**Marker Guide 8**

Apply basic principles and practices of infection prevention and control

HLTINF006



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SHORT RESPONSE QUESTIONS

Section 1

Identifying the role of infection prevention and control

Standards and Guidelines

1.1 The Australian Government (2019) outlined standard precautions that are to be used by healthcare workers to prevent or reduce the transmission of infections when working in the health care sector.

 List five (5) of these standard precautions that would help areas be free from infectious agents. (Your response should be approximately 110 words).

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| Student’s response must be able to identify the standard precautions put together by the Australian Government. Example response:* Personal hygiene practices, particularly hand hygiene, aim to reduce the risk of contact transmission of infectious agents
* Appropriate use of personal protective equipment, which may include gloves, gowns, plastic aprons, masks/face-shields, and eye protection, aims to prevent exposure of the healthcare worker and patients to infectious agents
* Safe handling and disposal of sharps assists in preventing transmission of blood‑borne diseases to healthcare workers
* Environmental controls, including cleaning and spills management, assist in preventing transmission of infectious agents from the environment to patients
* Appropriate reprocessing of reusable equipment and instruments, including appropriate use of disinfectants, aims to prevent patient-to-patient transmission of infectious agents
* Practicing respiratory hygiene and cough etiquette reduces risk of transmission of infection
* Aseptic technique aims to prevent microorganisms on hands, surfaces or equipment from being introduced into a susceptible site
* Appropriate handling of waste and linen assists in reducing transmission of infectious agents
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1.2 Briefly outline the six (6) actions that health service organisations need to practice on meeting the needs of Aboriginal and Torres Strait Islanders. (Your response should be approximately 150 words).

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| Student’s response must be able to identify the NSQHS Standards that focus specifically on meeting the needs of the Aboriginal and Torres Strait Islander People. Example response:* The health service organisation works in partnership with Aboriginal and Torres Strait Islander communities to meet their healthcare needs
* The governing body ensures that the organisation’s safety and quality priorities address the specific health needs of Aboriginal and Torres Strait Islander people
* The health service organisation implements and monitors strategies to meet the organisation’s safety and quality priorities for Aboriginal and Torres Strait Islander people
* The health service organisation has strategies to improve the cultural awareness and cultural competency of the workforce to meet the needs of its Aboriginal and Torres Strait Islander patients
* The health service organisation demonstrates a welcoming environment that recognises the importance of cultural beliefs and practices of Aboriginal and Torres Strait Islander people

- The health service organisation has processes to routinely ask patients if they identify as being of Aboriginal and/or Torres Strait Islander origin, and to record this information in administrative and clinical information systems |

Infectious risks and hazards

1.3 As a helping professional you will be exposed to many risks of infection. Briefly outline the four (4) stages of how any type of risk within the health service can be managed. (Your response should be approximately 60 words).

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| Student’s response must be able to identify the risk assessment strategies that can support them in identifying and controlling risks that they may encounter as a helping professional. Example response:Step 1 – Firstly the hazards that need to be identified are things and situations that could harm a person. You need to look out for what could or could have caused harm at your workplace. Step 2 – next we need to assess the risks by undertaking a risk assessment at the workplace, which may cause harm (death, injury, or illness).  A risk assessment involves looking at what could happen if someone is exposed to a hazard and the likelihood of it happening.  We may not need to undertake this step if the hazards, risks, and control measures are well-known. Step 3 - We should always aim to eliminate risks, as this is the best way to manage risks.  Where this is not possible, you must minimise risks so far as is reasonably practicable. Step 4 – Lastly we must review the control measures to make sure they work as planned. |

1.4 You will come across a few common hazards and risks in your helping profession. Briefly identify one (1) hazard and two (2) control measures to overcome and control this hazard. (Your response should be approximately 50 words).

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| Student’s response must be able to identify biological and chemical hazards as a common hazard/risk and then provide two control measures. Example response:“The most common hazard and risk that is known in the health services sector are biological and chemical hazards. Two best control measures would be as follows:* ensuring everyone has access to hygiene facilities and products, such as handwashing and eye washing stations.
* storing chemicals safely and securely and keep a chemical register with the relevant safety data sheets (SDS).
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Causes of infection

1.5 Microbes are everywhere in our environment, water, food and animals. Each microbe has their own distinctive function when it comes to infection. Complete the table below by identifying at least two (2) characteristics for each microbe below and how they relate to infection. (Each response should be approximately 30 words).

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| **Microbe** | **Description** | **How they relate to infection** |
| a) Fungi | These organisms have a complex cellular structure, similar to those of humans and animals. Fungi exist either in the form of mould or yeast which are oval or spherical and grow by budding.  | The fungi group yeast is candidiasis is a common skin disease caused by Fungi. Poor health or over-use of antibiotics may lead to fungi multiply in invasive manner.  |
| b) Parasite | Parasites are organisms that live off other organisms, or hosts, to survive. | There are 3 types of parasites that can cause an infection1. ectoparasites - multicellular organisms that live on or feed off your skin.2. helminths – are multi-celled organisms that can live in or outside of your body. They are most commonly known as worms3. protozoa - single-celled organisms that can live and multiply inside your body. |
| c) Bacteria | Bacteria are simple and largely self-sufficient unicellular organisms which have no nuclei or internal dividing membranes but are usually capable of independent life  | Bacterial spores are extremely resistant and can survive most forms of disinfection and any environment. |
| d) Viruses | They are incapable of independent survival and require host cells for growth and reproduction; they are a much smaller size; provide a relatively high degree of immunity following infection; and may require antiviral agents to treat infections as the antibiotics used to treat bacterial infections are not effective. | Virus invade the cell and take control of their cellular mechanism to reproduce. They do this by attaching themselves and injecting their genes into the cell. |
| Student’s response should be able to explain each microbe by providing an example of how it relates to infection.  |

1.6 Microorganisms undergo specific processes when it comes to the passing of infection. Identify the processes explained in the table below (Your response should be approximately 35 words).

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| **Process** | **Description** |
| a) Disease | This is an abnormal condition affecting a living organism and are generally understood to be medical conditions that involve a pathological process associated with a specific set of symptoms. |
| b) Colonisation | This is where the microorganism is on or in the host, with the possibility of growth and multiplication, but with no interaction between the organism and the host.  |
| c) Infection | Are an illness caused by specific infectious agents or its toxics product that results from transmission of that agent or its product from an infected person, animal or reservoir to a susceptible host.  |
| Student’s response must demonstrate an understanding of the process of how microorganisms transfer infections on their hosts.  |

Transmission of infectious agents

1.7 The chain of infection involves six (6) steps shown in the cycle below. List and describe the steps in the correct order in the box below. (Your response should be approximately 40-50 words each).

