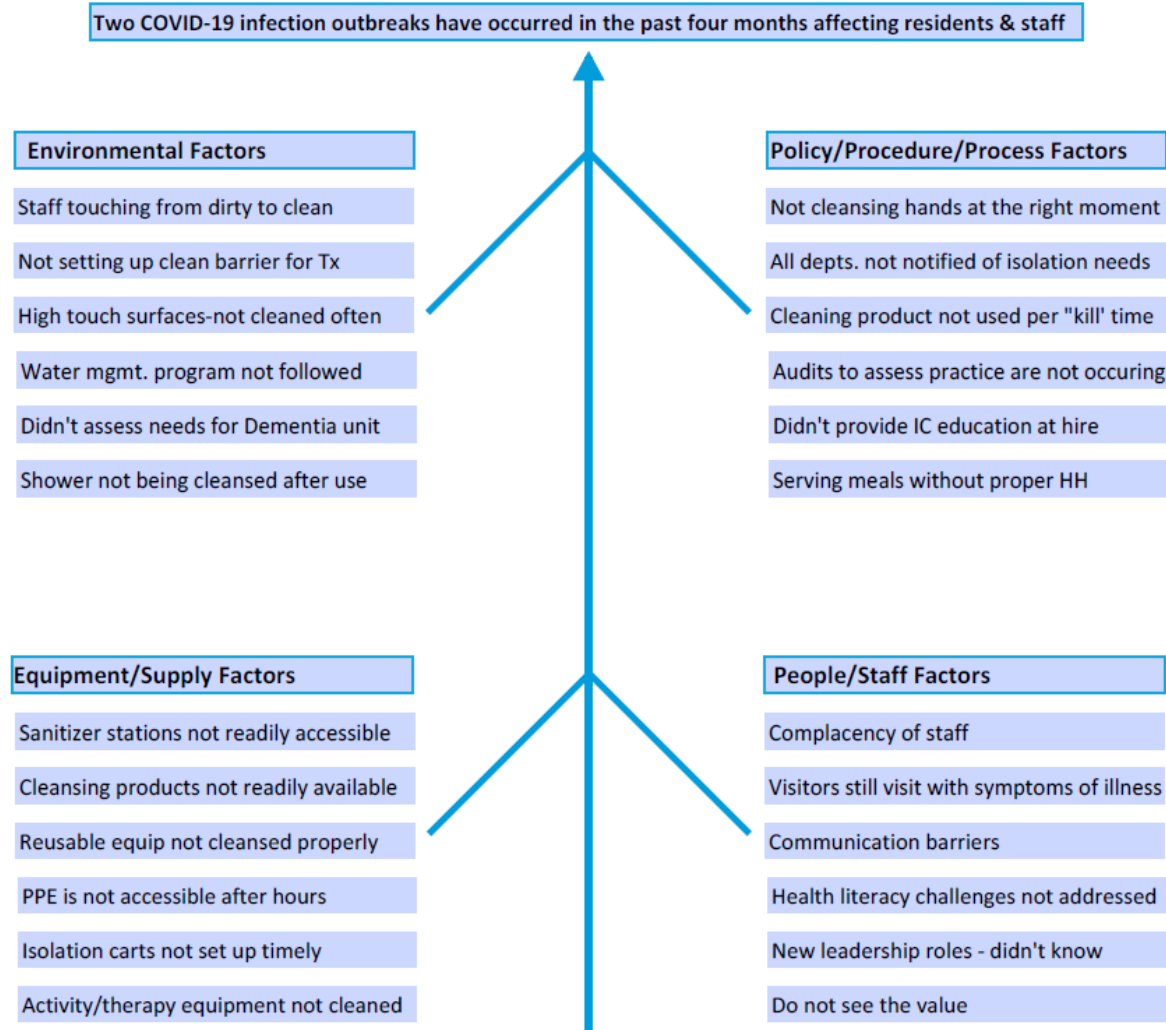
Process Flow Chart for Investigation of the Problem Statement



