**Marker Guide 6**

**CERTIFICATE IV IN HEALTH ADMINSTRATION**

Implement and Monitor Infection Prevention and Control Standards, Policies and Procedures

HLTINF007



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SHORT RESPONSE QUESTIONS

Section 1

Providing Instructions on Infection Prevention and Control

Causes of infection

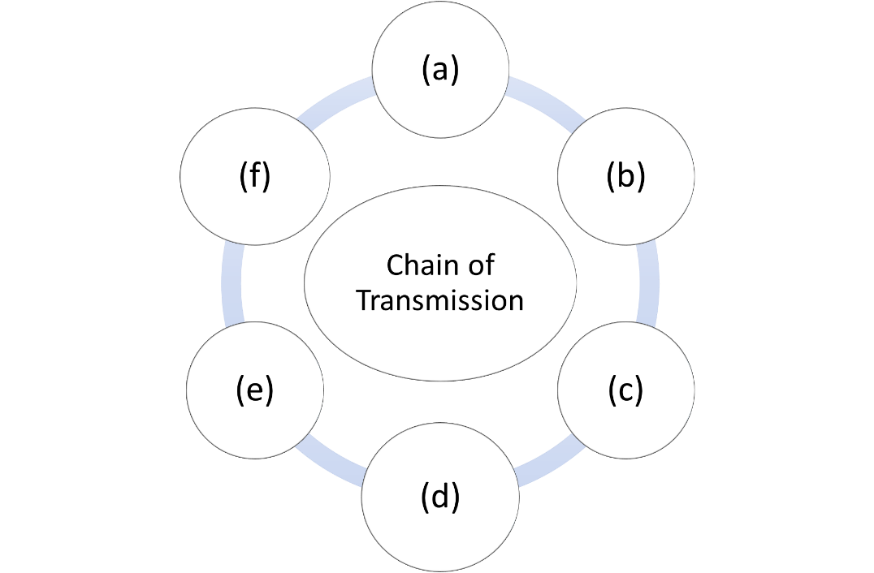
1.1 Microbes are everywhere in our environment, water, food and animals. Each microbe has their own distinctive function when it comes to infection. Complete the table below by identifying at least two (2) characteristics for each microbe below and how they relate to infection. (Each response should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

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| **Microbe** | **Description** | **How they relate to infection** |
| a) Viruses | These organisms have a complex cellular structure, similar to those of humans and animals. Fungi exist either in the form of moulds or yeasts 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 infection  1. 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 worms  3. 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. | | |

1.2 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 infection

1.3 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. | |

1.4 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. | |

1.5 The human body has many defence mechanisms to resist the entry and multiplication of pathogens.

a) List four (4) factors that can increase an individual’s susceptibility to infection. (Your response should be approximately 30 words).

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| Student’s response must demonstrate an understanding of what makes a host/human vulnerable to infection.  Example response:   * A person’s nutritional status * Intercurrent disease * Pregnancy * Immunosuppressive drugs and malignancy |

b) Explain how the following factors may make a person more susceptible to acquiring an infection. (Your response should be approximately 70 words).

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| **Susceptibility factor** | **Explanation** |
| i) A person having reduced immunity | The immune system is considered the first line of defence when attacking foreign pathogens that enter the body. Its purpose if to fight off infectious agents and to avoid infection within the body. When the body’s immune system is weak there would be no defence against these infectious microbes, hence causing the person to become vulnerable, meaning these infectious agents can now attack and make their body more prone to the illness. |
| ii) An elderly woman having to take constant medications | Medications can help the body get better; however it can also weaken the immune systems’ response to pathogens, therefore, increasing the risk of infection. The woman’s body can get used to the medication causing the pathogens to become resistant to the medication and to find ways to cause more harm. |
| iii) A diabetic patient having open wounds | An open wound gives the microbes a portal of entry into the body. Thus helping them to grow, multiply and survive. |
| Student’s must be able to identify through the chain of infection the reason as to why these individuals are more susceptible to an infectious disease. | |

Infectious risks

1.6 As a healthcare worker you will be constantly meeting patients that might be unwell.

(a) Briefly identify the four (4) most common health care associated infections. (Your response should be approximately 60 words)

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| Student’s must identify the most common HCAIs within a health care facility.  Example response:   * Urinary tract infections which are mostly associated with the use of indwelling urinary catheters, * Lower respiratory tract infections which are mainly associated with ventilated patients in the ICU, * Surgical site infections, and * Bloodstream infections mainly associated with the use of intravascular devices. |

(b) The following situations are those that can put you as a healthcare worker at risk of acquiring an infection.