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| **Process** | **Description** |
| a) Infectious agent | Infectious agents (pathogens) include not only bacteria but also viruses, fungi, and parasites. The virulence of these pathogens depends on their number, their potency, their ability to enter and survive in the body, and the susceptibility of the host.  |
| b) Reservoir | A reservoir is the home nurturing these infections and then eventually letting them escape onto a host. a reservoir of infection These reservoirs could be an infected person, animal, items/equipment, and/or the environment on which microorganisms can survive and, in some cases, multiply.  |
| c) Portal of exit | This is usually the exit pathway where an infectious agent leaves its reservoir. Usually, this portal is the site where the microorganism also grows. Common portals of exit are the respiratory, genitourinary, and gastrointestinal tracts, the skin, and mucous membranes |
| d) Mode of transmission | These are the transmission routes of the microbes. The contact method between microbes and the host can be either indirect or direct contact.  |
| e) Portal of entry | This is usually the path by which an infectious agent invades a susceptible host, after all the microbes needs to find the way into another person so it can keep growing and passing on the infection |
| f) Susceptible host | This is the human body however it has many defense mechanisms for resisting the entry and multiplication of pathogens. When these mechanisms function normally, infection does not occur. However immune-compromised patients are more likely to have an infection faster.  |
| Student’s response must demonstrate an understanding of the process of how microorganisms transfer infections on their hosts.  |

1.8 Briefly identify the different types of reservoirs listed below. (Your response should be approximately 30 words).

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| **Type of reservoir** | **Description** |
| a) Other vectors | These infections are always in health care settings, and may include patients, staff and visitors.  |
| b) Environmental  | Many fungal agents live and multiply in this reservoir, for example lung diseases have come from water supplies in cooling towers. |
| c) Animal  | Diseases such a monkeypox or plagues are usually transmitted through these types of reservoirs. |
| d) Blood and body fluids | This type of infection may occur when someone’s blood gets into another person’s system. This can happen when sharps are not handled with care, or gloves not used for procedures. |
| e) Waste | This is when an infection hangs onto a host when the microorganisms leave the body of the infected person by means of body secretions. |
| Student’s response must demonstrate an understanding of each specific reservoir, which will help them identify each.  |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout **Section 1** of this Study Guide.

1.9 You have been working as a health administrator at a clinic for the past 5 years. The clinic has recently gotten very busy and there are new health care workers who have joined your team.

a) How will you make sure your new staff have access to all of the policies and procedures for infection prevention and control? (Your response should be approximately 130 words).

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| Student’s response must demonstrate and understanding of how a manager makes sure their staff have understood the protocols to prevention and control infection. Example response:“I will firstly print off a policies and procedures manual for infection prevention and control. During their induction meeting I will handover this to each of them making sure I let them know that they will be thoroughly trained on these protocols. I will also partner up each recruit with one of my senior HCWs and make sure they observe how the current staff adhere to infection prevention and control such as the right way to wear and take off an apron or gloves. Lastly, once the new staff have undergone these trainings, read the manuals they will be asked to sign an acknowledgment form stating that they have read and clearly understood the clinic’s infection prevention and control policies.”This is covered throughout **Section 1** of the Study Guide.  |

b) The newly hired HCWs at your clinic have now signed an acknowledgement form saying they have understood all the clinics’ policies and procedures. As a manager, your role is to make sure they have genuinely understood these protocols. Briefly outline three (3) practical tasks that you will ask them to perform to ensure they understand the basics of infection prevention and control. (Your response should be approximately 100 words).

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| Student’s response must demonstrate and understanding of how a manager can make sure their HCWs identify the basic policies towards infection prevention and control. Responses may include, but are not limited to, reference to:“I will get the staff to perform the following tasks:* Basic handwashing techniques using soap and water
* Handwashing using alcohol-based rub
* Asking them to identify the level of risk for a stethoscope and some dental (oral) equipment, then asking for the cleaning process for each”

This is covered throughout **Section 1** of this Study Guide |

c) What information will you provide the new healthcare workers about their responsibilities in regard to infection prevention and control information? (Your response should be approximately 120 words).

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| Student’s response must demonstrate an understanding of the responsibilities of employees within a clinic together with how that helps prevent and control infection.Responses may include, but are not limited to, reference to:“I will inform them of the following guidelines that they need to adhere to:* Ensure the safe use and handling of any clinical good or substances
* Always follow workplace guidelines for infection prevention and control
* If you see any hazards or witness any incidents, you will need to inform your supervisor who will then inform the Workplace Health and Safety authorities within the state.
* If you are feeling unwell make sure to follow your employee handbook in regard to medical certificates and stay at home.
* Always remember to wear the PPE provided to you by us at the clinic, if there are any issues with your PPE (size etc) do not hesitate to let us know.
 |

d) The clinic has a majority of Aboriginal and Torres Strait Islander patients. On one specific day, a patient mentioned they were treated unfairly by one of the clinic staff. The individual made the following comment:

*“I was never asked if I identified myself as an Aboriginal person, and I heard some rather strange and racial comments from the staff about my ethnicity – I was honestly shocked because this has never happened to me.”*

You have now apologised to the client in the hope they acknowledge the mistake made. Subsequently, you informed the clinic manager about this sensitive topic. She has told you to call for a meeting at the end of the day with your team in order to raise this concern so that it does not repeat itself.

Briefly explain how you would talk to the staff about how they should treat and acknowledge the Aboriginal and Torres Strait Islander people when they visit the clinic.

Hint: See page 6 of The National Safety and Quality Health Service Standards User Guide for Aboriginal and Torres Strait Islander Health will support you in solving this question. (Your response should be approximately 180 words).

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| Student’s response must demonstrate an understanding of providing safe and high-quality care to Aboriginal and Torres Strait Islander people and must have a knowledge of the community’s needs and priorities.Responses may include, but are not limited to, reference to:“I will inform my staff that we all need to routinely ask patients if they identify as being of Aboriginal and/or Torres Strait Islander origin, and to record this information in administrative and clinical information systems. Likewise, we need to work collaboratively with the Aboriginal and Torres Strait Islander communities to meet their healthcare needs. In order to support these individuals, we need to follow the below protocols:* Ensure that the safety and quality care needs of Aboriginal and Torres Strait Islander people are addressed in the health service organisation’s priorities
* Undertake a gap analysis to help inform strategies and understand the specific needs of Aboriginal and Torres Strait Islander people in the health service organisation’s catchment
* Using the identified priorities, develop and implement strategies, in partnership with Aboriginal and Torres Strait Islander people, and establish associated monitoring and evaluation system
* Develop strategies to address the remaining actions
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1.10 You have been working in an allied health centre as a practice manager. Read the following scenarios and identify risk management strategies that you can implement in order to keep patients, your staff and the centre safe. (Your response should be approximately 250 words each).

