


From Roles and Responsibilities to Performance: Clarifying Expectations


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Presentation Format

- The problem
- The solution
- Findings and next step

Page 2 

The problem

- Infection Control Practitioners noted:
 - Lack of role clarity
 - Lack of integration within team
 - Lack of consensus around priorities
 - Inequity around work distribution

Page 3 

The Solution

- Facilitated (independent) workshops with whole team to define work
- Consulted with IPAC Canada and APIC Manuals to ensure alignment
- Result: Roles and responsibilities articulated and ratified by team



The Solution

- Variable standard workflow plus:
- Nine buckets of work:
 1. Surveillance
 2. Education
 3. Professional Development
 4. Review and Observation (Audit)
 5. Outbreak Management
 6. Consultation (Project/Group, and Purchasing)
 7. Construction and Renovation (Planned and Unplanned)
 8. Policies, Procedures, Standards and Best Practices
 9. Environmental – Equipment, Cleaning/Disinfecting

These are the buckets we chose to focus on in our placemat



The Solution – our Placemat

- Not a Dashboard, not for performance
- Conversation and understanding
- Not all buckets are appropriate to include
- The Placemat



Findings and next steps

- Best values from tool are in work planning and enabling conversations at local sites
- Working on standardizing the “operational” workflow
- Can eventually use the placemat for seeding the performance and development plans for individuals
 - But not a performance planning tool (yet. Need to fully pilot it first.)
- Workload distribution work next

Page 7 

- Questions?

Page 8 