

Leadership of Infection Risk Management

HLTH7004

Task 2: Report

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1.0 Executive Summary

This study highlights the different standards for infection risk management referring to the healthcare context of New Zealand and Australia. For both the countries, education standards would be compared and major aspects have been taken into consideration, as a relevance to the same to infection control management. The standard evaluated regarding the surveillance process of the programs adopted as risk prevention strategies. Similarities like monitoring processes and coordination among healthcare workers while differences in strategies would be determined. In addition to this, leadership roles in coordinating and implementing these standards within healthcare settings are discussed along with recommendations like using pulsed UV disinfection, air steriliser and maceration.

2.0 Introduction

Infection risk management can be stated as the identification of potential hazards and ensuring they are prioritised, and strategies are developed to overcome these hazards. In order to understand the extent and impact of a hazard, it is important to assess the significant internal operations. In order to identify a hazard, inspections are to be carried out, observation, and evaluation of the existing measures. Setting up Hospital Infection Control Programs would be effective for supporting a multi-disciplinary team and manage additional activities undertaken by the infection control department (Mutters *et al.*, 2017). Guiding all these activities are standards which need to be met. This report will compare and contrast New Zealand and Australian standards regarding control of infection within healthcare setting, the standards are compared and contrasted regarding its implementation and monitoring. Role of leadership in collaboration, implementation and evaluation of the infection risk management has been undertaken.

3.0 Topic One: “Health and Disability Services

3.1 Aim of NZS8134.3.1

NZS8134.3.1 aims to facilitate quality and consistent services to maintain safe health and disability services through different practices that are designed for reducing the rate of infections in the healthcare setting. This respective standard is applicable in different health and disability sectors, these services align to the “Health and Disability Services Safety Act (2001)”. The objective of this standard is enhanced services for visitors, staff members, and consumers, providing sheer attention to the principles of infection control and identifying a consistent infection control baseline for services” (Mutters *et al.*, 2017).

3.2 Implementing the Infection Control Programme do you mean the standard??

Within a healthcare institution, it is ensured that there are ample human, information, and physical resources available for the implementation of the programme. Focusing on the education standard where it is important for the healthcare workers to receive proper education and training regarding infection control. The infection control team, committee, and personnel are responsible for facilitating the implementation and they receive education regarding the programme and focus on prevention strategies (Perveen & Habib, 2017).

3.3 Policies and Procedures

There are a set of written policies and procedures which would be implemented for the prevention of infections, however, the policies and procedures are not confined only to “antimicrobial usage, outbreak management, transmission-based measures, hand hygiene, and others”. The policy development department is equally responsible for controlling the spread of infection and making the infection control department aware of the consistent services they are required to provide; however, efficiency must be maintained in the implementation of the standard by ensuring policies and procedures are documented, available and understood by all relevant staff (Won & Chang, 2019).

3.4 Education and Surveillance

Education is necessary for the healthcare workers to adopt strategies like maintaining hand hygiene for infection risk management (IRM). There must be Infection Control Education Interactive Plan to enhance clinical care in order to reduce high-risk to individuals. For any fresher healthcare practitioner, it is important to provide guidelines and education to make them

aware of the healthcare procedures. Henceforth, it can be stated that education standards plays a pivotal role in IRM.

4.0 Topic two: “Australian education standard in Infection Control Management”

4.1 Prevention and control of infection within the healthcare sector

Infectious agents are considered as biological agents who cause diseases and illness, patients, as well as healthcare workers, are observed to be vulnerable to such infections. It is important on the part of the healthcare workers to focus on the visitors as they would be vulnerable to infections, like, HAIs in few cases might be life-threatening. The workers are required to provide sheer focus on the aspects which are required by the agents within the healthcare setting. The most common susceptible hosts are the patients and healthcare workers, infections might be transferred from the patients to the workers and vice-versa. Thus, routes of transmission must be focused on both sides (Roy *et al.*, 2019). For hand hygiene, the staffs are educated regarding washing their hands. Sheer focus is provided on maintaining proper hand hygiene where the healthcare professionals provide training and education to staff regarding infection control management. Staffs at every level were provided formal and informal education training