1. There have been several patients come in with cough and cold due to the fast-approaching seasonal change. The patients and staff have not been wearing any protective wear such as gloves and masks and they also do not have many hand sanitisation stations around the clinic, and there is no screening process for Covid-19.

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| Student’s response must demonstrate and understanding of the steps towards risk management strategies in the workplace.Responses may include, but are not limited to, reference to:“We need to take the necessary actions to protect our staff and patients. The following strategies will be implemented:**Step 1 - Identify hazards**In this situation the hazards would be individuals that arrive to work or to visit a doctor claiming to have flu-like symptoms. Everyone needs to look out for fever, cough and flu symptoms and monitor these people. **Step 2 - Assess risks**Since we are a clinic and support patients daily, this risk assessment needs to be done with utmost care and frequently, not just once a day. The illness has been classified as a severe risk to the organisation therefore we need to implement strict control measures such as having hand sanitization stations across the clinic, staff need to dress in PPE and frequently change their PPE when they have had contact with an ill patient. If a patient is classified to be covid-19 positive, the clinic needs to have an isolation room to remove the patient’s contact with the other individuals **Step 3 - Control risks**It might not be possible to control the risk of covid-19, however its best we take the necessary precautions as above (wearing PPE, frequent hand washing or sanitization, having a few isolation rooms) **Step 4 - Review control measures**As this is a public medical emergency we can review the control measures that we have put into place and check that everyone is following the policies and procedures in terms of control measures.  |

1. A child that was visiting the clinic with their parents have wandered off into the wrong room. It was later found that the child had entered the chemical storage room of the clinic, which was deemed dangerous and unsafe. After thorough investigation by the clinic manager, it was found that there were no signs on the door that states there are hazardous chemicals, and the area was easily accessible by anyone.

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| Student’s response must demonstrate and understanding of the steps towards risk management strategies in the workplace.Responses may include, but are not limited to, reference to:“We need to take the necessary actions to protect our staff and patients. The following strategies will be implemented:**Step 1 - Identify hazards.**There were no signs on the chemical storage cabinet/room, this is a breach of safety policies. **Step 2 - Assess risks**The risk is quite high due to the child not knowing the severity of the chemicals in that room and if he/she ingested it there could be serious repercussions. We need to stop this from happening again therefore its best to put up signages on the door and make sure staff or visiting cleaning contractors follow the clinic’s health and safety protocols such as locking the chemical storage cabinets or rooms. If there are no labels on the door or a risk management process the staff need to inform the responsible clinic manager in charge to act promptly. **Step 3 - Control risks**Through the use of signage and having a safety data sheet and a risk management policy in place for chemicals and its use, we can control this risk and prevent it from happening again. **Step 4 - Review control measures**We can review the manuals for chemicals, the signage and check locks/storage every month to make sure everything is in place for the safety of our staff and patients. |

1.11 Imagine you are John, a ward clerk overseeing a range of administrative duties in a hospital. Read the following scenarios below and answer the following questions.

On some occasions you might have to supervise a team of staff and take care of tasks such as answering phone calls or ordering supplies.

1. You have just received a call that there is a patient with a severe case of chicken pox, and their estimated time of arrival is 15 minutes. How would you make sure your staff are well informed of the basic on keeping safe from infection?

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| Student’s response must demonstrate an understanding of the correct protocols to adhere to in order to keep themselves safe, such as the use of PPE and proper hand hygiene. Responses may include, but are not limited to, reference to the following:I would make sure my staff are aware of the following: * Everyone should wear a mask and properly fitted gloves
* Since chicken pox wounds can secrete mucous the staff would be required to wear an apron at all times
* They need to also wear protective eyewear and face shields to help guard the mucous membranes in their eyes and nose.
* I will also run through the application of PPE in its correct order, which they can do in front of me – 1. The gowns, 2. Mask, 3. Goggles and then gloves which should be tucked to the cuffs of the gown into the gloves, making sure they understand that the gloves must always be put on last.
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1. The staff have now come back to say that the ward sinks are not clean. They have also noticed some staff are mixing equipment between a clean and dirty sink. What would you do to make sure this equipment is clean at all times? (Your response should be approximately 100 words).

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| Student’s response must demonstrate an understanding on equipment cleaning and having a schedule and labels.Responses may include, but are not limited to, reference to the following:I would firstly thank the staff for raising these concerns and then make sure there is a poster/signage that state ‘dirty’ and ‘clean’ sink. I will then make sure that they are aware of the dirty sink being for just washing and the clean sink to be used to rinsing washed and reusable medical devices. I will also inform them that all sinks need to be cleaned after use with water and detergent as well as regularly cleaned and dried to reduce contamination. I will generate a roster/schedule where the staff can take turns to observe and make sure all sinks are clean and ready for use.  |

1. Read the following situations that can take place at a health organisation. Identify and record the level of risk involved and what procedures you can implement to minimise this risk from occurring? (Your response should be approximately 40 words).

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| **Identified risk** | **Likelihood of risk occurring** | **Who this may affect and severity of the risk** | **Recommended preventative actions**  |
| i) Electrocution from specific medical equipment | Possible | PatientsHealthcare professionalsHigh Risk | Make sure to do a risk analysis of the equipment daily, to make sure all of it is in proper working condition with no short fuses or sudden pauses whilst working |
| ii)Cuts and abrasions | Likely | Patients and healthcare professionalsVery high risk | This can happen often at the clinic due to dealing with sharp medical equipment. Best to assess the likelihood of the event occurring and assess the context of the effectiveness of existing strategies and controls.  |
| iii) Inability to see patients due to illness and no rostered cover | Possible | Healthcare professionalsMedium risk | Try and always work out a roster for an acting/on call doctor that can call in when healthcare professionals are away so that patients can be attended to.  |
| iv) Medical objects falling from cupboards | Unlikely | Healthcare professionalVisitorsCleaners | This might not take place often however its best to be managed by routine procedures as its low risk, so a daily risk assessment is the ideal solution.  |
| Student’s response must demonstrate an understanding of using a risk matrix to determine the significance of a risk that can take place at a health care organisation. |

Section 2

Following standard and transmission-based precautions for infection prevention and control

Hand hygiene practices

2.1 Working in a health care setting will mean that you are constantly in contact with microbes; therefore, hand washing is recommended.