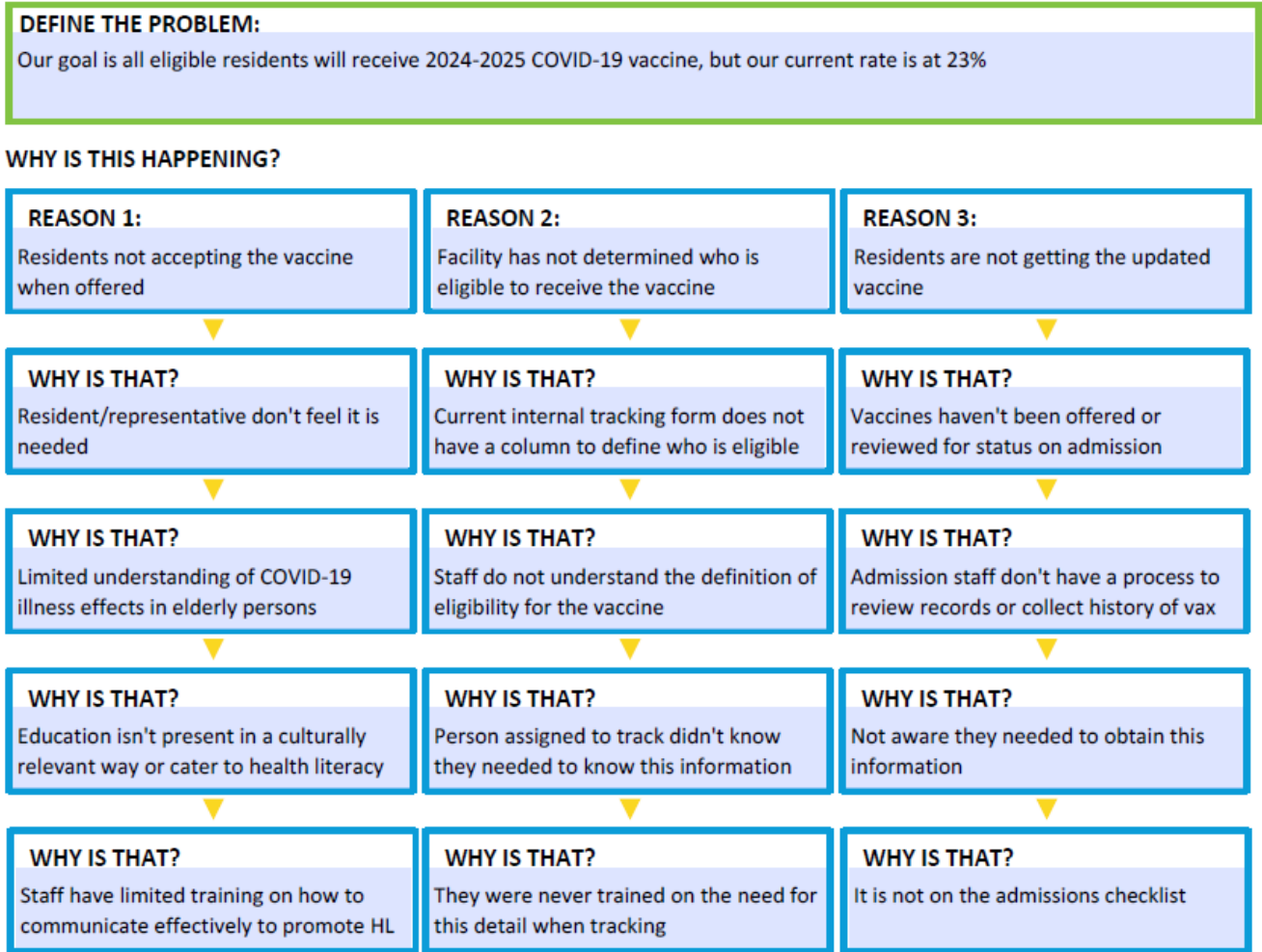
RCA investigates the problem/gap identified



