

# 2015

## Delivering the Difference

### Report

Strong partnerships between infection prevention and environmental services professionals can improve facility outcomes, reduce redundancies in processes, improve patient satisfaction and reduce costs, among other benefits. PDI's Delivering the Difference program is designed to help promote collaboration, particularly among infection preventionists and environmental services professionals. Additionally, it highlights best practices and encourages ongoing education to drive positive change.



# WELCOME

Collaboration between different departments and functions in a healthcare environment is critically important to ensure the best possible outcomes for patients. This is especially true for infection preventionists and environmental services professionals. However, there are common barriers, including a tendency for these roles to operate in silos, that need to be overcome, as well as a range of challenges that these groups face when it comes to building strong partnerships. Education, improved communication, and tools and resources used to implement effective solutions are all important elements for addressing these challenges.

In Spring 2015, PDI Healthcare launched **Delivering the Difference**, an initiative which included a contest designed to recognize industry professionals who display excellence in building collaborative relationships between infection prevention and environmental services. The contest winners presented their strategies at the PDI booth during the 2015 APIC Annual Conference and 2015 AHE Exchange. They were also featured in *Healthcare Facilities Management* and on the PDI Healthcare website ([www.pdihc.com](http://www.pdihc.com)).

The 2015 Delivering the Difference Report provides some of the most outstanding cases from around the country that exemplify effective collaboration between infection preventionists and environmental services professionals, and share practical, transferable solutions for continued prevention.



## ABOUT PDI HEALTHCARE

PDI helps reduce preventable infections, control healthcare costs and, ultimately, save lives by delivering a broad range of evidence-based, market leading environmental hygiene and patient care solutions in the community and healthcare environments.

For more information, visit [PDIHC.com](http://PDIHC.com).

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### CREATING A CULTURE OF PRIDE IN PREVENTION

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A Joint Commission survey prompted one Georgia facility to instill a culture that understands and values the importance of infection prevention across all departments.





**BEAUMONT HOSPITAL–  
DEARBORN**  
Infection preventionist  
Priscila Bercea  
and Environmental  
Services Regional Manager  
Alissa Bachnak



## BREAKING DOWN THE SILOS

**Beaumont Hospital–Dearborn** is a 632-bed hospital in southeastern Michigan that first opened its doors on January 5, 1953. What started as a six-floor community-based healthcare facility is now part of Michigan’s largest healthcare system, Beaumont Health, which is a nonprofit organization comprising eight hospitals and 168 outpatient sites.

### Increased communication for improved outcomes.

Beaumont Hospital–Dearborn began preparing for a system-wide infection prevention (IP) and environmental services (ES) survey in 2013. Initial efforts revealed several key challenges for both departments across the continuum of care, including damage to room base materials due to the use of bleach products, staff compliance with disinfection protocols and widespread educational differences in understanding what, when and how to use several disinfectants.

**To download the complete Delivering the Difference Report, click [HERE](#).**

1. HAI Prevalence Survey, electronically accessed from <http://www.cdc.gov/HAI/surveillance/index.html>, July 7, 2015, US Centers for Disease Control and Prevention.  
2. Adams, Audrey B. et al., (2009). The Role of Environmental Services in a Collaborative Infection Prevention Model to Reduce Clostridium difficile in the Greater New York Region. *American Journal of Infection Control* Volume 37, Issue 5, Pages E189-E190, June 2009.

