Infectious Disease Prevention for Community Health Centers

Prepared for the Community Health Center Association of Connecticut

October 29, 2014
Learners will be able to:

- List some of the non-specific signs and symptoms of viral illnesses
- Describe PPE that would be appropriate for standard precautions, contact precautions, droplet precautions, and airborne precautions
- Describe additional measures that can be utilized to prevent the spread of viral infections
- Utilize their awareness of infection prevention principles to lessen the risks at their facilities
Today’s Session

- The following present three different cases for your consideration.
- Rather than delve deeply into the clinical issues, let’s look at the processes surrounding infection control.
Patient # 1

- A middle-aged woman presents to the receptionist at your facility. She wants to be seen for her 3-day history of flu-like symptoms.

- What is the first thing the receptionist should do?
  - Ask the patient to go to the respiratory hygiene station to wash her hands with the alcohol-based hand sanitizer and put on a face mask
Patient # 1

- The patient doesn’t understand why she needs to comply with such a stupid request!
- The receptionist explains that she may have an infection and one of the Center’s tasks is to keep all their patients as healthy as possible. Washing her hands and wearing a mask helps prevent the spread of germs to other patients and staff.
Patient # 1

- The patient complies and returns to the reception desk.
- What other questions does the receptionist need to ask?
  - Have you been around anyone else that they know are ill?
    - If yes, does the patient know what the person was ill with?
    - How recent was their visit with the ill person?
Patient # 1

– Have you traveled to Western Africa in the past 3 weeks, or do you know anyone who has traveled to Western Africa in the past 3 weeks?
  - If the patient traveled:
    - What countries did the visit in Africa?
    - When were they in Africa
      - Be aware of countries where Ebola Virus Disease is currently a problem: Sierra Leone, Liberia, Guinea
  - If they know someone else who traveled:
    - What countries were visited?
    - When did they leave those countries?
    - Have they since developed a fever or other symptoms of illness?
Patient # 1

- The patient denies travel outside Connecticut in the past two months.
- She states she doesn’t know anyone who traveled to Western Africa, nor is she aware of being around anyone who is ill.

- How should the receptionist proceed?
Patient # 1

- Ask more about the woman’s symptoms:
  - Fever, headache, sore throat, malaise, runny nose

- The woman is complaining of symptoms of an illness and therefore might be contagious
  - Encourage her to continue wearing the mask and to dispose of tissues as they are used, and to clean her hands with ABHS after blowing her nose
  - Ask her to sit on the ‘sick’ side of the waiting room
Patient # 1

- Place a note on the outside of the patient’s chart that she has s/s of an illness. This alerts the other healthcare providers to be more mindful against possible cross-contamination.
During this flu season, help us to better understand your illness by indicated any symptoms you have had and any medications you have taken to help with the symptoms.

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<thead>
<tr>
<th>Symptom</th>
<th>Medications Taken</th>
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<tbody>
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<td>Nausea - with or without vomiting</td>
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<td>Headache</td>
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What medications have you taken for these symptoms?

Thera-Flu ________________________________
Tylenol ________________________________

During this flu season, help us to better understand your illness by indicated any symptoms you have had and any medications you have taken to help with the symptoms.
Patient # 1

- How is this patient managed?
  - Are they placed in any adult exam room?
  - What precautions should staff take when entering the room and providing care?
  - What are the possible diagnoses?
    - Common cold
    - Seasonal influenza
    - H1N1
    - Enterovirus D-68
    - Ebola Virus Disease
    - Pnuemonia
Infection Prevention Practices

- Do you have a dedicated team that provides care to the sick patients today? Or, will these providers now see the next patient who is elderly and recovering from chemotherapy?
- What diagnostic tests might be appropriate for this patient?
Infection Prevention Practices

- What PPE is needed for staff providing care to this patient?
- Are there any environmental activities that need to be completed when the patient is discharged?
- Are there any other concerns regarding this infection?
Infection Prevention Practices

- How often are exam and other items disinfected?
  - BP cuffs
  - Stethoscopes
  - Exam table
  - Door knob

