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# Waterloo Wellington Infection Control Network

*Annual Report*

June 2006-March 2007

[www.ricn.on.ca](http://www.ricn.on.ca)



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## **Background of the Regional Infection Control Networks**

Regional Infection Control Networks (RICNs) connect and coordinate infection prevention and control activities in all health care settings across Ontario. RICNs were developed using a grassroots approach to ensure local needs were addressed in the strategic directions chosen for each of the 14 Networks. Each RICN follows the geographic boundaries of a Local Health Integrated Network (LHIN).

## **Waterloo Wellington Infection Control Network**

The Waterloo Wellington Infection Control Network (WWICN) became operational in June 2006. Cambridge Memorial Hospital is the host hospital for the WWICN and provided temporary space as well as human resources and administrative support to assist the WWICN to become operational.

The WWICN communicates and collaborates with a variety of agencies in the Waterloo Wellington area. There are approximately 284 agencies with over 900 contacts. The types of agencies include acute care hospitals, long-term care homes, family health teams, community support services, public health, retirement homes and community health centres.

This report outlines the achievements of the WWICN in its first year of existence.

## Message from the WWICN Steering Committee Chair

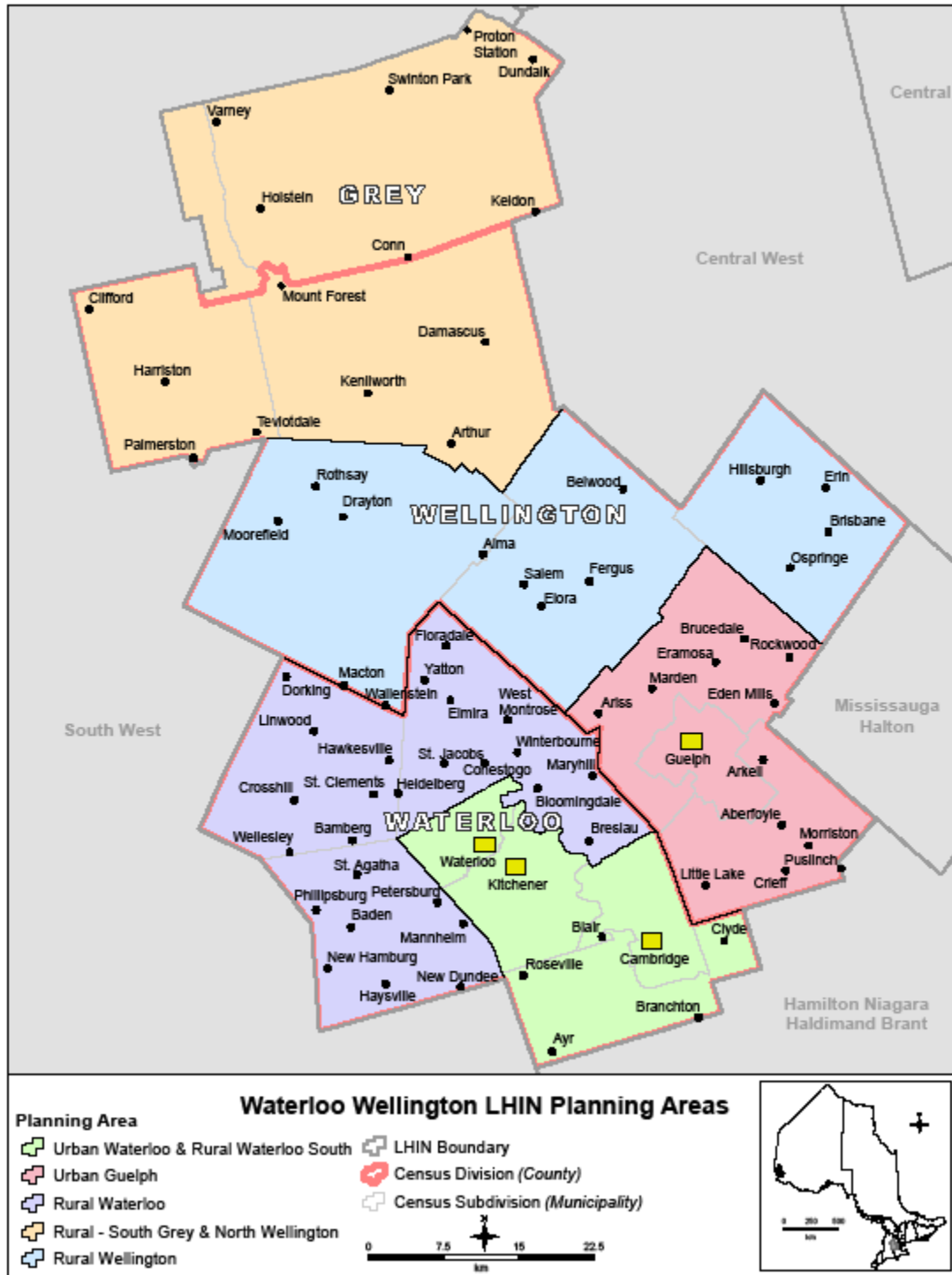
The Waterloo Wellington Infection Control Network has worked diligently and with great leadership to bring together local partners in infection prevention and control to advance best-evidence practice, provide education and training, share expertise, establish shared standardized policies and practice, and provide practical tools. Equally important to the local work, the WWICN has put significant effort towards establishing provincial collegial partnerships with other Regional Infection Control Networks to leverage efficiencies and expertise, to coordinate strategic planning, forge strong relations with the Provincial Infectious Diseases Advisory Committee (PIDAC), and establish alignment between provincial and local communication plans. The WWICN has also been involved in international venues of infection prevention and control practices. The WWICN Coordinator was one of the facilitators at the *International Clostridium difficile Consensus Conference* attended by experts from the UK, US, and Canada.