Fishbone RCA Example

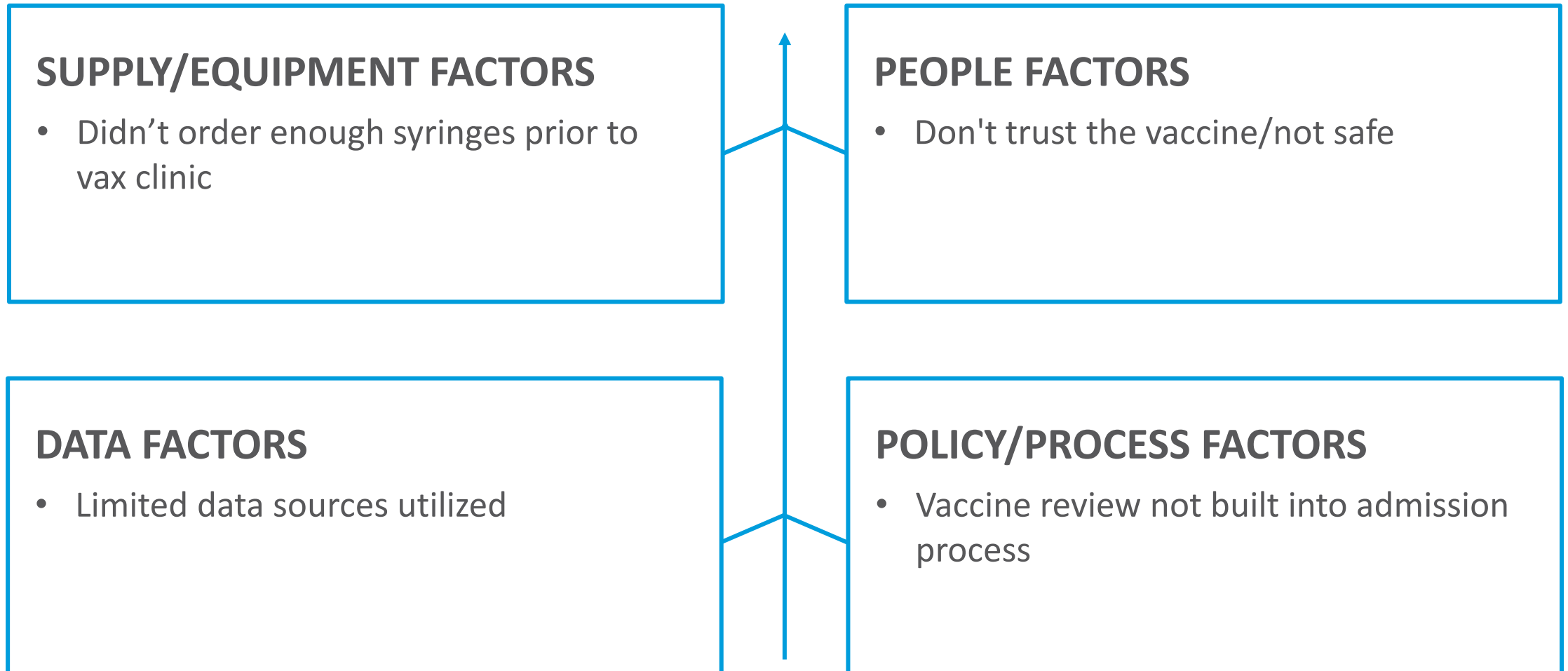


Five Whys RCA Example



Fishbone Root Cause Analysis Exercise

Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%



Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **SUPPLY/EQUIPMENT FACTORS:**

cost of covid vaccines

Delay in vaccine shipment

Cost

insurance doesn't cover (Med A) so pharmacy doesn't send

Access/cost to obtain vaccine

Pharmacy supply is low

Unable to store properly

Timing

Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **SUPPLY/EQUIPMENT FACTORS:**

Cost or pharmacy

Vaccine unavailability

Insurance issues

Vaccine not available during other clinics causing need for another clinic

Obtaining consent

Rural area makes it hard to get a vaccine clinic

Difficult to even get

Billing issues



Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **SUPPLY/EQUIPMENT FACTORS:**

not all staff having
access to IRIS/vaccine
verification



Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **POLICY/PROCESS FACTORS:**

It's not mandatory

Outdated policies

Getting approval from poa.

delay in response from POA/refusal from them

Consent

Approval from responsible party

Scheduling a clinic timely

Staff symptomatic after receiving it

Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **POLICY/PROCESS FACTORS:**

Not enough education/discussions happening on admit and with quarterly conferences