- What are your agency’s policies regarding employee health?
Infection Control

- Types of Infection Control Precautions
  - Standard or Universal Precautions
  - Contact Precautions
  - Respiratory/Airborne Precautions
  - Droplet Precautions

- Standard Precautions:
  - Wear gloves for all client contacts
  - Clean/disinfect all items as appropriate
  - Thorough hand washing … before and after each client
Infection Control

- Standard Precautions are needed for:
  - Conducting routine examinations
  - Giving immunizations
  - Cleaning a room after a ‘healthy’ client visit

Note: Gowns, eye protection, booties, and hats may be needed for protection against splashes and other unanticipated contacts
Infection Control

- **Contact Precautions:**
  - To prevent the contamination or soiling of your person or clothes, use as needed:
    - Gown
    - Gloves
    - Private room (can cohort clients with similar illnesses)
    - Dedicated patient equipment
    - Hand washing
Infection Control

Contact Precautions are needed for:

- VRE (Vancomycin Resistant Enterococcus)
- MRSA (Methicillin Resistant *Staph aureus*)
- Varicella Zoster (disseminated or in the immunocompromised host) (+Respiratory/Airborne Precautions)
- *Clostridium difficile* Colitis
- RSV (Respiratory Syncytial Virus) or other respiratory infections in infants
- Large, uncontained abscesses
- Diarrhea agents in diapered or incontinent clients
Infection Control

- Respiratory/Airborne Precautions:
  - Gloves
  - N-95 or HEPA respirator *
  - Goggles, if needed
  - Private room – door closed
  - Hand washing

- Respiratory/Airborne Precautions are needed for:
  - Active or Suspected Tuberculosis
  - Disseminated Zoster/Chickenpox (+ Contact Precautions)
  - Rubella/Measles

*OSHA requires medical clearance 29 CFR 1910.134(c)(1)(iii) and annual fit-testing. 29 CFR 1910.134(c)(1)(iv)
What type of reception desk do you have?
Patient # 2

- A 15 year old boy and his Mother approach the receptionist. The boy appears ill and is having noticeable respiratory distress

- Mom says he became ill last night after dinner with a fever of 102, runny nose and coughing, sore muscles, and he awoke this morning when he couldn’t catch his breath
Patient # 2

- What is the first thing the receptionist should do?
  - Ask the patient to go to the respiratory hygiene station to wash his hands with the alcohol-based hand sanitizer and put on a face mask

- As the boy does this, the receptionist questions the Mother:
  - Has he been around anyone else that are ill?
    - If yes, does the patient know what the person was ill with?
    - How recent was their visit with the ill person?
Patient # 2

- Has he traveled to Western Africa in the past 3 weeks, or does he know anyone who has traveled to Western Africa in the past 3 weeks?
  - If the patient traveled:
    - What countries did he visit in Africa?
    - When was he in Africa; when did he leave?
    - (Be aware of countries where Ebola Virus Disease is currently a problem)
  - If they know someone else who traveled:
    - What countries were visited?
    - When did they leave those countries?
    - Have they since developed a fever or other symptoms of illness?
Patient # 2

- The patient traveled to NYC a few days ago to go to a football game
- She states her son doesn’t know anyone who traveled to Western Africa, nor is she aware of him being around anyone who is ill.

- How should the receptionist proceed?
Patient # 2

- Place a note on the outside of the patient’s chart that he has s/s of an illness. This alerts the other healthcare providers to be more mindful against possible cross-contamination.
During this flu season, help us to better understand your illness by indicated any symptoms you have had and any medications you have taken to help with the symptoms.

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<td>Headache</td>
<td>Tylenol</td>
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What medications have you taken for these symptoms?

Thera-Fu_____________________
Tylenol_____________________
______________________________
______________________________
______________________________
______________________________
Patient # 2

- How is this patient managed?
  - Are they placed in any pedi exam room?
  - What precautions should staff take when entering the room and providing care?
  - What are the possible diagnoses?
    - Common cold
    - Seasonal influenza
    - H1N1
    - Enterovirus D-68
    - Ebola Virus Disease
    - Pneumonia
- What PPE is needed for staff providing care to this boy?
- Are there any environmental activities that need to be completed when the patient is discharged?
- Are there any other concerns regarding this infection?
Patient # 2

- This boy had Enterovirus D-68
Patient # 3

- A 30-something male approaches the receptionist. He looks exhausted and seems pale. He holds his arms tight to his chest as he coughs into his hand, then wipes his hand on his pants.