Over this past year the WWICN staff, Steering Committee and subcommittees have laid a great foundation for ongoing operations and produced significant deliverables. A great deal of commitment and enthusiasm for cross-sectoral dialogue and consensus-building on issues of infection prevention and control has produced great results. Thanks must go out to those individuals who have made such a significant contribution of time, expertise, and energy. In particular, on behalf of the Steering Committee, I would like to acknowledge the leadership of Cathy Egan, WWICN Network Coordinator and Dr. Martha Fulford, WWICN Medical Coordinator, without whom these accomplishments would not have been possible. Thanks also to Cambridge Memorial Hospital for their ongoing support as host hospital to the WWICN.

Even as we reflect back and report to the community of this past year's work, the WWICN and the Steering Committee are looking forward to achieving next year's goals and objectives.

Tina Mah  
WWICN Steering Committee Chair

## The Waterloo Wellington Infection Control Network Boundary



## Human Resources

The WWICN staff consists of a Network Coordinator, a Medical Coordinator, an Infection Control Consultant and an Administrative Assistant.

### **Network Coordinator: Cathy Egan**

Cathy has worked in public health since graduating from Ryerson University in 1990 with a degree in Environmental Health and certification as a Public Health Inspector. Her career in public health was in communicable disease and infection prevention and control as a public health inspector, manager and director. She has a Master of Business Administration degree and has been Certified in Infection Control and Epidemiology since 1994.

### **Infection Control Consultant: Ellen Otterbein**

Ellen graduated from the McMaster School of Nursing in 2005 and worked as an RN and Nurse Manager in the long term care setting. She had the opportunity to step into the role of Infection and Quality Control Manager which convinced her that she had a passion for infection prevention and control.

### **Medical Coordinator: Dr. Martha Fulford**

Martha received her medical school and sub-specialty training at McMaster University. Currently, she is an Infectious Diseases Specialist at McMaster University Medical Centre and the Lead Hospitalist and Chief of Medicine at Cambridge Memorial Hospital. Before medical school Martha worked in Zimbabwe and Lesotho doing international development work.

### **Administrative Assistant: Sue McCloskey**

Sue has many years of experience in health care. She has opened and managed a multi-specialty medical office/After Hours Clinic as well as supporting all levels of Senior Administration in three acute care hospitals.

## Steering Committee

The WWICN Steering Committee has representation from across the continuum and from the entire Waterloo Wellington area. A short profile of each of the Steering Committee members is provided below.

