

Universal Precautions - Quality Improvement Ideas

Cause	Action Steps
Time <ul style="list-style-type: none"> • Busy clinics • Busy staff 	<ul style="list-style-type: none"> • Utilize WICHealth.org for low-risk nutrition education appointments. • Obtain hemoglobin results from the physician’s office when available.
Children taking bandages off	<ul style="list-style-type: none"> • Make sure the correct size of bandage is used. • Use better adhesive bandages. • Educate parents on the importance of keeping the bandage on for a few minutes until the area clots. • Use a colorful bandage, so it is easy for parents to see the bandage if it is taken off. • Create Universal Precaution kits for staff that can be utilized if needed (bandages, gloves, alcohol pads, paper towels).
Uncooperative Children <ul style="list-style-type: none"> • Children are fearful of the hemoglobin test. • Children are fearful of the bandage. • Parents do not explain the process or what is going to happen. • There are multiple children in the family. Children within the family may see their siblings getting poked and get scared. 	<ul style="list-style-type: none"> • Explain to the children what to expect while the test is being done. For example, “I am going to wipe your finger off now and it will feel cold. I am now going to pat it dry.” • Distract the child through conversation, stickers, etc. • Make the hemoglobin test into a game. (“What color is your blood?”). • Talk calmly and softly. • Complete the hemoglobin test last during the appointment. • If the HemoCue and Pronto are both being used for different members of the same family, use the Pronto first. This may ease some fears before the finger poke takes place. • Separate multiple children within the family if possible, so they do not see each other getting poked.
Parents don’t understand the importance of the test	<ul style="list-style-type: none"> • Use participant centered skills. Ask permission. • Explain to the parents why the hemoglobin is checked and the importance of the test. Understanding why something is done can be very helpful. • Many parents think the hemoglobin test process is done once the finger stick is complete. Instruct the parent to continue to hold the child until the bandage is on.
Parents are unable to hold the child for the hemoglobin test <ul style="list-style-type: none"> • Too many children for the parent to hold • Parent is busy with multiple children 	<ul style="list-style-type: none"> • Have another staff member help hold the child during the hemoglobin test if available. • Have another staff member help entertain the other children in the family, if available, so the parent is able to assist with holding and comforting the child receiving the hemoglobin test.

Cause	Action Steps
<ul style="list-style-type: none"> • Child is too strong 	<ul style="list-style-type: none"> • Instruct the parents how you would like them to hold the child (how and where to hold the child's arm).
<p>Parents are fearful of needles and blood. Parents don't want to be connected to the "bad" experience.</p>	<ul style="list-style-type: none"> • Discuss with the parents before the test is completed regarding what is going to happen during the hemoglobin test. Some parents assume the hemoglobin test will be similar to their child receiving an immunization. Use participant centered skills. Ask permission. • Have the parent look away when test is being completed. • Have another family member assist if possible. • Explain to parents that the hemoglobin test is quick and only a small amount of blood is needed. Consider showing them the size of the cuvette to ease fears.
<p>WIC Staff</p> <ul style="list-style-type: none"> • Lack of knowledge • Inexperience • Lack of skills • Attitude 	<ul style="list-style-type: none"> • Designate a Universal Precautions "Champion" in each agency. This person would be designated as the "Go to" person regarding Universal Precautions and hemoglobin tests. • Review Universal Precautions and hemoglobin techniques regularly during staff meetings. Stress the importance of follow proper techniques. This could be a responsibility of the "Champion". • Have the hemoglobin collection process laminated at CPA work stations as guidance. • Regularly review policies and procedures regarding the hemoglobin test and Universal Precautions. • Have supervisors/peers monitor employees completing hemoglobin test and provide constructive feedback. • The course titled "Hemoglobin Screening: Data Collection, Assessment and Implications" on the Prepare Iowa website is required for all CPAs at the time of hire and every two years thereafter. Review more often as needed.
<p>Environment - WIC Clinic Location</p>	<ul style="list-style-type: none"> • If possible, use a separate room for completing hemoglobin tests. • Place the hemoglobin testing area near a water source to aid in handwashing. • Use partitions/movable screens if available.
<p>Environment – Interruptions</p> <ul style="list-style-type: none"> • Other family members • Other WIC staff coming in with questions, etc. 	<ul style="list-style-type: none"> • Have other children in the family play with toys or participate in an alternate supervised activity. • Have other children in the family wait in another room if possible. • Let other family members know, such as children, that they can watch, but to stay a distance away from the participant receiving the hemoglobin test, so the test is not disrupted.

Cause	Action Steps
<p>Method/Procedure – Improperly writing down the results, improperly placing bandages on, improperly removing the cuvette out of the HemoCue machine</p> <ul style="list-style-type: none"> • Staff do not want to forget the results • Staff do not think about it • Human error • Time issue • Impatient parents 	<ul style="list-style-type: none"> • Record the hemoglobin result on a notepad right away after gloves are removed. • Say the result of the hemoglobin test out loud, so the parent is aware of the result and help ensure the CPA remembers the result. • Place a laminated reminder near work stations to remind staff of the following: <ul style="list-style-type: none"> - Take gloves off when documenting the results. - Place bandages on with gloves on. - Take the cuvette out of the HemoCue machine with gloves on. • If drawing blood for lead tests, writ the name on the blood tubes before completing the test.
<p>Method/Procedure</p> <ul style="list-style-type: none"> • Bloodwork station setup • Improper technique 	<ul style="list-style-type: none"> • Review how bloodwork stations are set up to ensure Universal Precautions can easily be met. • Have all needed supplies out before completing the test. If there are multiple family members needing hemoglobin tests, set up individual supplies for each participant, including multiple sets of gloves. • Place hemoglobin supplies on a professional towel that can be folded over, so participants can't see the supplies and may help decrease fear. • Apply pressure to the puncture site to help it clot before placing a bandage on.