



**The Practice of Infection Control  
FMC North Suburban Dialysis Center  
Saugus, MA**

**Contact Information**

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<b>Category:</b>	Hand hygiene
<b>Type of Facility:</b>	Fresenius Medical Care, North Suburban Dialysis Unit
<b>Number of Patients:</b>	110
<b>Number of Physicians:</b>	3

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**Background**

An initiative to improve hand hygiene and infection control was sparked when a transfer patient's paperwork included a hand washing form from another clinic. FMC North Suburban Dialysis Center believed a formal introduction to hand hygiene would make a greater impact than the existing signs and reminders.

As a result, FMC North Suburban Dialysis Center expanded the existing infection control policies to reinforce the practices already in place. Karen Lofty, LCSW, drafted an education sheet and consent form on hand hygiene using resources from the Centers for Disease Control (CDC). The QAI reviewed the forms and they were approved by governing body. The clinic manager, Jennifer Richmond Terry, RN, has been supportive of the effort and frequently reminds staff on the floor and at staff meetings about procedures for infection control. The clinic manager also frequently reviews staff practices and gives feedback regarding areas of both improvement and excellent methods. Additionally, CDC hand washing procedures were posted in staff restrooms and all around the unit, along with many colorful signs.

**Policies and activities implemented**

On the patient's first day, Karen Lofty, LCSW, reviews the [hand hygiene educational sheet](#) and the [form](#) agreeing to the practices. She then shows patients the location of the sanitation stations and sink, emphasizing that every time they come in and every time they leave, they must use the sanitation station or sink to promote infection control. The patient is asked to demonstrate the hand hygiene technique to ensure it is reinforced. Patients are also instructed on washing their arm access. The facility has hand sanitizer on every machine in case patients forget or are unable to wash themselves. Those patients that need assistance are helped by nurses or PCTs. If Ms. Lofty is unable to meet with the patient on the first day, the RN signing them in will show them the procedure until she is able meet with them and review the forms.



Family and visitors also receive instruction on hand hygiene and are asked to demonstrate the technique. They are reminded that every time they leave the facility and come back in, they must wash or sanitize again.

The Medical Director, Dr. Kevin Koshy, reviews infection rates and provides valuable feedback, including his support for the educational forms. Dr. Koshy also shares new research with the health care team and agrees that our new forms are a valuable way to teach and reinforce infection control. The QAI team monitors any trends or incidents on monthly basis. The charge nurse, Jessica Fleming, RN, tracks immunizations and is on the floor to assist and remind both patients and staff of infection control practices.

The facility is working on having more involvement with the staff, patients, and their loved ones in the "infection control movement". The facility added sanitation stations in the lobby, including one at the door. Since then, they have witnessed EMTs and visitors utilize these stations as much as the patients.

As a result of these efforts, the facility has witnessed more people washing their hands and access sites and has seen no infection trends. The January 2010 QAI report for the facility shows no fistula or graft infections.

### **Recommendations**

FMC North Suburban Dialysis Center recommends finding a few point people to educate patients the first time they enter the clinic. The staff member in charge of initial consents should review these forms and discuss at length the benefits and risks of infection control. The staff would benefit from quarterly in-service or staff meetings that reinforce the importance of hand hygiene and how they can assist and remind patients. Monthly QAI reports should review any infections and determine if there are any trends.