### ***Tina Mah***

Tina is the Chair of the WWICN Steering Committee whose current position is Senior Director, Strategic Planning and Integration for the Waterloo Wellington Community Care Access Centre. She has ten years of management leadership experience within hospital, community and private sectors of the health care system within the clinical, administration, and e-health portfolios. She has a keen interest in health care systems management and improving the way in which health services are delivered and achieving integration between partner organizations. Tina has a Bachelor of Science degree in Occupational Therapy and an MBA.

### ***Maureen McCafferty***

Maureen is the Vice-Chair of the WWICN Steering Committee whose current position is the Director of Quality, Risk & Infection Control at Guelph General Hospital. Maureen participates and collaborates with key stakeholders from clinical, administrative, governance as well as external partners to ensure optimal quality, patient safety, risk management and infection control standards and outcomes. She provides leadership around hospital wide initiatives (e.g. Pandemic Planning, Accreditation) and interfaces with community stakeholders to ensure coordination and collaboration around best practice.

### ***Rena Burkholder***

Rena attended St. Joseph's Hospital School of Nursing in Guelph and the University of Guelph and has worked in a wide variety of healthcare fields including emergency, infection control, quality & risk management, nursing administration and information technology. Rena currently works at St. Mary's General Hospital as the Manager of Infection Prevention and Control.

### ***Cindy Chamberlain***

Cindy's career in nursing began in 1974 and includes experience in emergency, ICU and continuing care units as well as the positions of Nurse Manager, Nursing Supervisor, incontinence consultant and Director of Care. Currently Cindy is the Infection Control Lead at Pinehaven which is a new challenge for her. She wants to learn more about infection prevention and control in order to meet the needs of staff and residents. Cindy is the long-term care representative on the WWICN Steering Committee.

### ***Lynda Davenport***

As the Director of Student Health Services for the University of Guelph and the current Board Chair of Wellington-Dufferin-Guelph Public Health, Lynda appreciates the importance of the WWICN. Lynda is grateful for the opportunity to participate in the development of a strong infection control network in our communities not only as a resident of Guelph but also to ensure that there is a presence and a voice for post secondary education in that development.

### ***Terrie Dean***

Terrie represents Continuing Care. She is the Director of Complex Continuing Care at St. Joseph's Health Center in Guelph. She has participated on the WWICN Steering Committee since its beginning and enjoys ensuring that the medical, social and psychological aspects of patient/client care are considered when preventing or treating infectious diseases. As a health care worker and manager of front line staff, she sees the importance of organizations and staff having all the information and tools they need to perform safe healthcare practices. Terrie is thrilled to be involved with such a dynamic steering committee concerned with infection prevention and control.

**Sandra  
Hamilton**

Sandra is a Registered Nurse and has been employed in rural health care since 1990. She is the Occupational Health/Infection Control Coordinator for North Wellington Health Care (Palmerston and Mount Forest Hospitals) and works closely with their new alliance with Groves Memorial Hospital. Her interest in the WWICN began at its inception. Her background in Occupational Health, the uniqueness of rural health care and representation of the northern aspect of the geographical area of the LHIN are reasons why she felt it was important to become involved and part of the Steering Committee. Sandra represents Occupational Health on the WWICN Steering Committee.

**Cheryl  
MacInnes**

Cheryl is the Laboratory Representative on the Steering Committee. She has been a Medical Laboratory Technologist for over twenty years with experience in laboratory testing and management duties. Her current role as the Director Quality & Clinical Support at Cambridge Memorial Hospital includes responsibility for the Laboratory and Infection Control. She is also a member of the WWICN ARO Working Group as she believes that it is critical that healthcare providers across the continuum of care develop a strategy to address the infection control issues of AROs for our community.

**Roger Mayo**

Roger has worked in the Emergency Medical Services profession since 1983 and his background includes the positions of Paramedic, Supervisor, District Supervisor, Regional Training Co-ordinator, Quality Assurance Manager and Manager of Operations. A key role of this position is to ensure the protection and safety of paramedic staff and allied emergency first responders via knowledge, education, training and transfer of new skill sets including infection prevention and control programs.