Obtaining consents

Not all staff having access to IRIS for vaccine verification

We could do better considering health literacy levels

Getting POA consent

Recent illness with Covid

Inaccurate information

Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **DATA FACTORS:**

Knowing when last vaccine was received

UTD definitions frequently change

Staff turnover

Poor documentation

Education to residents and families is not great

Staff turnover has delayed reporting

Accuracy of data entry

Not always able to get in iris for confirmation

Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **DATA FACTORS:**

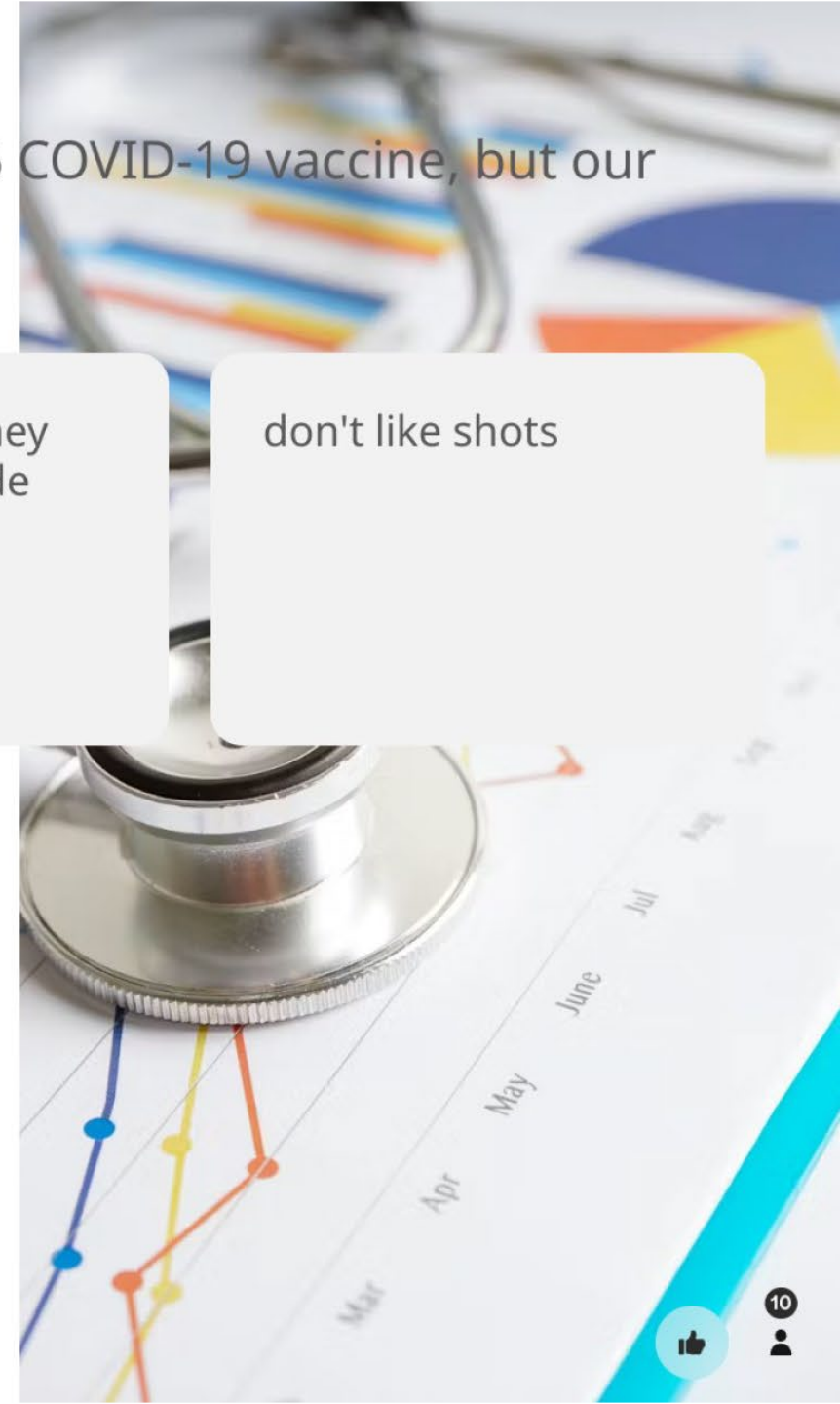
Last dose date Not available

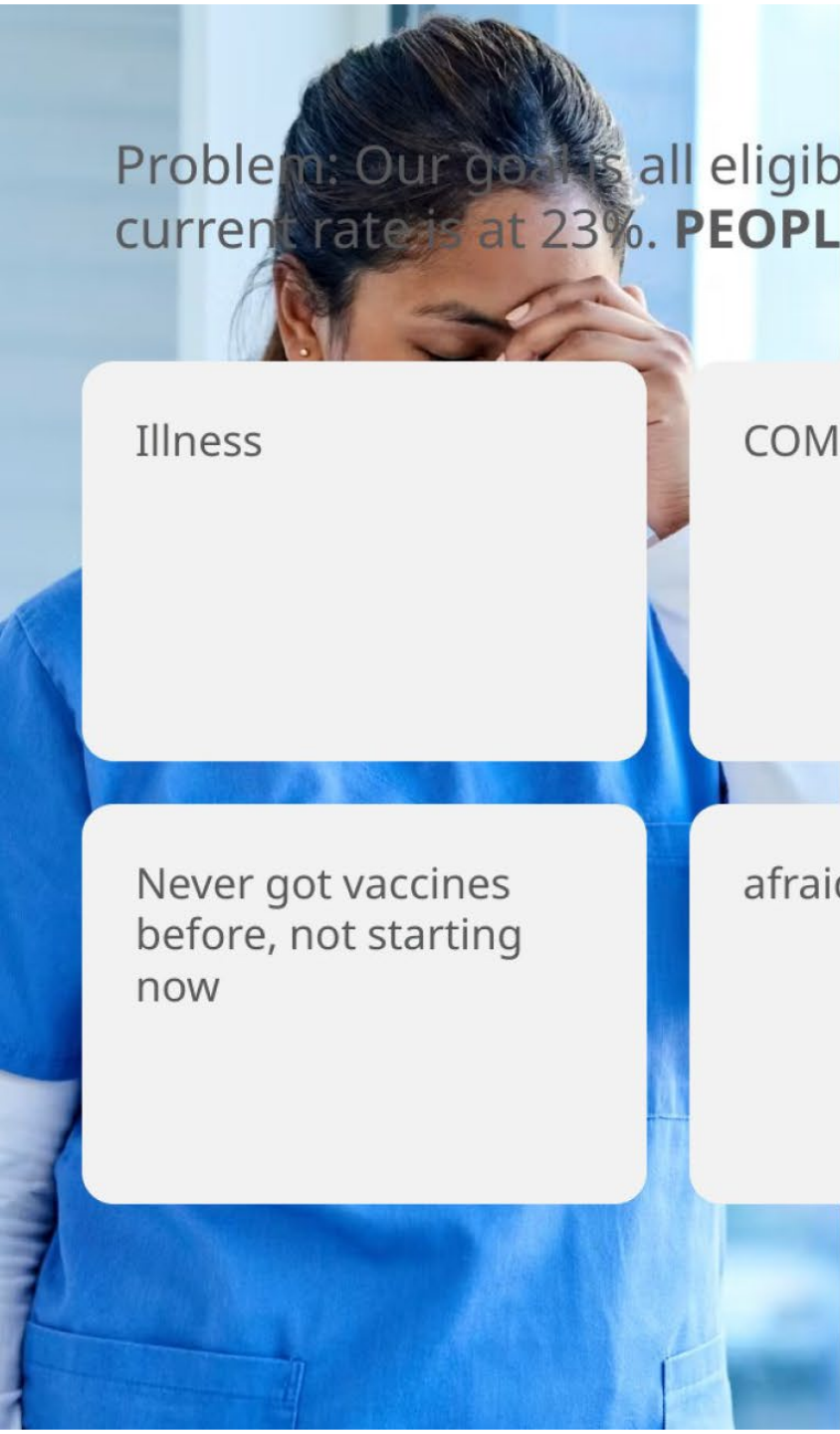
Our tracking is limited, doesn't include eligibility, only who received