Briefly explain two (2) strategies that you can implement to reduce the risk of you hosting an infection. (Your response should be approximately 30 words).

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| **Situation** | **Risk reduction strategy** |
| i) A colleague has come into work with a cough. | It is advisable to wear a mark and perform correct hand hygiene. Likewise we can have respiratory etiquette posters across the clinic. |
| ii) You cut your finger at work | Make sure the cut is cleaned with soap and water. Use a specific cream to clean the wound and then seal it with a band-aid to prevent contamination. |
| iii) The dentures you have been asked to clean have signs of blood on them. | Apply the correct PPE such as gloves, a facial mask and an apron, for cleaning the dentures. Perform the 5 moments of hand hygiene with soap and water before and after cleaning the dentures. |
| Students should demonstrate an understanding of the risks involved in each situation and the appropriate precautions to be adhered to. | |

Key requirements of infection prevention and control

1.7 As a healthcare worker you will always need to abide by statutory and territory legislation, alongside all of the other policies and procedures that the healthcare facility will have in place.

Briefly identify two (2) guidelines for the specific state or territory you work in. (Your response should be approximately 30 words)

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| State or territory | Legislation guidelines |
| Queensland | * Notify workplace health and safety Queensland if any workers have caught an infectious disease * Provide staff with first aid equipment and services |
| New South Wales | * Inform staff on the emergency evacuation procedures and show them the emergency evacuation points * Everyone should be aware of their roles and responsibilities for safety within the workplace |
| South Australia | * Staff should maintain social distance as much as possible * Maintain the kitchen care practices by avoiding sharing any crockery and cutlery and immediately washing after use |
| Western Australia | * Take precautions with those HCWs that have any allergies * Provide HCWs with PPE and barrier creams where appropriate |
| Tasmania | * Adhering to standard precautions when dealing with a patient such as hand hygiene or environmental cleaning * Additionally taking transmission precaution when managing patients that are suspected to be infected. |
| Victoria | * Cooperating with your staff and higher management to make sure they comply with occupational health and safety * Minimising reckless interference with anything at the workplace health, safety and welfare. |
| Northern Territory | * Make sure staff use relevant safety equipment provide for their use * Staff should follow reasonable directions given by the employer or WHS officers within the facility |
| Australian Capital Territory | * Make sure staff practice good hygiene such as washing and drying hands before and after patient contact. * Using the aseptic technique to minimise risk of introduction to an infection. |
| Student’s should demonstrate an understanding the legislation guidelines for the state or territory where they are employed at. The list is exhaustive, so the above are just example. | |

1.8 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 100 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 |

1.9 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. | | |

1.10 Every health care facility should be adequately staffed with each member having their own duties and responsibilities in keeping infection at bay.

Briefly identify three (3) responsibilities for a health care worker at a clinic relating to infection prevention and control. (Your response should be approximately 30 words each).

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| Student’s response must demonstrate an overall understanding of the role of a health care worker. The job responsibilities can be an exhaustive list, therefore the below are just example responses.  Health care workers  - Report any accidents or illness to their managers and to the OHD if appropriate or deemed serious  - If staff believe they have been exposed to any bloodborne infections, they must declare it and discuss possible screening  - Avoiding working coming into work if they are feeling unwell. |

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.

1.11 You have been working as a practice manager at a clinic for the past 5 years. The clinic has recently gotten very busy and 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) The new health care workers have now been allocated to relevant departments within the clinic. What information will you provide them 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) You have gathered all the HCWs on a training session in handling needles. One of the HCWs accidentally drops a sharp she was given for this session. You are now required to explain how to pick up a dropped sharp. Write what you would say to the team about how to pick up a dropped sharp. (Your response should be approximately 100 words).