**Anne Rocchi**

For the past nine years, Anne has worked as Senior Consultant, Occupational Health & Safety at Grand River Hospital with responsibility for establishing and coordinating occupational health and safety as well as emergency management programs. Anne has a Bachelor of Science degree in Chemistry and a Masters degree of Engineering in Occupational Hygiene and Safety. She participates on the WWICN Steering Committee because she believes that strong and pro-active links between the disciplines of OHS and infection control is extremely beneficial in helping to provide a safe workplace for employees. Membership on the WWICN Steering Committee provides an avenue to develop and promote these links.

**Dr. Hsiu-Li  
Wang**

Hsiu-Li is a medical specialist in the field of Community Medicine and a Fellow of the Royal College of Physicians and Surgeons of Canada. She is the Associate Medical Officer of Health for the Region of Waterloo Public Health. Her responsibilities include assisting the Medical Officer of Health in providing health promotion, disease prevention and health protection programs to the residents of the Region, particularly on the communicable disease and environmental health issues.

**Sid Stacey**

Sid is Vice President Health Care Planning & Corporate Operations for Cambridge Memorial Hospital. Sid received a MHS. in Health Administration from the University of Toronto (1982) and a Bachelors degree in Urban & Regional Planning from the University of Saskatchewan. Sid is a Fellow of the Canadian College of Health Service Executives (FCCHSE), a Fellow of the American College of Health Executives (FACHE), adjunct faculty in the Health Management & Evaluation Program (HPME), University of Toronto. Sid is interested in extending educational opportunities, to ensure comprehensive databases are developed which help all service providers in proper management and prevention of infectious diseases, and to increase public awareness and understanding of infection control practices.

## Strategic Directions

The WWICN has identified four strategic directions that align with the other RICNs in Ontario as well as those identified by the Ministry of Health and Long-Term Care as a framework for all RICNs:

- Partnerships
- Communications
- Information Strategies
- Knowledge Transfer

## Partnerships

- *ARO Working Group*
  - One of the first issues to be identified in the Waterloo Wellington area was education and standardization around the practices to manage antibiotic resistant organisms (AROs). A working group was struck with membership from the Steering Committee and from others across the continuum. The group is working to standardize policies, practices and communications.
- *INC*
  - “INC” is a group of infection control professionals from acute care and public health. This group had been meeting informally for many years, but has benefited from consistent coordination to ensure its continuation. The group’s mandate is to share information, discuss issues of mutual concern and to strive for consistency.
- *CHICA Chapters – HANDIC and SOPIC*
  - CHICA-Canada is the national association for infection prevention and control professionals. There are local chapters that meet and conduct education sessions for their members as well as host large scale annual conferences. All of their work is achieved through volunteers. The WWICN was able to support the annual CHICA-HANDIC (Hamilton and Neighbouring District Infection Control) Education Day in May 2007, and was also able to provide resources for SOPIC’s (Southwestern Ontario Practitioners of Infection Control) library.
- *Public Health*
  - The Public Health Agency of Canada (PHAC), the Region of Waterloo Public Health (ROWPH) and the WWICN collaborated to organize a training workshop entitled “Management of Institutional Outbreaks”. The goal of the workshop was to enhance the skills of public health staff with respect to managing enteric outbreaks in long-term care homes.
  - “Infection Connection” is a multidisciplinary and multi-organizational group from the Wellington-Dufferin area that organizes an annual workshop on

infection prevention and control. WWICN is a participating member of this committee and has presented at the workshop.