a) Briefly identify three (3) occasions where hand washing with soap and water should be mandatory, rather than using an alcohol-based hand rub. (Your response should be approximately 30 words)

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| Student’s response must identify that handwashing using soap and water can be used on many occasions. Example response:* After using the toilet
* Before cleaning or an asepsis procedure
* After an exposure to body fluid
* After touching any computers or common touch points

The student will need to use their own knowledge and practice to answer this question, they can also use the information from the Study Guide. |

b) Briefly describe in the table below the eight (8) steps for an alcohol-based hand rub. (Your response should be approximately 70 words)

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| **Step** | **Procedure for Alcohol-based rub** |
| 1 | Apply a palmful of the product in a cupped hand covering all surfaces  |
| 2 | Rub hands palm to palm |
| 3 | Right palm over left dorsum with interface finders and vice versa |
| 4 | Palm to palm with fingers interlaced |
| 5 | Backs of fingers to opposite palms with fingers interlocked |
| 6 | Rotational rubbing of the left thumb clasped in right palm and vice versa |
| 7 | Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa |
| 8 | Once dry your hands are safe |

c) Briefly re-order the eleven (11) steps of hand hygiene technique stated below which have been derived from the World Health organisation (2009), by placing the correct number in the ‘step’ column.

Hint: The 7th step of hand hygiene has been done for you.

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| **Step** | **Hand washing technique** |
| *7* | *Rotational rubbing of left thumb clasped in right palm and vice versa* |
| 4 | Right palm over left dorsum with interlaced fingers and vice versa |
| 8 | Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa |
| 6 | Backs of fingers to opposing palms with fingers interlocked |
| 11 | Use towel to turn off faucet and your hands are safe |
| 1 | Wet hands with water |
| 10 | Dry thoroughly with a single use towel |
| 2 | Apply enough soap to cover all surfaces |
| 3 | Rub hands palm to palm |
| 9 | Rinse hands with water |
| 5 | Palm to palm with fingers interlaced |

d) There are a few well known products that are been used for efficient hand washing. Briefly explain two (2) hand hygiene products. (Your response should be approximately 20 words).

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| **Hand hygiene product** | **Explanation** |
| Antiseptics | These are used to clean the skin after an injury. |
| Soap | These are usually neutral and can come in different sizes and should be frequently changed. It is also recommended that it be kept drying. |
| Water | It is known to be the universal solvent but is not suitable for cleaning hands on its own, soap would be mandatory.  |

e) Briefly explain the necessary precautions to be taken when it comes to exposed or broken skin. (Your response should be approximately 30 words).

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| Student’s response must identify the procedures to follow when there is an open wound or irritated skin involved. Example response:“Any broken or irritate skin should be cleaned with a good antiseptic solution and covered with a waterproof dressing.” |

2.2 Briefly provide one (1) example for each of the five moments of hand hygiene mentioned below. (Your response should be 20 words each).

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| **The five moments** | **Examples** |
| a) After touching a patient | This hand hygiene needs to be done when moving a patient around or after you have removed non-sterile gloves. |
| b) Before touching a patient | After shaking hands with a person. |
| c) After body fluid exposure risk | When you have made contact with excretions or mucous membrane.  |
| d) After touching a patient’s surrounding | When you touch medical equipment or a patient’s monitoring alarm.  |
| e) Before aseptic procedure | When you hand an invasive device for patient care, regardless of whether gloves were used or not. |

Personal hygiene

2.3 As a HCW you will notice hygiene is not only about handwashing but also cleanliness of one’s own personal hygiene. Outline the procedures that need to be adhered to for the following. (Your response should be approximately 30 words each).

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| **Personal hygiene** | **Procedures** |
| a) Broken skin | Covering any open wounds, cut or abrasions with waterproof dressings. |
| b) Respiratory etiquette | Covering the mouth and nose when you cough or sneeze and making sure to use tissues to contain any secretions and disposing the tissues after use in a specific bin |
| c) Facial cleanliness | Use soap and clean water to remove any dirt or oil from your face.Likewise using a tissue for your nose, to scratch or rub your eyes or adjust your glasses. |
| d) Jewellery | Best to be kept minimum at work due to skin under the jewellery being more heavily colonised than other parts of the skin.  |

2.4 Briefly explain the technique for the following personal protective equipment. (Your response should be approximately 50 words).

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| **PPE** | **Technique for either applying, fitting and removing** |
| a) Fitting a gown | Put on the gown with the opening at the back. Secure the tapes to prevent the gown opening and clothes becoming contaminated. |
| b) Removing an apron | Undo tapes and remove the gown inside out, taking care not to touch the outside of the gown. Roll the gown into a bundle and, if disposable, dispose of it into the appropriate waste stream. |
| c) Putting on a mask | Secure ties or elastic bands at the middle of head and neck |
| d) Removing gloves | Remove gloves inside out and hold by the edge to minimise contamination of hands. Dispose of gloves into the appropriate waste stream as soon as they are removed. |

2.5 Select true or false in relation to the following statements:

a) Hygienically clean linen is not suitable for intensive care units.

True [ ]  False [x]

b) For infected linen, the washing cycle should be maintained at 65o C for not less than 10 minutes.

True [x]  False [ ]

c) Every day the HCWs should use fresh and clean uniforms to start their work each day.

True [x]  False [ ]

d) Staff can still attend work if they have taken medications to ease their sickness.

True [ ]  False [x]

Cleaning procedures

2.6 As a HCW you would need to make sure the space and equipment you will be using or imposing on a patient, is thoroughly clean.

 Identify the cleaning procedures for the following occasions. (Your response should be approximately 70 words each).

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| **Situation** | **Cleaning procedure** |
| a) A patient’s room | The room and its items/equipment should be cleaned according to local procedures. Hot water and detergent are sufficient for most purposes, however ‘hand-touch’ surfaces and patient care items/equipment must be cleaned and disinfected using appropriate disinfection on a daily basis to reduce the bioburden of microorganisms. |
| b)Reusable medical equipment  | You must make sure you have the appropriate gloves (e.g., utility or puncture resistant, heavy duty) to wear. If you come across none, request for an order to be placed for purchasing these through your supervisor.  |
| c) Bench tops | This should be regularly cleaned and kept clean. If space is restricted, an area can be made temporarily clean by placing a sheet of disposable plastic-backed paper or a suitably labelled tray or container in the area. Packaging of items must take place on a clean, dry surface away from contaminated items. The bench top must be cleaned and dried between uses. |
| d) An intravenous stand in a very high-risk area of the clinic | It should be cleaned daily using detergent and a disinfectant for MRO. |
| e) Precautions with handling linen | Wear a mask, apron and safety glasses. Use the appropriate PPE and check that there are no sharps attached to the linen. Place the used linen in a covered container and store these used linen away from the clean linen.  |
| f) Spilled Blood | Decontaminate the exposure area and treat the wound. Report the exposure to the infection prevention and control coordinator. Test the source for any infectious diseases and assess the risk of transmission of infection to the exposed person. Initiate the treatment according to the risk and document the exposure to allow for any investigation. If it is considered high risk refer to an infectious disease consultant. |

2.7 As a healthcare worker you may need to handle sharps such as needles or clean re-usable equipment. Therefore, appropriate safety measures will need to be adhered to in order to keep yourself and the patient safe.

a) Briefly explain the process of picking up dropped needles. (Your response should be approximately 60 words).