- Your receptionist has worked for the agency for over 5 years and doesn’t recall ever seeing this person before.
Patient # 3

- She hesitates as she hands him a registration clipboard and paperwork, and asks him to wash his hands, wear a mask and use tissues.

- She tells him to sit on the ‘sick’ side of the waiting room, but after washing his hands, he takes some tissues and grabs a mask, then sits in the waiting room with the girl waiting to see the dentist, the young woman who has an appointment for her annual GYN exam, and the old man with the walker that is here for a follow-up of his diabetes and arthritis.
Patient # 3

- Due to budget cutbacks, the agency no longer has a contract with a security agency.
- She doesn’t like it, but the receptionist was assigned the responsibility to ask the man to move to the other section of the waiting room.
- As he stands to move, he grabs the mask from the arm of the chair and uses it to cover his cough, then clips the mask to the clipboard as he goes to the other section.
Patient # 3

- When he finishes with the paperwork, he returns to the receptionist’s desk and places the clipboard and pen near her telephone.

- She asks about his travel history to Western Africa or proximity to other travelers. He denies travel or association with sick people but indicates he works the night shift at LaGuardia cleaning the cabins of the planes.
During this flu season, help us to better understand your illness by indicated any symptoms you have had and any medications you have taken to help with the symptoms.

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Potential Ebola Virus Disease

- This person has symptoms consistent for Ebola Virus Disease and his job may have put him at risk for indirectly contracting the disease.

- Since your facility does not have a negative pressure room or the PPE as recommended by the CDC your primary function should be to contain the disease.
Potential Ebola Virus Disease

- What can your facility do immediately?
  - Consider that the entire waiting room is contaminated. Don’t let anyone else enter
  - Move the three healthy patients into exam rooms
    - Advise them to remain in the exam rooms and not to leave
  - Tell the sick male to remain where he is
  - Call your local Public Health Department
  - Call CT DPH
    - 860-509-7994 (860-509-8000 after hours)
    - Ask for the infectious disease epidemiologist
Potential Ebola Virus Disease

- Let’s be practical…
  - A CHC is not expected to maintain Level-C PPE and the training necessary to safely use it
  - Be certain all your staff can RAIN:
    - Recognize
    - Avoid
    - Isolate
    - Notify
Potential Ebola Virus Disease

- After discussion with CT DPH, it is determined the man should be transported to a hospital.
  - Contact the hospital to allow them time to prepare for the patient
  - Contact EMS so they can also prepare for the transport
  - EMS may respond but remain away from the facility until they are properly dressed in PPE and have contacted the receiving hospital
Potential Ebola Virus Disease

- CT DPH will manage contact tracing and support the facility’s efforts to provide continued service to patients.
- It might be advisable to have a professional cleaning company disinfect the waiting room and reception area. You may also be advised to disinfect other areas such as the exam rooms where you placed the three healthy patients and other areas where the receptionist may have gone.
Other Considerations

- What about everyone else?
  - Other patients in the exam rooms can leave, using a back exit
  - The three patients from the waiting room have minimal risk, but should be interviewed by CT DPH
  - Staff treating the 3 patients have even less risk, but should be interviewed. All other staff have essentially no risk
Other Considerations

- What about your business?
  - You DO have plans for business continuity…don’t you?
    - This facility is closed until it is professionally cleaned
    - You can call WestSide HealthCare and have priority patients seen there by one of your physicians and nurses
    - Your reception staff will call all non-priority patients and reschedule their appointments
    - Your social workers will arrange for counseling for any staff that requests assistance
Summary

- The issues surrounding Ebola and other illnesses are ever-changing.
- Health care facilities and staff need to remain current with the level of incidence of diseases, their signs & symptoms, diagnostic tests, and treatment.
- Facility leadership need to ensure the staff has the PPE, and necessary training as well as the appropriate policies and procedures that allow them to provide safe care for the patients.
Questions
Contact Information

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