- The WWICN and acute care ICPs participated in an education day for public health staff at the Region of Waterloo with respect to management of AROs.
  - The “Infection Control Forum” is the semi-annual workshop put on by ROWPH. WWICN staff have participated by presenting on provincial infection prevention and control activities and surveillance in long-term care.
  - The Canadian Institute of Public Health Inspectors (CIPHI), Ontario Branch, organizes two annual conferences -- one on general public health issues and one on communicable disease and infection control. The WWICN has participated in both of these, as speakers, organizers, and exhibitors. This is an ongoing relationship as the Network Coordinator is a member of the Communicable Disease Division of CIPHI.
  - The Association of Supervisors of Public Health Inspectors of Ontario (ASPHIO) is a group of public health managers from local public health units. A presentation was made to this association in May of 2007, and ongoing communications continue to occur to update this group on RICN development.
- *Other RICNs*
    - The Network Coordinators, Medical Coordinators, Infection Control Consultants and Administrative Assistants work with their peer groups to develop consistent practices for the RICNs and to gain efficiencies by sharing their work.
    - WWICN assisted the South Western Ontario RICN in their set up process, by working with the planning committee, reviewing plans for their permanent office, and assisting with their hiring processes.
  - *MOL/MOHLTC Partnerships*
    - The Ministry of Labour and the Ministry of Health and Long-Term Care Compliance and Environmental Inspection Unit (CEIU) all conduct activities in health care facilities. WWICN has participated with these two groups in various venues such as a workshop for the southwestern Ontario area. This workshop brought together MOL inspectors and managers, Compliance Advisors, Environmental Advisors, local public health and RICNs. The goal of the workshop was to identify ways to work together to provide standardized messages for infection prevention and control from all involved agencies.
  - *Ryerson*
    - The School of Occupational and Public Health has a strong connection with WWICN. The Network Coordinator liaises with the director and the professor responsible for teaching infection prevention and control, and provided guest lectures to students of public health.

## Communications

- *Membership Database*
  - A database to manage and track communications and activities was developed by WWICN and has now been implemented in all RICNs in Ontario.
  
- *Membership*
  - The WWICN contact list has expanded to 283 agencies with over 900 contacts. This list is ever expanding as new agencies and new contacts in existing agencies request to be added to the distribution lists to receive information and important communication.
  
- *Introductory visits*
  - The Network Coordinator and the Medical Coordinator attended all hospital sites in December 2006 to meet with senior administration, chiefs of staff, infection control and occupational health staff. These visits were to introduce the WWICN as well as to get to know the facilities and their key contacts. Visits to long-term care and other community agencies are ongoing.
  
- *Network Newsletter*
  - The WWICN newsletter is called “Network News” and is distributed electronically bi-monthly. Paper copies of the newsletter are also distributed to those without access to email, and at conferences, site visits and presentations.
  
- *Web Portal*
  - The RICN Web portal ([www.ricn.on.ca](http://www.ricn.on.ca)) was launched in June 2007. The WWICN Coordinator participated on the working group to develop the site. There is ongoing work to ensure that relevant and up to date information is posted on both the WWICN page and the provincial page.

## Information Strategy

- *Resource Library*
  - A library of teaching aids, tool kits, text books, DVDs, and electronic tools is being amassed by the WWICN. The library is housed at the WWICN office, and items are couriered upon request to any healthcare agency in the Waterloo Wellington area. A list of the resources can be found at [www.ricn.on.ca](http://www.ricn.on.ca).
  
- *Inquiries*
  - In the first year of operations, there were 275 inquiries made to the WWICN. The tables below provide a summary of the types of agencies as well as the subjects of the inquiries.

Table 1 : Types of Agencies Making Inquiries to the WWICN, June 2006-June 2007

Type of Agency Inquiring	# of Inquiries	% of Inquiries
Hospital	68	25%
Long-term care	63	23%
Public Health	55	20%
Retirement Home	11	4%
Community Services	9	3%
Associations	5	1.8%
Community Care Access	5	1.8%
Community Health Centre	5	1.8%
Home Care	6	2%
Academic	3	1%
Other	45	16%
<b>TOTAL</b>	<b>275</b>	<b>100%</b>

Table 2 : Types of Inquiries of the WWICN, June 2006-June 2007

Subject of Inquiry	# of Inquiries	% of Inquiries
AROs	75	27%
Resources	45	16%
Cleaning, disinfection	20	7%
CIC	16	6%
Presentation requests	15	5.5%
Outbreak	13	5%
C. difficile	12	4.4%
Hand hygiene	11	4%
ICP profession	8	3%
Isolation practices	6	2%
Core competencies	4	1.5%
FRI guidelines	4	1.5%
PPE	4	1.5%
Respiratory outbreaks	4	1.5%
General IC questions	3	1%
Influenza	3	1%
RICNs	3	1%
Other	29	11%
<b>TOTAL</b>	<b>275</b>	<b>100%</b>