4.2 Standard and transmission-based precautions

There must be appropriate and successful infection prevention and control standards, this signifies that there must be proper routine basic prevention strategies within the workplace where the spread of infection can be prevented. The Australian healthcare workers implement a two-tier approach for effective management of the potential strategies (Mihai *et al.*, 2019). These standards are implemented through “hand hygiene, personal protective environment, handling and disposal of sharps, environmental controls, respiratory hygiene and aseptic techniques” are responsible for the prevention of the spread of infection to some extent (Otu *et al.*, 2018). These strategies are used for handling risk management at different levels within the organisation.

4.3 A patient-centered approach

The healthcare organisation within Australia is integrated towards adopting a person-centered approach where the requirements and needs of the patients are valued. They

must be provided services based on their requirements and their treatment process; this is because the satisfaction of the patients is most important which would result in a positive outcome at the end. “The Australian Commission on Safety and Quality in Health Care developed the Australian Charter of Healthcare Rights where the patients are provided with appropriate care and support. All these collectively are responsible for handling the infection control and prevention (Li *et al.*, 2020). Thus, this respective approach is used in the education and training of the healthcare workers, however, patient-centred approach is not followed as an approach in education standard.

5.0 “Relevance of the two standards to infection risk management”

After reviewing the standards of New Zealand and Australia, it has been observed that standards of both regions are inclined towards infection control management. Considering the standards of New Zealand, it has been observed that appropriate policies and procedures are devised to be followed by healthcare workers for controlling the spread of infections. On the other hand, practitioners of Australia within healthcare settings are integrated towards devising strategies like adopting a person-centered approach where the emphasis has been provided to meet the needs and requirements of the patients to make them satisfied (López-García, King & Noakes, 2019). Standards of NZ follows the Health and Disability Services Safety Act(2001) through which they would be able to provide strong attention to the workers, visitors, and other members within the organization. There is a proper flow of information that explains the roles and responsibilities of the healthcare workers towards supporting the patients. Surveillance process of NZ and Australia when compared, it has been observed that NZ standards are more appropriate and effective; this is because the surveillance process of NZ covers the senior management and the activities, they require undertaking for managing the strategies for infection risk management (Haydon, Blum & Schoonover, 2017).

Considering the Risk Management framework of NZ/Australia, both the countries have definite basic parameters for managing risk with the help of prevention and control of infection. They adopt comprehensive planning in order to perform root cause analysis, where the likelihood and consequences of the risks would be analysed (Kousouli *et al.*, 2018). The ways of treating the risks related to infection in New Zealand and Australia are similar to some extent as they adopt appropriate “protocols, monitoring compliance, surveillance process, educating staff and control procedures”. For example, HAIs are found to be very much prevalent in Australia as compared to New Zealand, another point which can be considered is that Australia has a larger number of aged people, who are more vulnerable to HAIs as compared to other populations of the country. Henceforth, through this, it can be stated that Australia is required to be more focused on managing the risk of infection (Kim *et al.*, 2017).

6.0 “Compare and contrast how the two standards are implemented and monitored”

Reviewing the standards of New Zealand, there are certain standard precautions like, “hand hygiene, personal protective equipment, cleaning disinfection, waste disposal, safe injection practices, and others” (Herstein *et al.*, 2017). Considering the health and disability safety standards, these are effective for focusing on health and disability-related services for the customers. “The New Zealand Anaesthetic Technicians' Society Incorporated (NZATS)” through which successful strategies are prepared for infection control (Leblebicioglu *et al.*, 2016). The organisations are responsible for conducting appropriate surveillance for which size and scope of the healthcare institutions have been performed. For the monitoring process, senior management of healthcare organisations are required to take part in managing the risk of infection. Different other programmes regarding education and awareness of the healthcare workers are also undertaken where the workers are supported and explained regarding the ways they are required to manage monitoring activities and different types of facilities are also provided to the patients in hospital “care facilities, rest-home facilities, office-based and homecare and community residential” (Sung & Yoon, 2018).

