

## Case Study

# Infection Prevention Learning Collaboratives to Combat COVID-19



When the COVID-19 pandemic initially took hold in the U.S. in March 2020, residential care facilities were among the hardest hit, largely for two reasons:

- These settings are home to people at disproportionately high risk of contracting infectious diseases like COVID-19.
- Training regulations on topics like infection prevention and control vary widely across states, settings and job titles.

In their 2021 report, “Caring for the Future: The Power and Potential of America’s Direct Care Workforce,” PHI (formerly the Paraprofessional Healthcare Institute) found that training for direct care workers was “irregular and under resourced.” That gap in knowledge about patient safety topics such as infection prevention likely led to unnecessary illness, hospitalization and death of people living in residential care facilities.

The pandemic revealed an urgent need to quickly educate frontline direct care workers on the basics of infection prevention and control to help stop the spread of COVID-19. State health departments in New Mexico, Nevada, Utah and Washington turned to Comagine Health for a solution.

## The Solution

Our multifaceted team — physicians, nurses, quality improvement and public health experts, health data analysts, and marketing and communications strategists — responded rapidly. We launched infection prevention and control learning collaboratives that focused on topics such as modes of infectious disease transmission, quarantine and isolation, environmental cleaning, hand hygiene and using personal protective equipment. This approach provided participants:

- Engaging and accessible clinical education with experts
- One-on-one consultation and coaching
- On-demand tools for self-paced learning
- A library of online resources

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**Comagine Health has provided infection prevention and control training and technical assistance to more than 2,000 direct care workers and their employees.**

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## The Results

Comagine Health has now provided infection prevention and control training and technical assistance to more than 2,000 direct care workers and their employers. These trainings have helped prevent the spread of COVID-19 in over 600 group care settings – including adult foster and family homes, assisted living and other facilities — across the western United States.

Among participants, our training has received an overall satisfaction rating of 4.76 and feedback has been positive:

- “Each session was a bite size of info on a defined topic and I liked it. I have been using your forms and advice as I write my policies. The training came at the exact correct time for me.”
- “I have newly hired staff and will be using the infection control assessment and emergency plan tools for training.”

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**“The content from Comagine Health has been my best resource.”**

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Funders have appreciated the collaboration, professionalism and flexibility of the Comagine Health team to provide support at a time when many were rebuilding healthcare-associated infection program teams.

### New Mexico Infection Prevention Learning Collaborative

October 2020-June 2021



#### Satisfaction

95% of participants were satisfied with the training



#### Change

94% of participants said they would apply what they learned in their work

*Data source: Post-session and final evaluation(s) from initial six-month training cycle*

## About Comagine Health

Comagine Health is a national, nonprofit, health care consulting firm. We work collaboratively with patients, providers, payers and other stakeholders to reimagine, redesign and implement sustainable improvements in the health care system.

As a trusted, neutral party, we work in our communities to address key, complex health and health care delivery problems. In all our engagements and initiatives, we draw upon our expertise in quality improvement, care management, health information technology, analytics and research.

We invite our partners and communities to work with us to improve health and redesign the health care delivery system.

## Contact Us

To learn more about Comagine Health’s infection prevention and control education, training, technical assistance and community convening solutions, please contact:

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