From Roles and Responsibilities to Performance: Clarifying Expectations

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Excellent health and care for everyone, everywhere, every time.

Presentation Format

• The problem
• The solution
• Findings and next step

The problem

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

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

Questions?