

Transportation PEE Project



Proper usage of Personal Protective Equipment (PPE) is imperative for infection prevention. A recent Greenbelt project sought to improve transportation technicians' hand hygiene and the correct use of PPE. With an average of 300 patients transported daily, focusing on reducing the spread of infectious microbes was a perfect opportunity to create a safer environment for staff, patients, and visitors.

The team used the DMAIC framework for process improvement to tackle the problem. During the Define phase, the team used a survey to determine that PPE was being used improperly across an array of scenarios. The survey also revealed gaps in knowledge regarding PPE and demonstrated poor hand hygiene compliance. For the Measure phase, the team observed transportation technicians and found that hand hygiene was performed 78% of the time prior to gloving, and that contaminated gloves were worn during transportation 82% of the time. Using a fishbone diagram in the Analyze phase, the team determined that the root causes of the problem included transporter perception of risk, lack of education around risk and routes of transmission, and lack of a specific policy and procedure.

In order to combat these issues, the team took a number of steps during the Improve phase. They collaborated to develop a new transportation-specific set of procedures, developed a new policy statement, and created transportation training sessions. They also worked with the DH Marketing and Communications team to film a patient transport training video. They demonstrate three alternate patient transports: contact precautions in a bed, patient in a wheelchair, and patient on a stretcher. The video provides instruction on donning and doffing PPE and shows critical hand hygiene opportunities and is used as part of the annual Infection Prevention eLearning module taken by all staff. Finally, in Control, the team asserted that in order to continue proper PPE use by transportation technicians in the future, direct observations to monitor compliance, annual e-learning, and just-in-time training are necessary.