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| Student’s response must demonstrate and understanding of explaining to a HCW how to keep safe when picking up a dropped sharp as it can be contaminated by falling on the ground or might already have blood work/samples from a patient.  Responses may include, but are not limited to, reference to:  “I will tell everyone to clear away and not come close to the area where the sharp has fallen. I will then inform the HCW firstly not to pick up the sharp with their bare hands and to look for tongs, artery forceps or a brush and pan. Then I will ask them to wear appropriate gloves prior to picking up the fallen sharp. Once the sharp has been found and picked up, I will ask them to immediately discard the sharps only into the sharps container and not into general waste. Once the HCW has picked up the fallen sharp I will go through the whole process of handling sharps again.” |

1.12 During a monthly staff meeting, the HCWs are unhappy with not being able to promptly find answers to certain policies in preventing and controlling infection. The clinic sees around 100 patients a day and the staff are unable to simply ask a question from a senior HCW or even their line managers. How would you make sure you give the staff the opportunity to learn more about infection prevention and control? (Your response should be approximately 100 words).

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| Student’s response must demonstrate an overall understanding of how to make sure the staff are happy and have understood the workplace infection prevention and control protocols.  “I will ask my staff to monitor and request for any training they require. I will then make sure a proper external provider or a senior HCW will have hands on training session with my staff to make sure they have understood the policies and procedures towards infection prevention and control at the clinic. Likewise, until the training takes place, I will then make sure there are signage or posters across the clinic on the basic necessities of infection prevention – signs for handwashing, removal and wearing PPE items. These will be placed in common areas and the clinical rooms for the staff.” |

1.13 You have been questioned by your manager on how the clinic staff handle items such as Sodium Nitrate and anaesthetic gases. As a supervisor, briefly outline how you would explain this. (Your response should be approximately 50 words).

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| Student’s response must firstly identify the that she is referring to biological and chemical hazards. They should then be able to explain to the manager on the control measures and precautions that go along side this.  “Hello! Well, Sodium Nitrate and anaesthetic gases are considered chemical substances therefore we make sure there will be access to a handwashing and eye washing station in case the liquid gets into your eyes, regardless of this we usually wash our hands after touching these chemicals. We also make sure that we keep a chemical register with the relevant safety data sheets and always use appropriate gloves, face masks, eye protection and protective clothing -these should properly fit the staff properly, therefore if they do come across an issue with sizing they are allowed to request for other options.” |

1.14 Imagine you are Daisy, who is working as a practice manager at a family medical centre. Read the case scenarios below and answer the following questions.

a) You have been asked by Joe, the IPC supervisor, to explain at the end of the day how the staff have reprocessed specific medical equipment. Briefly explain how you would inform Joe about the steps that have been taken in reprocessing the following equipment. (Each response should be approximately 70 words).

i) Ultrasound probes

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| Student’s response must firstly identify that Joe is a nominated IPC lead and they should be able to identify if the above equipment are critical, semi-critical or non-critical, thereafter be able to explain the process in reprocessing these equipment in order to prevent and control infection.  “Hi Joe, the ultrasounds probes are considered critical at a level of risk since it is used in sterile body cavities. The team has cleaned this probe thoroughly right after it has been used, sterilised after cleaning by using steam under pressure and if required heat or moisture sensitive sterilisation was passed through an automated low temperature chemical sterilant system. Likewise we make sure that these critical items are sterilised between each patient use.” |

ii) A ventilator

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| Student’s response must firstly identify that Joe is a nominated IPC lead and they should be able to identify if the above equipment are critical, semi-critical or non-critical, thereafter be able to explain the process in reprocessing this equipment in order to prevent and control infection.  “Hi Joe, the ventilators are considered non-critical at a level of risk since it is on intact skin. The team has cleaned the ventilator as necessary with detergent solution. At times we would disinfect it with a compatible low or intermediate level sterilant or medical device disinfectant after cleaning.” |

b) Bethany has just graduated from nursing school and has just arrived in Australia. As her line manager, she has come to you to seeking advice.

