



Long-Term Care

December 2017

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Happy Holidays!

The holidays always cause me to reflect on the previous year and anticipate the upcoming year. This past year brought me in touch with many of you through the long-term care regional meetings, PADONA conference, the Antibiotic Stewardship Collaborative, and this newsletter. I look forward to continuing these relationships and developing new ones.

I wish you all a safe, happy, infection-free holiday season! Please click on the link below for a little holiday safety message from the CDC.

[The 12 Ways to Health Holiday Song](#)

Happy reading!

JoAnn

INSIDE THIS ISSUE

- 1 Pennsylvania Patient Safety Authority
- 2 Bullying in Healthcare
- 3 Food Safety
- 4 Recommended Vaccines for Healthcare Workers
- 5 Infection Prevention Resources

Pennsylvania Patient Safety Authority

Our Mission

Improve the quality of healthcare in Pennsylvania by collecting and analyzing patient safety information, developing solutions to patient safety issues, and sharing this information through education and collaboration.

Our Vision

Safe healthcare for all patients.

One of the ways the Authority accomplishes our mission is to publish the *Pennsylvania Patient Safety Advisory*. The Advisory's articles provide timely original scientific evidence and reviews of scientific evidence that can be used by healthcare facilities and providers to improve healthcare delivery systems and educate providers about **safe healthcare practices**.

View the *Advisory Library* [here](#).

Bullying in Healthcare

Bullying or aggressive behaviors between healthcare providers, such as verbal abuse and intimidation, can be a threat to safe patient care. Bullying behaviors can inhibit teamwork, obstruct communication, and delay implementation of new practices; it can interfere with patient care. This type of behavior may contribute to low worker morale, absenteeism, and high rates of staff turnover.

Key Data and Statistics

Of the bullying events reported through the Pennsylvania Patient Safety Reporting System from July 1, 2014, through June 30, 2016, most occurred in the perioperative setting, involved physicians as the perpetrators, and included verbal abuse and intimidating behaviors. The small number of events reported over the two-year period may reflect a lack of recognition of bullying behaviors, particularly if they are covert; a reluctance to report for fear of retribution; and absence of a category for bullying as it relates to patient safety.

Educational Tools

[Tackle Bullying with D.E.S.C.](#)

Healthcare staff can keep this card-sized de-escalation tool with their name badges.

[Bullying Behavior Assessment](#)

This reprinted assessment includes questions with which healthcare staff can gain self-awareness about behaviors that could be considered as bullying.

[What if the Bully is You?](#)

This reprinted assessment includes questions healthcare staff can use to recognize whether they have experienced or witnessed bullying behaviors.

[10 Scripts to Respond to A Disruptive Co-Worker](#)

This reprinted document includes sample scripts healthcare staff can use to respond to disruptive coworkers.

[Anti-Bullying Policy](#)

Healthcare facilities can adapt this sample policy, reprinted from a Pennsylvania facility, to communicate a facility-specific anti-bullying policy.

[Respectful Workplace Policy](#)

Healthcare facilities can adapt this sample policy, reprinted from a Pennsylvania facility, to communicate a facility-specific respectful workplace policy.

More information is available at Pa Pat Saf Advis 2017 Jun;14(2):64-70:

[Bullying in Healthcare: A Disruptive Force Linked to Compromised Patient Safety](#)

Food Safety—Keeping the Happy in Your Holidays!

Holiday celebrations are times to be remembered with family and friends. To help keep those memories happy, it is important to practice food safety. Food plays a big role in many of our holiday activities. But our celebrations can include people who are most susceptible to food poisoning or foodborne illness, such as elderly people, young children, pregnant women, or people who are immunocompromised.

According to CDC (Centers for Disease Control and Prevention), in the United States, about one in six people develops a foodborne illness each year. The following suggestions will help keep your food and celebrations safe:

Wash your hands before, during, and after food preparation, and keep food-preparation areas clean and well-scrubbed. Keep guests and their dirty hands away from the food being prepared.

Cook food thoroughly, using a thermometer to make sure it has been cooked enough to kill bacteria.

Avoid the “Danger Zone” of moderate temperatures at which bacteria thrive. Keep hot food hot and cold food cold. Refrigerate food within two hours, because leaving food out too long is one of the most common food-safety issues.

Use pasteurized products. Raw eggs, unpasteurized milk and milk products, and unpasteurized juice such as apple cider can contain harmful bacteria such as *Salmonella* or *Listeria*.

Do not eat uncooked or unpasteurized dough or batter as it may contain raw eggs or flour contaminated with harmful bacteria.

Keep meat, seafood, poultry, and eggs separated from other food to prevent the juices from contaminating other food items. Keep them in containers or sealed bags.

Defrost turkeys safely to prevent bacterial growth. Thaw in the refrigerator or in a sink of cold water that is changed every 30 minutes.

Wash all produce to minimize contamination, even prewashed items such as lettuce.

Additional resources are available at:

[Food Safety Tips for the Holidays](#)

[Safe Cooking over the Holidays](#)

[Raw Dough's a Raw Deal and Could Make You Sick](#)

Recommended Vaccines for Healthcare Workers

Several outbreaks of measles, a once-eradicated childhood infection, have occurred in recent years. Pertussis, another childhood vaccine-preventable disease, is resurging, and an increase in cases is expected.

Healthcare workers are at risk for exposure to serious and sometimes deadly diseases. Healthcare workers need to be appropriately vaccinated to reduce the chance of acquiring or spreading vaccine-preventable diseases. Vaccines recommended for healthcare workers include [hepatitis B](#), [flu](#), [MMR](#), [varicella](#), [Tdap](#), and [meningococcal](#). Protect yourself, your patients, and your family members: Make sure you are up to date with recommended vaccines.

Additional resources are available at:

[Recommended Vaccines for Healthcare Workers](#)

[Immunization of Health-Care Personnel: Recommendations of the Advisory Committee on Immunization Practices](#)



“Education is the most powerful weapon you can use to change the world.”

Nelson Mandela

Upcoming Events

Mark your calendar for the following dates and topics:

- January 18, 2018 @ 1 p.m.: Bullying in Healthcare ([Click here to register](#))

Want to Prevent Infections in Your Long Term Care Facility?

The Patient Safety Authority can help! We provide free Infection Prevention (IP) resources, consultation, and education for Pennsylvania healthcare facilities.



Survey Preparation

Comply with regulations, get help with risk assessments, and create action plans



Infection Reporting & Regulations

Access the Authority's interactive online modules, PA regulations, and guidance



Policies & Procedures

Ensure your IP policies reflect current evidence-based practices



Assessment Tools

Evaluate the effectiveness of your IP program and identify targets and priorities



Benchmarks

Use real-time PA-PSRS analytics to compare peer group and statewide infection data



<http://patientsafety.pa.gov>

Antibiotic Stewardship

Streamline methods for your IP program to comply with regulations



Peer Reviewed Journal

Read articles based on data from Pennsylvania healthcare facilities



Educational Programs

Attend one of our live events or state-wide webinars and access recorded programs



IP Program & Committee Structure

Incorporate IP goals into your QAPI and eliminate redundancies

Contact an Infection Prevention Expert

- Phone: 717.346.0469 or Email: PatientSafetyAuthority@pa.gov
- Find this form on our website <http://patientsafety.pa.gov>



[Click here to learn more!](#)