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| Student’s response must demonstrate an understanding of the precautions to be taken when it comes to ‘dropped’ sharps. Example response:“HCWs would need to adhere to the standard precautions such as wearing gloves when picking up the sharps, they should never pick it up with bare hands. It is also recommended to pick up the sharp using tongs or artery forceps and immediately discard the needle into a sharps container box.” |

b) Needles or any sharps in general cannot be disposed in a general waste bin. Briefly outline the method you would follow to dispose the sharps. (Your response should be approximately 50 words).

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| Student’s response must demonstrate an understanding of the appropriate disposal of sharps. Example response:“I would make sure that the needles are not disposed in domestic waste and make sure its discarded as a single unit into a designated sharp box. If the sharps contain traces of blood, I will make sure to check that the syringe containing blood is handed over to the laboratory and the sharps discarded. If I am treating a patient at home, I will make sure the sharps go into the appropriate containers for disposal through the clinic’s waste disposal system or via an appropriate collection unit.” |

c) Depending on the healthcare facility, you may come across re-usable medical equipment such as dental equipment, catheters or ultrasound probes. Briefly outline the reprocessing and storage of the following medical equipment. (Your response should be approximately 50 words each).

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| **Medical equipment** | **Reprocessing method** | **Storage** |
| i) Stethoscopes | * Clean as necessary with detergent solution.
 | * Store in a clean, dry place to prevent environmental contamination.
 |
| ii)Transvaginal probes | * Clean thoroughly as soon as possible after using.
* Steam sterilisation is preferable.
 | * Stored in a TGA-approved forced-air drying cabinet or reprocessed within set timeframes prior to use.
 |
| iii) Blood pressure cuffs | * Clean as necessary with detergent solution.
 | * Store in a clean, dry place to prevent environmental contamination.
 |
| iv) Laparoscopes | * Clean thoroughly as soon as possible
* after using.
* Sterilise after cleaning by steam under pressure.
* If heat or moisture sensitive, sterilise through an automated low temperature chemical sterilant system or another liquid chemical sterilant.
* Ensure critical items are sterilized between each patient use.
 | * Should be stored in a TGA-approved forced-air drying cabinet or reprocessed within set timeframes prior to use.
 |
| Student’s response must be able to identify the level of risk through the listed medical instruments, then explain the reprocessing and storage method. |

Principle of asepsis

2.8 The prevention of microbial contamination through the removal, exclusion, or destruction of microorganisms is better known as asepsis.

 Identify the essential principles of asepsis that have been explained below.

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| **Principle** | **Explanation** |
| a) Maintenance of aseptic fields | The healthcare workers has ensured that the key sites are always protected.  |
| b) Sequencing | It ensures that procedure is performed in a safe an appropriate order and includes any risk assessments for the safety of the patient. |
| c) Environmental control | Making sure the surrounding is under control and the work areas/surface is clean and any equipment is not damaged or rusted.  |
| d) Personal protective equipment | This is to protect the patient and HCW during the procedure. |
| e) Hand hygiene | This is a very crucial step before, during and after an procedure. |

Waste management procedures

2.9 Just as much as other risks factors when working in a healthcare setting, management of any type of waste should also be a priority. Briefly explain the procedures you will undertake for the following situations. (Your response should be approximately 100 words each).

a) Disposal of kitchen waste

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| Student’s response must firstly be able to identify that the question is referring to the disposal general waste.Responses may include, but are not limited to, reference to the following:General waste can be divided into recyclables and general waste. For the recyclables there can be a separate waste bin in the kitchen to make sure staff are placing any recyclable waste into these bins, on the other hand they would also need to throw away any food waste into the general waste bin which will then end up in landfill.  |

b) Safe handling and disposal of human tissue

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| Student’s response must firstly be able to identify that the question is referring to the disposal contaminate waste.Responses may include, but are not limited to, reference to the following:This kind of waste needs to be rigid walled and sealed with a secure lid. There should be a hand-free operation and appropriately labelled, which is usually yellow in colour with a biohazard symbol displaced and labelled as clinical waste.  |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout **Section 2** of this Study Guide.

2.10 Let’s reflect back on Question 1.11 of John, a ward clerk overseeing a range of administrative duties in a hospital.

a) The staff have now finished attending to the patient with chicken pox. How would you inform them on the appropriate method of removing and disposing their PPE? (Your response should be approximately 100 words).

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| Student’s response must demonstrate an understanding of the correct protocols when removing and disposing the contaminated PPE. Responses may include, but are not limited to, reference to the following:I would make sure my staff are aware of the correct protocols in removing their PPE initially. I will show they how to grasp the outside of the gloves with opposite gloved hand and peel off, they should discard this in the waste container. They must now perform proper hand hygiene and then remove their eyewear and place it into the appropriate waste stream. Now they should remove their apron/gowns, making sure not to touch any exposed surfaces that might have been exposed to contamination. They must then dispose the gown into the appropriate waste stream, if it was a reusable gown, it should be placed into the linen bag marked ‘contaminated’. This is covered throughout **Section 2** of the Study Guide. |

b) There has been a recent outbreak of cold and flu amongst children. Most childcare centres are re-directing all their sick students to your clinic. It is mandatory to implement strict hand hygiene protocols even though the staff would wear the necessary PPE. Briefly outline the necessary steps for hand hygiene that you will outline to the staff in order to keep themselves safe. (Your response should be approximately 80 words).