*“Hi! I actually want to raise this topic up with you as my line manager. Since I am new to the clinic and country, I would like to learn more about communication skills with patients, I am honestly unsure if I am doing well, so that they leave the clinic satisfied with the service. I would really appreciate any advice or support from you as my manager.”*

Briefly outline four (4) key communication skills to Bethany the key skills in communicating effectively? (Your response should be approximately 70 words).

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| Student’s response must firstly identify that Bethany is new to the country and on top of that she is has only just graduated.  “Hi Bethany, wonderful to know that you are keen in enhancing your communication skills in order to make sure our patients get great service. Let’s go through the key skills towards effective communication:   * you need to be an active listener. * Understand any non-verbal signals such as facial expression and body language from the patient * Always maintain eye contact * Use positive body language, therefore do not speak to them with folded arms or while sitting in your chair, stand up and address them at eye level |

Section 2

Integrating 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) Sometimes frequently washing your hands can cause irritation or at any given occasion you might be exposed to b. 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 jewelry being more heavily colonised than other parts of the skin. |

Personal protective equipment

2.4 The primary aim of using PPE is to protect yourself from the exposure of blood and/or body fluid. Identify one (1) occasion when you would use each of the following personal protective equipment. (Your response should be approximately 30 words).

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| **PPE** | **Importance** |
| a) Gowns and aprons | It has been recommended for general use and should be worn when there is a risk that clothing, or uniforms may become exposed to blood and/or body fluids. |
| b) Masks | It is used by staff when there is a risk of droplet or airborne spread of disease. It can also be worn by patients to prevent the spread of disease whether it be suspected or known. |
| c) Gloves | Washing hands will not always remove bacteria therefore in situations of heavy contamination occurs the use of gloves have always been recommended. |
| d) Protective eyewear | This helps to guard the mucous membranes of the eyes, nose, and mouth of the HCWs from exposure to blood and/or body fluids that maybe splashed, sprayed, or splattered into the face during a clinical procedure. |

2.5 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. |

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. |

Principle of asepsis

2.7 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

2.8 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.

2.9 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.

a) 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? (Your response should be approximately 120 words).

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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. |

b) 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’. |

c) 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. |

d) The staff have come back to raise a complaint on the laundry room. The linen basket is overflowing and they are worried that this will become a breeding ground for infection. What can you do to address this situation? (Your response should be approximately 100 words).

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| Student’s response must demonstrate an understanding of the management of linen.  Responses may include, but are not limited to, reference to the following:  I would firstly make sure the staff are aware of the frequency of changing linen. Everyone needs to know that linen only needs to be changed during the following occasions:   * If you have been in contact with a patient that requires the use of contact precautions * If there have been any blood or body fluids spill on the linen * The linen is visibly soiled and has a strong odour   In regard to the laundering of these linen, we should make sure that if the linen has no traces of blood or you have not been in contact with an infected patient, you can wash the linen at home. If you are part of the occasions mentioned previously, make sure that you place them in a container and that it is closed. If the container is full use a different one, we will also place a few more containers for the laundering of the linen. |

e) You have now observed that the laundry baskets are actually not enough to cater for all the staff at the clinic. Briefly explain how and to whom you would report this incident at the clinic.

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| Student’s response must demonstrate an understanding of documenting and reporting an incident.  Responses may include, but are not limited to, reference to the following:  “I would report this to the supervisor of the clinic, who is usually the first point of contact for HCWS and inform them about the complaint raised by the staff on overflowing linen baskets and how this becomes an open pass to infection and cross contamination. I will also mention that there are linen bins, but it is not sufficient enough and that we would need to request for larger bins or else another option would be for it to be frequently changed.” |

2.10 You are working as a practice manager at a paediatric clinic – Little Friends. Read the following case scenarios and provide appropriate answers.

A 5-year-old patient walks into the clinic with her mother and begins vomiting. You call the staff to clean up the body fluid spill.

a) What information would you need to include in documenting any risks involved? (Your response should be approximately 80 words).

