Case of Improving Medical Services 2: Disinfection

During the epidemic prevention and control, our hospital strictly implemented superior instructions, grasped the epidemic prevention and control as well as the medical services at the same time, and spared no effort to protect the lives and health of the citizens.

**Measure:** Scheme of comprehensive coverage disinfection with alcohol and chlorine-containing preparations

**Service location:** Inside the hospital

**Main approaches:** We strengthened the training of disinfection knowledge to the workers, and did level management well. We strictly followed the guiding opinions on infection quality control inside the hospital, and strengthened the management of disinfection in medical areas. We focused on the implementation of disinfection measures in public areas that were frequently touched by hand, strictly in accordance with the provisions of the document, cleaned and disinfected every 4 hours and made records. New equipment and new methods were used to implement the inspection regulation at multiple levels to achieve the disinfection effect.

**Brief introduction**

1. **Carry out full coverage and differentiated training.** All companies are required to carry out comprehensive coverage training on the knowledge of disinfection for social workers based on actual situation. We organized and implemented targeted and differentiated training, to supervisors first, then to employees. For front-line employees, we focused on practical
operation training and emphasized that it must be implemented in strict accordance with disinfection requirements. For supervisors, we enhanced the training requirements, emphasized the ability to speak, to do, to teach, to check, and to do ideological work (eliminating the ideological concerns of front-line employees). The companies were required to purchase a batch of special measuring cups and watering cans, marked with distinctive signs on the tools, which were convenient for employees to configure solution and disinfect.

2. **Pay attention to training methods and teach people based on their own situation.** A Wenjuanxing questionnaire was designed to assess the knowledge of disinfection. If the score is above 90 points, it will be qualified. Unqualified person will be suspended and retrained until qualified. The questionnaire itself is also one learning methods. In free time, everyone can use a few minutes to test his/her degree of knowledge. According to the law of memory, repeated training is implemented in order to enhance the effect of memory. Employees were required to log in and study at least once a day. Data analysis was performed in background to find weak points and organize retraining. We strived hard to let employees fully grasp the knowledge.

Nearly one-third of the logistics social workers do not have smartphones, and nearly one-fifth of them are illiterate or have a very low education level. Their ability of word comprehension is not high. During the questionnaire assessment, this part of people did not get high scores, however, they did well when asked orally. The management staffs timely adjusted and revised the questionnaire questions, and strived to be colloquialized and expressed in plain text. The average score of the employees’ original questionnaire was 33 points, and the average score on the revised questionnaire was increased to 69 points. The current average score of the employees reached 90 points. The easy-to-understand version of the Wenjuanxing questionnaire truly reflected the knowledge level of employees and was more conducive to improving the training effect.

3. **Fully covered all hospital and the focus is prominent.** We implemented full coverage disinfection in the hospital: disinfected the air in the clinic, wiped the table and chair surfaces and window sills with 1000PPM chlorine-containing preparations, and moistened the ground.
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4. **Everyone performs his/her own duties and strengthen level management.** During the epidemic prevention and control period, social service companies were required to specifically strengthen level management, reduce the management margin, and improve management efficiency. Temporary teams of 6-8 people were set up, and employees with higher education level, strong responsibility, and some management ability were appointed as team leaders. The team shall implement the configuration and distribution of disinfectant and the training of the daily control measures for epidemic prevention. One level managed one level to implement the responsibility system at every level. The managers of the social service companies were required to strengthen the regulation of requesting and reporting, to establish a daily completion record form and report every day. The completion of every day’s work was emphasized, to ensure that every work was done and reported. The performance was included in the assessment of social organizations.

5. **Make inspection regulation strictly and increase inspection intensity.** In order to ensure the disinfection effect, the hospital increased inspection intensity. The discipline inspection commission, hospital infection manage office, department of logistics management and social service companies all set up special inspection teams. On the basis of self-inspection by outsourcing service companies, multiple hospital inspection teams have strengthened supervision with various methods, such as inspections without notification, inspections at irregular times, etc.

6. **With the help of new equipment to ensure inspection effect.** Inspectors used special highlighters to mark key disinfection points. After an interval of 4 hours, whether it was still sterilized can be seen by ultraviolet irradiation, which was invisible to the naked eye. The cleaning staffs and the manager of the outsourcing company were convinced by the inspection results, and made serious rectifications without fluke. The use of new equipment has greatly helped to discover problems in a timely manner, supervise the implementation of
rectification, and promote improvement.

7. Prevent and control alcohol safety risks. Hospital disinfection required a large amount of 75% alcohol. As a dangerous product, alcohol was applied for and stored in a centralized manner, and there were hidden safety risks. Through the communication and negotiation of the department of logistics management, outsourcing company and pharmacy department, without affecting the work, we took the method of taking the same day, using the same day, and consuming out the same day to minimize the probability of risks. According to the requirements for disinfection once every four hours, the daily consumption of alcohol shall be applied in a centralized manner at 9 o’clock in the morning. The alcohol was immediately issued without temporary storage. Regulation was made according to Shenkang’s regulations and actual operation, alcohol use was strictly managed, and safety accidents are strictly prohibited.

Corresponding regulations and information:

1. Training of infection control PPT;
2. Training records and photos;
3. Wenjuanxing questionnaire of learning and assessment;
4. Organization chart;
5. Manager’s daily assessment form;
6. Regulations for apply, use and configure of alcohol and chlorine-containing preparations.
Photos:

1. Trainings:

The hospital required all social service companies to strengthen the training of disinfection knowledge to their workers, ensure the coverage of all staffs, differentiate the levels and teach people based on their own situation, focus on practical operations, and pursue training results. Logistics Director Chen Mei training the hospital’s middle-level cadres and social service company managers personally.

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2. Cleaners;

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3. Inspection.

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