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| Student’s response must demonstrate an understanding that cold, and flu is related to respiratory illnesses and mucous secretion which can be passed on through touch or frequent touch points. Responses may include, but are not limited to, reference to the following:“I will have a wide coverage of display for the ideal respiratory etiquette. I will place one outside the clinic door to alert patients and visitors to perform the right procedure of hand hygiene when entering and leaving the clinic. We also implement additional hand hygiene stations across the clinic so patients and staff are not limited to just practicing hand hygiene by washing hands in the toilet.The steps for hand hygiene would be as follows:1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or an air dryer.

amongst my staff I will stress upon the fact that washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, we can use an alcohol-based hand sanitiser which contains at least 60% alcohol. I will also make sure there are displays of the correct method of hand hygiene across the clinic, so patients are aware of how to use either soap and water or the alcohol rub correctly.” |

Cleaning procedures

2.11 Imagine you are Taylor, working in a dental practice. This week it is your responsibility to conduct routine cleaning checks for various items in the dental practice. You have been given the following items to check:

1. Bench surface at the reception
2. Dental clinic doorknob
3. Patient recliner used during dental procedures
4. Needle bin trolley

a) Identify how frequently these surfaces would need to be cleaned at and the appropriate procedures to follow in the context of a dental industry workplace. The first one has been done for you. (Each response should be approximately 20 words).

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| **Environment surface** | **Frequency of cleaning** | **Procedures** |
| *1. Bench surface at the reception* | * *daily or when visibly soiled*
 | * *clean with a detergent designed for general purpose cleaning*
* *spray solution and clean cloths*
 |
| 2. Dental clinic doorknob | * after every known contamination or touch
 | * clean with a detergent and disinfectant for MRO
 |
| 3. Patient recliner used during dental procedures | * clean the frame daily
* underneath weekly
* clean the whole bed once patient leaves
 | * Use detergent and disinfectant for multi resistant organisms (MRO)
 |
| 4. Needle bin trolley | * Clean weekly unless you notice it is full
 | * Use detergent for cleaning
 |
| Student’s response must demonstrate an understanding that a dental practice is usually a general ward and imposes ‘significant risk’. |

b) A patient has come in with bleeding gums and a broken tooth. Unfortunately, the blood was too much to contain and has dropped across the reception floor. What action would you expect your staff to take as part of your clinic’s infection control responsibilities? (Your response should be approximately 120 words).

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| Student’s response must demonstrate an understanding of managing body fluid spill in this scenario it is blood.Responses may include, but are not limited to, reference to the following:“I would expect the staff to firstly remember to wear gloves, an apron and eyewear in order to protect themselves. They would need to start wiping the area immediately using an absorbent material such as paper towels. Clean the area with warm water and detergent. They should then rinse and dry the area thoroughly to avoid any further contamination. The staff should then make sure to dispose the contaminated waste into its rightful waste container. Finally, they should wash their hands thoroughly with soap and water, dry with paper towels and sanitise hands using an alcohol-based rub, to keep them safe from any infection.”  |

c) Imagine that one day an employee at the dental clinic has come around to complaint about the disposal of contaminated waste. The person has mentioned the following:

 *“We have noticed that staff are not taking the initiative to stop filing the bins that are overflowing, they keep adding to the same waste bin. This has now become an open pass to infectious risks going around.”*

 Briefly explain how you will address this situation, in order to make sure that the applicable infection control and prevention standards are adhered to by all staff members. (Your response should be approximately 60 words).

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| Student’s response must demonstrate an understanding of the safe handling and disposal of contaminated waste. Responses may include, but are not limited to, reference to the following:“I would thank the staff member for raising this concern. I will take a look at how many bins are readily available and if its less than expected I will try to get more bins which are rigid walled, sealable with a secure lid and can be easily handles – so as to have the hands-free option. It would need to be appropriately labelled usually yellow in colour and have a biohazard symbol displayed stating that its only for clinical waste. I will also inform staff during a meeting, via emails and display posters across the clinic, stating that the bins should not be overflowing and that the lid should easily close in order to prevent infections and cross-contamination. The extra bins for disposal of contaminated waste and the reminders should hopefully acknowledge the situation.”  |

d) Now that you have added extra bins which have coloured lids and clearly labelled, how would you communicate with staff about the safe storage and disposal of contaminated waste? (Your response should be approximately 50 words).

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| Student’s response must demonstrate an understanding of communicating information on the safe storage and handling of contaminated waste. Responses may include, but are not limited to, reference to the following:“Hi Team, it was brought to my attention that the waste bins were becoming overly full. We have now purchased new larger bins which have been placed in the correct areas of our clinic. I know you are already aware, however let’ still go through the right procedures for storage and disposal of contaminated waste:* The storage area for waste should be dedicated to clinical and related waste storage (no mixing with other stored materials such as supplies).
* The storage area will have proper signage therefore it needs to be strictly followed.
* All clinical waste needs to be double bagged, with the outer bag being yellow to identify the contents for appropriate disposal.
* The waste storage area needs to be secure and out of bounds to the public.
* When disposing waste look for the right container, where yellow if for clinical waste, purple for cytotoxic and red for radioactive waste. Make sure you also look for the symbols and in case you feel they are inaccurately labelled do inform me promptly.
* Please remember that clinical waste must be handled, stored, all packages labelled and transported appropriately to minimise the potential contact with this waste.

If there are any questions or confusion, please do not hesitate to let me know or any other HCW.” |

Section 3

Responding to potential and actual exposure to infection risks

Risk management

3.1 Staff in your practice have mentioned that there aren’t enough PPE, and the manufactured quality of the supplied goods are not the best.

Using the four (4) key stages of risk management, briefly outline the risks relating to this situation. (Your response should be approximately 30 words).

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| **Steps Taken**  | **Risks** |
| a) Risk identification | Staff not having enough PPE to wear might cause a rise of infection around the clinic.  |
| b) Risk analysis  | Now that the clinic knows that the issue is the quantity and quality of PPE, they can try and identify:* How frequently are staff having to change PPE?
* What is the cost looking like?
* Have there been a growth in infection due to the lack of PPE?
 |
| c) Risk control | The clinic needs to review the possible solutions to increase the quantity or quality of the PPE being used.  |
| d) Risk monitoring | The clinic can monitor the resources used and its outcome and request for timely feedback on the products from the staff.  |
| Student’s response must demonstrate an accurate judgement of the risk being the quality of the PPE, this should help them go through the four stages of risk management easily.  |

3.2 As a health care worker, you will be required to use a proactive approach in order to prevent or minimise harm at the facility you work for.

a) Briefly outline what you would record under the following questions for an incident or identified risk. (Your response should be approximately 40 words).

|  |  |
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| **Question asked** | **Information to be documented** |
| i) Who did it happen to? | * Injured person’s name, date of birth, address and contact number.
* Injured person’s occupation.
* Relationship of the injured person to the entity notifying.
 |
| ii) What has been done? | * Action taken or intended to be taken to prevent recurrence (if any).
 |
| iii) Who is to be notified? | * Notifier’s name, contact phone number and position at workplace.
* Name, phone number and position of person to contact for further information (if different from above)
 |
| iv) Where did it happen? | * Incident address
* Details that describe the specific location of the notifiable incident—for example section of the warehouse or the particular piece of equipment that the incident involved—to assist instructions about site disturbance
 |
| Student’s response must demonstrate an understanding of what needs to be included in a documentation/recording of a risk or incident.  |

b) Briefly identify four (4) instances where you might have to report a risk or incident. (Your response should be approximately 20 words).