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| Student’s response must demonstrate an understanding of documenting risks and incidents.  Responses may include, but are not limited to, reference to the following:  “I would provide the following details:   * an overview of what happened * When it took place, such as date and time * Where did it happen * What happened – detailed description of the incident * Who did it happen to? * How and where are they being treated? * What has been done? * Who is to be notified of this incident? |

b) There has been a recent outbreak of cold and flu amongst children. Most childcare centres are re-directing all their sick students to Little Friends. What precautions would you take to make sure that patients coming in adhere to safety measures towards infection prevention and control? (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.  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 wear a facial mask correctly. The respiratory etiquette display would mention the following:   * Covering the mouth and nose when coughing and sneezing * Use tissues to be used in order to contain the secretions * Dispose the used tissues in the correct bin for contaminate waste * Alcohol-based rubs are provided all over the clinic for appropriate hand hygiene.   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.” |

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.” |

2.12 Depending on where you will be employed at, there will be specific policies and procedures that would need to be adhered to.

Briefly outline two (2) policies and two (2) common procedures that you will likely be required to follow at your workplace in order to prevent and control infections. (Your response should be approximately 100 words).

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| Student’s response must demonstrate an understanding of the policies and procedures at the place they work for, if they are not currently employed, they can use the information from the Study Guide.  Responses may include, but are not limited to, reference to the following:  ***Two Policies:***  - Taking note of personal hygiene such as cleanliness of one’s nails, the use of jewelry or wrist watches  - Taking precautions when it came to skin reactions such as irritant and allergic contact dermatitis.  ***Two Procedures:***  - storing chemicals safely and securely making sure to keep a chemical register with the relevant safety data sheets.  - using gloves and tongs when handling dropped sharps  This is covered in Section 1 and 2 of this Study Guide. |

Section 3

Monitoring and Guiding Infection Prevention and Control

Risk management

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

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| **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. | |

c) 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 |

Management of work processes

3.2 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. | |

3.3 Management at the clinic can make hazards less dangerous by looking at the hierarchy of control measures. Briefly explain in its rightful order six (6) hierarchy of control measures. (Your response should be approximately 100 words).

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| Student’s response must firstly be able to identify the five stages in order and then explain the hierarchy of control measure in its rightful order.  Responses may include, but are not limited to, reference to the following:   * Elimination is when the hazards - equipment, substances or work practices - can be avoided entirely. * Substitution is using something or conducting a work practice that is less hazardous. * Isolation this is when we should separate the hazard from people, by marking the hazardous area, fitting screens or putting up safety barriers (e.g., barriers and/or boundary lines which can also be used to separate areas where an infected person is being kept. * Engineering controls this involves using a physical [control measure](https://www.safeworkaustralia.gov.au/glossary#control-measure), such as a mechanical device or process, to change the characteristics of a task. * Administrative controls this is if you’ve worked through the hierarchy of control measures and the risk remains, you must minimise the risk by implementing administrative controls, such as ensuring the HCWs are informed and trained well enough for safe use, storage, handling and disposal of equipment. * Using personal protective equipment (PPE) if the risks remain after the options have been tried, it may be necessary to use equipment such as safety glasses, gloves, helmets and earmuffs. PPE can protect you from hazards associated with jobs such as handling chemicals or working in a noisy environment. |

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.

3.4 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 2020; 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 Practice  04101231456  Family.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.” |

f) Now that the patient was diagnosed with measles, the clinic would need to be closely monitored over the next 10 days. How would you monitor this infection, in order to make sure it is under control? (Your response should be approximately 90 words).

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| Student’s response must demonstrate an understanding of monitoring risks and making sure infections are under surveillance.  Responses may include, but are not limited to, reference to the following:  “I will make sure the staff are performing regular audits of the illnesses diagnosed at the clinic, so we are aware of whether there has been another patient with measles or any other notifiable disease. I will also make sure there is timely feedback to and from the healthcare workers and senior management. The staff would need to take adequate precautions to prevent and control the spread of measles. In the same process we will also take the opportunity to review and monitor any anti-microbial prescription use/trends.” |

3.5 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.” |