Australia has appropriate management and clinical governance, they follow the PICO framework, where they consider healthcare workers as their population, policies, and procedures for clinical handover, there would not be a formal process in this and efficient communication would be undertaken for enhancing the services for the patients (Moon & Na, 2020). The CEO is also cautious regarding the adoption of strategies for supporting and implementing infection risk prevention and controlling. Infection Prevention and Control Program (IPC) is adopted within every unit of the healthcare setting as through this, controlling policies and procedures would be easier. Monitoring of the policies and procedures takes place on a regular basis where HAI-surveillance is undertaken. Resource allocation is yet another significant aspect which ensures effective healthcare facilities and skills required to be possessed by the healthcare workers. From this, it can be stated that Australian standards have adhered to the objectives and regulations of controlling the risk of infection. The monitoring process is quite effective as through regular surveillance, the effectiveness of the strategies can be analysed and in case of any issue, appropriate actions would be taken (Herstein *et al.*, 2017).

7.0 “Analysing the role of leadership in the coordination, implementation and monitoring of infection risk management programmes in respect to the mentioned standards”

Within the healthcare settings of New Zealand, senior management along with other organisational members and staff are inclined towards focusing on effective strategies for infection control management, appropriate and clear documentation are prepared in order to define an infection clearly and its related causes. A proper infection control programme is created by consulting with the stakeholders and also taking into account their perspectives regarding the monitoring of the risk assessment processes (Monticelli *et al.*, 2018). The infection control team is also required to collaborate with other units within the healthcare setting.

Considering the regulations of the Australian standards of infection control, different approaches are adopted with respect to different situations, and different types of strategies are implemented to manage several other types of infections (Colombel *et al.*, 2017). Considering the leadership role, it has been observed that in the majority of the hospitals, the CEO himself is integrated into educating the staff members and other members to effectively manage the patients suffering from any type of risk or infection. Office managers and other departments of the hospital also collaborate with the CEO for better service delivery. From this, it can be stated that New Zealand and Australia equally are inclined towards protecting the patients from potential infections. Moreover, the leadership role and infection prevention programmes are implemented in both settings.

For infection control, it is mandatory to ensure that the staff members are well-acquainted with infection control aspects and make sure to maintain their knowledge regarding services. Proper staff orientation and proper education to the staff members also fall under the policies and procedures developed for injection control. Education for consumers is also required to be managed where it would be ensured that their requirements are met through proper communication style. Surveillance regarding the infection process is done to understand whether the services are conducted through the objectives and priorities regarding infection control. Herein, senior management is required to take over control and take responsibility to support surveillance activities (Wilson, 2019).

8.0 Conclusions and Recommendations

It can be concluded from the above study that to some extent New Zealand and Australian standards are effective towards infection risk control strategies. The study has effectively highlighted the comparison and contrast of the undertaken two different standards for infection control and related factors have also been explained. However, it can be recommended that it is necessary to conduct research with time and bring in new technologies like the Fogging machine, Pulsed UV disinfection, maceration, or air steriliser. These types of technologies and strategies can be implemented wrong with the existential strategies, as this would add to the more efficiency of the healthcare settings (Yan, Lin & Xu, 2020). In addition to this, to mitigate the loophole in leadership issues, it can be recommended,

1. Induction of new staff to ensure policies and procedures

Proper education and training session is required to be given to the newly recruited so that that they are able to cope up with the procedures of the healthcare centre.

2. Proper communication from the side of the CEO

Members of every department, higher level, middle level and lower level are required to perform a proper communication process to adhere to the policies.

3. Regular auditing

Regular auditing of the departments is required to ensure consistent practice of the rules and regulations. There must be consistency in the services provided to the patients against infections.

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