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| Student’s response must demonstrate an accurate judgement of which risks of incidents need to be reported.Example responses may include the following, but are not limited to:* injuries, illnesses and fatalities
* near misses
* damaged or faulty equipment
* housekeeping issues
* health and safety hazards
* suggestions for improvement
 |

c) A safe reporting process will help everyone at the healthcare facility to identify health and safety issues. Identify when you would report to the positions below.

|  |  |
| --- | --- |
| **Reporting party** | **Role** |
| i) General practitioner  | They serve as a specialist advisor and takes a leading role in the effective functioning of the infection and prevention control (IPC) team. However, in most cases they usually refer patients to the allied health centers for specific procedures such as sonography.  |
| ii) Responsible authority | Specific individuals relevant to each state or territory  |
| iii) Supervisor  | This person would be a HCW’s first point of contact depending on the assessment of the risk. |
| iv) Health care professional | These would include the nurses, midwives, pharmacists, and would work alongside the GP assisting them in annual plans, policies and programmes for the prevention of infections. |
| v) Carer | This person is in charge of the care and nurturing of the patient and are always informed if there are any infectious risks that might be harmful not just to the patient but also their surrounding members. |
| Student’s response must demonstrate an understanding of the roles of these individuals when it came to reporting any incidents of infection and risk.  |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout **Section 3** of this Study Guide.

3.3 Imagine that you are working a practice manager at a family medical practice that will be opening soon. You have been asked by the management to conduct a workshop for the new graduate healthcare workers. The following case scenarios have been chosen for you.

a) The date is 10th of June 202X; a man has come into the clinic after having travelled overseas. He is complaining of severe stomach pain, diarrhoea and is also having a rash ever since arriving 2 days ago. How would you make sure the new staff will work towards the reduction of the likelihood of an infectious risk happening? (Your response should be approximately 130 words).

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| Student’s response must demonstrate an understanding of the four key stages of risk management.Responses may include, but are not limited to, reference to the following:“I would tell the staff that they need to adhere to the following stages:* Identify the risk which happens to be diarrhea and the rash usually this might mean it’s an infection
* Conduct an analysis on the risk such as why is this type of infection happening? Which country did the patient come from? Have we had other overseas patients come in with the same type of illness? Is there any way we could prevent any infections or cross contamination?
* They should then try and control the risk by reviewing the possible solutions to reduce or minimising the risk
* Lastly, they should monitor the risk, by keeping the patient under surveillance and by providing timely feedback to the front-line healthcare workers and senior management.
 |

b) The patient has now been looked after a general practitioner. It has been confirmed that he is having Measles, given the fact that he now has a high fever. This is a very contagious infection that causes fever, cough and rashes. You have been asked to document this risk of infection that might affect the family practice. Briefly document the required information in the table below. (Each response should be approximately 20 words).

|  |
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| Document for recording the risk of Measles at the practice |
| When did it happen  | 10th of June 202X |
| Where did it happen | The family practice  |
| What happened | A man has come into the clinic stating he is having severe stomachache, diarrhea and a rash. He has also come from overseas. |
| Who did it happen to | The admitted patient |
| How and where are they being treated (if applicable) | He has been placed in a room and was seen by the visiting GP of the practice. |
| Who is the person conducting the business or undertaking (there may be more than one) | The Family Practice04101231456Family.practice@gmail.com.au |
| What has/is being done | The GP ran some tests and the results indicated that he has measles.  |
| Who is to be notified | We will have to notify department of health relevant to our state/territory. The pathology services will follow up with a written notification within 5 days.  |
| Student’s response must demonstrate an understanding of the patient’s diagnosis and next steps towards preventing risks and infections. |

c) Now that the patient has been diagnosed with Measles, a notifiable disease, briefly explain how and to whom would you report this measles outbreak at the clinic. (Your response should be approximately 30 words).

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| Student’s response must demonstrate an understanding of making sure the staff can promptly identify any risks at the practice. Responses may include, but are not limited to, reference to the following:“I will make sure to document the incident first and then call the Department of Health on 1300 651 160, subsequently I will fill in the communicable disease outbreak notification form.” |

d) Now that the staff are aware of risk identification and reporting, they have brought to your attention that there has been an outbreak of COVID-19 in the area where the practice is located. You are now required to try to make this risk less hazardous to everyone. How would you explain the work procedures and practices to control this infectious illness? (Your response should be approximately 200 words).

 Hint: You will have to refer to **Section 1** and **2** of this Study Guide.

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| Student’s response must demonstrate an understanding of the hierarchy of control. Responses may include, but are not limited to, reference to the following:“Hi Team, I believe it was brought to our attention that surrounding clinics and individuals have been infected with COVID-19 – a respiratory illness. Let’s look at how we can make this infectious risk less hazardous. I am looking into allocating an isolation room, so if you feel a patient coming into the practice has the symptoms for COVID-19 immediately take them into the isolation room. We will also make sure everyone is using sterile gloves over non-sterile gloves and always wear the right PPE such as disposable aprons, face masks or a face shield, in some instances you may also opt for eyewear. We should place a display poster or barrier when someone has been put into the isolation room, this needs to be done without fail in order to avoid cross contamination. We will also speak to the stakeholders and get the local exhaust ventilation fixed in a way to absorb any infectious microorganisms. Lastly please make sure each of you adhere to our safety measures, read the employee handbook and report any violation of these control measure whether it be staff or patients. At the end of day make sure all PPE and your uniforms are disposed safely, stored and handled with the utmost care.” |

e) You have noticed staff coming with fancy jewellery and to add to this, they have not been taking precautions with open wounds. You decide to read through the staff handbook and identify that there has been no policy in place for the above situations. Briefly explain what initiative you would take to make sure there are policies in place for open wounds and wearing of jewellery. (Your response should be approximately 90 words).

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| Student’s response must demonstrate an understanding of personal hygiene protocols and how this can help prevent risks and infection. Responses may include, but are not limited to, reference to the following:“I would make sure to raise this up with the senior management, and bring forward a policy such as the following:* Staff should make sure that open wounds are thoroughly disinfected, cleaned and covered in a waterproof dressing.
* Likewise, also make sure that they keep their jewelry to a bare minimum because the skin under rings can become more heavily colonised and this can interfere with your hand hygiene techniques.