Not entering if they get it from outside source

don't like shots

Low confidence





Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **PEOPLE FACTORS:**

Illness

COMPLACENCY

Fear of pain from injections, comorbidities

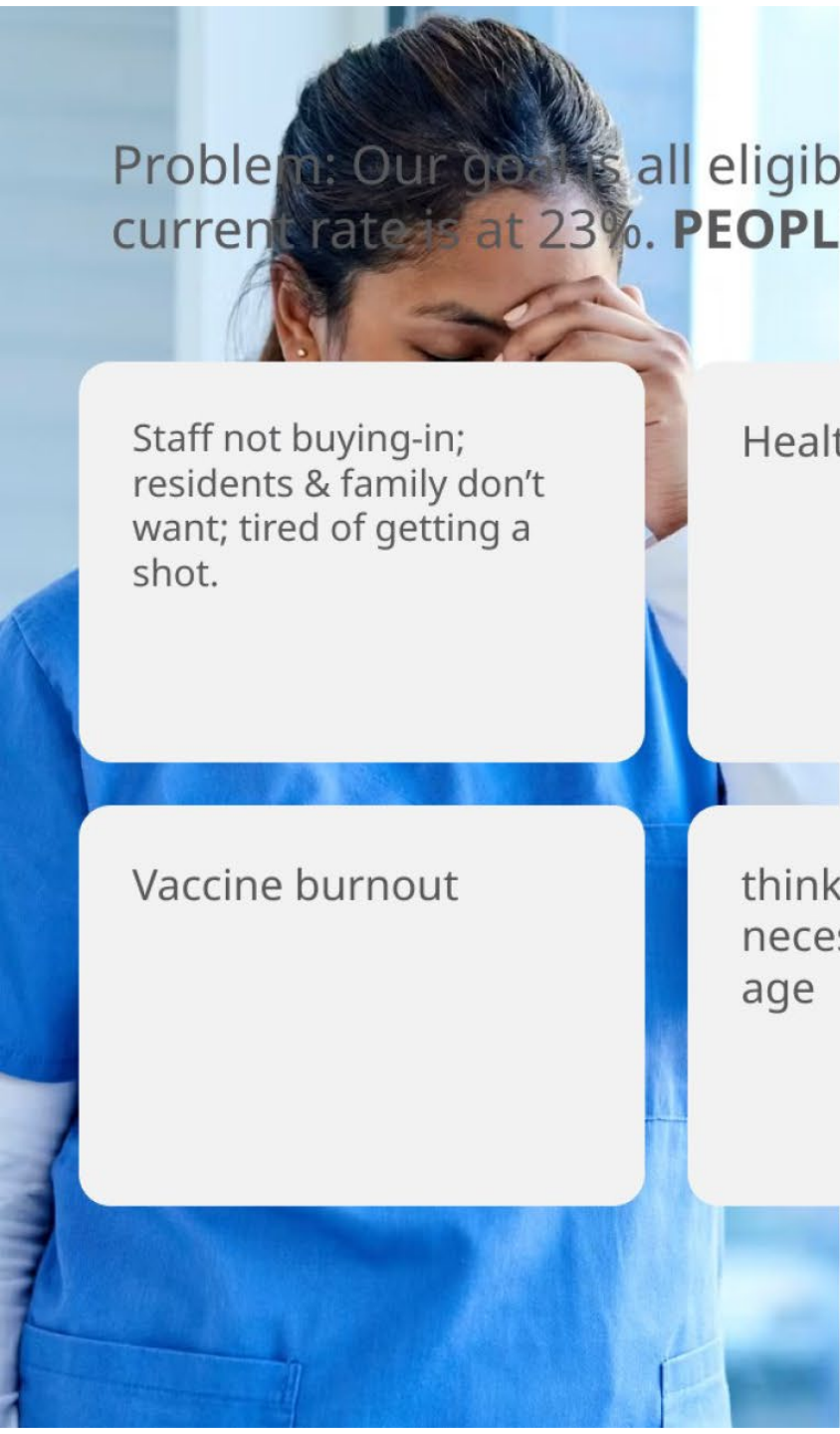
Poor communication on roles in the process

Never got vaccines before, not starting now

afraid of side effects

Skepticism

POA declining due to fear



Problem: Our goal is all eligible residents will receive 2024-2025 COVID-19 vaccine, but our current rate is at 23%. **PEOPLE FACTORS:**

Staff not buying-in; residents & family don't want; tired of getting a shot.