Once the policies have been approved to be implemented, I will gather all the staff and run through the policies making sure they understand and adhere to these protocols, making sure there are no risks of infection to themselves and others around them.” |

3.4 You have been notified that a patient in the maternity ward has been diagnosed with ringworm. The patient was already sharing the room with another expecting mother. This infection is a common skin infection that is caused by a fungus. It can cause a circular rash that is usually red and itchy, the scabs from the rash are highly contagious.

a) Briefly identify the measures you will put in place to ensure the other mothers in the maternity ward and staff will not get infected by this fungus. (Your response should be approximately 150 words).

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| Student’s response must demonstrate an understanding of risk management.Responses may include, but are not limited to, reference to the following:“I would first try to eliminate the risk from the maternity ward, this can be done by moving the infected patient with great caution to an isolation room. When moving the patient I will make sure the staff are wearing the necessary PPE and practicing good hygiene measures to avoid any cross-contamination. The risk has already been identified and we are aware that this might be transmitted to the other patient in the room, so we will move that patient as well into isolation and to be closely monitored. We will also have constant surveillance on the patient, making sure they adhere to the hospital’s infection prevention and control measures. Lastly, I would have to make sure adequate cleaning measures are put into place for disinfecting the room the patient was initially admitted to.”  |

b) The other staff are now aware of the diagnosis of ring worm. One day you notice that nobody has been cleaning the room of this patient and surrounding areas such as bench tops and the toilet. Briefly explain how you would address both of these points at the weekly team meeting. (Your response should be approximately 150 words).

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| Student’s response must demonstrate an understanding of the cleaning procedures when it came to high-risk situation such as ring worm.Responses may include, but are not limited to, reference to the following:“Hi team! Firstly I want to thank everyone for adhering to the infection risk prevention and control measures put in place at this facility. I am noticed everyone wearing the right PPE in the maternity ward, also well done on correctly applying, removing and disposing the contaminated PPE, you are doing a good job. However, one thing I noticed was that nobody was taking the initiative to disinfect the room of the ringworm patient. Please take not that this infection is highly contagious, and you are putting not just the patients but also yourself at risk when you enter the patient’s room. There make sure the bench tops, patient’s bed and toilet are thoroughly disinfected and cleaned twice daily using hospital grade disinfectant for MRO. If you notice anything is soiled, make sure it is attended to immediately and left clean. Common touch points such as doorknobs are also cleaned and disinfected twice daily as this is considered a high-risk patient. Thank you for complying with all these measures to prevent and control infection.” |

3.5 Imagine that you are the patient coordinator for a group of clinics in the city. One day you walked into “My Medical Centre” and found out that the staff have not been storing the patients records and history at the clinic appropriately. Since you are the patient coordinator you sit down with the clinic manager and inform him/her that this is a breach of the policy and that patient records need to be securely stored for future. The clinic manager then claims that they are new to the role and was not given a proper handover.

a) Briefly outline the steps you will mention to the clinic manager in order to make sure that the staff are able to store patient records appropriately. (Your response should be approximately 220 words).

Hint: The Administrative record keeping guidelines for health professionals will support you in answering this question.

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| Student’s response must demonstrate an understanding of the appropriate means of storing patient records.Responses may include, but are not limited to, reference to the following:* keeps all records (not just clinical records) secure
* ensure that only the appropriate staff have access to these records
* keep records, storage areas clean and clear of clutter
* make sure staff understand policies on storage, damage and alteration of records and
* take the appropriate action if a breach occurs
* check records regularly for unauthorised alteration or deliberate damage
* make sure all staff are aware of the consequences of fraud
* make sure all staff are aware that records are checked for accuracy and all suspected
* cases of Medicare fraud are reported
* has a disaster recovery plan in place, in case of the loss or destruction of records, and
* makes sure all electronic records are backed-up and that the integrity of the back-up data is also checked.

To improve administrative record keeping consider reviewing the security of your records regularly and talking to your staff about any doubt about their commitment to security and confidentiality of practice records. It is an advantage to keep a log of privacy breaches so that improvements can be made to the practice’s record keeping processes and procedures if required. It is important to be realistic about the vulnerability of your records so that ongoing improvements can be made if necessary.This is covered on the Administrative record keeping guide for health professionals.  |

1. The clinic manager has also stated that there was an accident recently due to the lack of storing an intravenous pole appropriately. She mentioned that she could not find a policy or document to show and train her staff on the appropriate means of storing these medical equipment and materials safely.

Briefly explain what you would say to the clinic manager on storing equipment and materials safely. (Your response should be approximately 50 words).

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| Student’s response must demonstrate an understanding of storing medical equipment and materials safely. Responses may include, but are not limited to, reference to the following:“I would explain to the clinic manager that equipment and materials must have storage that keeps them dry and away from the elements to enable safe use. The staff should follow equipment service manuals to ensure that you are keeping each piece of equipment as highlighted by the manufacturer. I will also make sure that the clinic has a policy printed and kept in areas that the staff have easy access to. These might give indicators about professional protocol to cover in the storage of records, materials, and equipment for your organisation.Materials and equipment may have chemical properties that require specific storage. The clinic manager must contact the manufacturer and follow any guidelines in terms of storage or disposal of materials and equipment used in your helping professional role.  |

MARKER GUIDE

Skills Demonstration

You are required to submit a video file of the following task in addition to your Assessment Book in order to achieve competency for this unit. Please ensure you name your file with your name, student number, and HLTINF007, and upload it on student portal when you submit your Assessment Book.

Your skills demonstration submission must include two videos from any of the following infection prevention and control procedures:

1. Appropriate hand hygiene technique using soap and water (WHO, 2009)
2. Alcohol-based hand rub
3. Removing a gown, gloves and a face mask

Please ensure that the demonstration for the chosen procedures are done step by step. Make sure to take your time, speak clearly and showcase the steps visibly.

Marker Notes

Markers are required to assess the student’s correct procedure for only two of the following infection prevention and control procedures.

* 1. Appropriate hand hygiene technique using soap and water - [WHO: How to handwash? With soap and water - YouTube](https://www.youtube.com/watch?v=3PmVJQUCm4E)
	2. Alcohol-based hand rub - [WHO: How to handrub? With alcohol-based formulation - YouTube](https://www.youtube.com/watch?v=ZnSjFr6J9HI)
	3. Fitting and removing a protective gown, gloves and a face mask - [PPE video guide - Droplet precautions (PPE)](https://www.youtube.com/watch?v=tTZvXudABCg)