Health literacy

Health literacy challenges

Fear

Vaccine burnout

thinking it is not necessary due to old age

Current Covid. Not wanting it's to soon from the PCP.

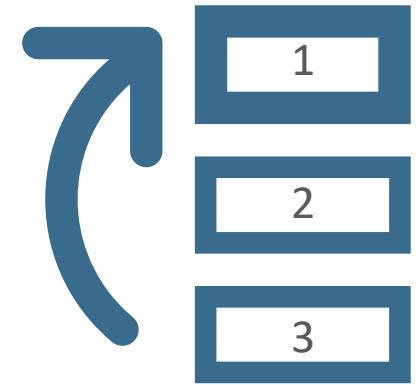
Religion



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After RCA Activity – What's Next?



- Prioritize root causes
 - Where do we want to start when mitigating causes?
 - Rank causes in order starting with the highest priority
 - Causes that frequently contribute to the problem or have greatest impact on the process
- Develop an actionable plan using PDSA to mitigate each cause identified
 - Create a plan for the highest priority cause(s) first
 - Work on only one to two causes and corresponding PDSA at a time
 - Attend Tuesday's (January 7, 2025) Nursing Home Quality Essentials Spotlight webinar featuring the PDSA process
 - Register [HERE!](#)

Training Opportunities

On-Demand Learning

The Telligen QI Connect™ Learning Management System (LMS) offers convenient on-demand quality improvement trainings to enhance your learning at a time that works best for you.



Access learnings on your own time.



Learn about a variety of topics relating to healthcare quality improvement.



Test your knowledge and receive certificates and/or continuing education credits.



Gain the knowledge and skills to help meet your quality improvement goals.

Access the Telligen QI Connect™ Learning Management System

 My Learning

Current Portal Users

- [Log in to your existing Portal account here.](#)
- Navigate to the left side of the homepage and click on the menu.
- Click on My Learning and select a module to begin.

Non-Portal Users

- [Register for LMS access here.](#)
- You will be emailed a username and password after you register.

[Access the Learning Management System here!](#)

Root Cause Analysis (RCA) Training

- Three parts 20-30 minutes each

Plan, Do, Study, Act (PDSA) Training

- 20-minute session

Additional Resources

- [Infection Prevention and Control Resources | Telligen QI Connect](#)
- [Telligen's Quality Improvement Workbook](#)
- [Adult Vaccine Toolkit | Telligen QI Connect](#)
- [CMS QAPI at a Glance](#)
- [CMS QSO-23-10-NH: Infection control deficiencies and RCA](#)
- [Joint Commission RCA Framework Investigation Questions](#)



> Questions?



Thank You for Attending Today's Session!

Your feedback is valuable!

Please stay on to complete a brief 5-question assessment.

Your anonymous feedback helps us improve future sessions.

An open-ended question is included for additional comments.

Thank you again for your participation!

Contact Us



- General Inquiries | QIConnect@telligen.com
- www.telligenqiconnect.com
- Nursing Home Team | nursinghome@telligen.com



LinkedIn: <http://www.linkedin.com/company/Telligen-qi-connect>



Facebook: <https://www.facebook.com/telligenqiconnect>

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Don't miss out on these upcoming offerings:

Tuesday, January 7, 2025

Plan Do Study Act (PDSA) for Infection Prevention and Control Challenges

Thursday, January 9, 2025

A Day in the Life: The Role of an Infection Preventionist Part 2

Tuesday, January 14, 2025

NHSN Office Hours

SCAN TO REGISTER



or go to

www.telligenqiconnect.com/calendar

Access past NHQE recording topics here:
[Resources | Telligen QI Connect™](#)



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