## Knowledge Transfer

- *ARO Workshop*
  - A one-day workshop was held in February 2007 to review the best practices for management of MRSA and VRE. This workshop was organized in response to the high number of inquiries on this subject, as well as the release of the Provincial Infectious Diseases Advisory Committee (PIDAC) Best Practice Guidelines on Resistant *Staphylococcus aureus* and Enterococci. The speakers included experts such as Dr. Mark Loeb, Dr. Mary Vearncombe, Dr. Maureen Cividino and Dr. Scott Weese. There were over 200 attendees from all agencies ranging from acute care to community health. The day was videographed and has been distributed on DVD to expand the audience.
  
- *Videoconferences*
  - Provincial videoconferences have been hosted around the Waterloo Wellington area for a variety of topics including:
    - Surveillance 101
    - Hand Hygiene
    - Infection Prevention and Control Core Competency Education
    - Best Practices for Resistant *Staphylococcus aureus* and Enterococci
    - *C. difficile*
    - Pediatric Infection Control
  
- *Best Practices Roll-Out*
  - The WWICN has supported the MOHLTC and PIDAC's best practice documents by ensuring distribution to all relevant agencies, fielding inquiries and arranging education sessions on the documents. Further work will be done on this area in the coming year.
  
- *Infection Prevention and Control Core Competency Education*
  - The WWICN supported a "train the trainer" session for acute care provided by the MOHLTC. All acute care hospitals in the Waterloo Wellington area have been trained and are in various stages of implementing the training for their staff.
  
- *Education Sessions*
  - There were 55 educational sessions provided by the WWICN with over 2100 attendees. Topics of these sessions included surveillance, management of AROs in long-term care, routine practices, chain of transmission and general infection control.
  
- *Certificate of Infection Control and Epidemiology (CIC) Study Group*
  - A call for infection control professionals interested in achieving their CIC (Certificate in Infection Control and Epidemiology) was made in the fall of 2006. This group worked through the recommended study material by meeting to discuss answers to practice questions, tour a microbiology lab and discuss exam strategies. Several of the members will write the exam over the summer, and another study group will be convened in the fall of 2007.

## MOHLTC Key Deliverables for RICNs – WWICN Status Report

The MOHLTC set specific deliverables for the first six months and for the first year of each Network's operations. The following tables provide a status report on these deliverables for the WWICN.

### The First Six Months

Key Deliverable	Details	WWICN Status
Determine key contacts within the Host Hospital	Senior administration, finance, human resources, information technology, etc.	Completed
Secure Network Office Space and Set up Office	Permanent office space located, lease signed, business communication strategy implemented, leasehold improvements made	Completed
Fill Network Positions	Network Coordinator, Medical Coordinator, Administrative Assistant	Completed
Select Steering Committee and Chair		Completed
Develop and Implement Network Communication Strategies	Email distribution list Fax distribution list Regular mail list "Network News" Site visits	Ongoing
Initiate Partnership Agreement Process	Partnership agreement finalized Distributed to those who have received an initial site visit or accessed WWICN services, Steering Committee Members Will continue to distribute as relationships are built with other agencies	Ongoing
Develop Database of Membership Contacts	Database developed (RICNAC) which has become a provincial standard and will form the basis to collect many of our indicators for evaluation.	Ongoing

## The First Year

Key Deliverable	Details	WWICN Status
Complete Survey of Member IC Resources	Provincial initiative lead by NSMICN to ensure standardized information collected from the entire province	Ongoing
Prepare 3 year strategic plan and budget		Completed
Initiate Strategic Plan		Ongoing
Evaluate and Refine Network Communication Strategies	Provincial initiative lead by CEICN to develop an overall RICN strategy and one for individual Networks as well	Ongoing
Assist with Roll-Out of PIDAC Best Practice Guidelines	Febrile Respiratory Illness <i>C. difficile</i> Cleaning, Disinfection, Sterilization Resistant <i>Staphylococcus aureus</i> and Enterococci	Ongoing
Assist with Roll-Out of IPAC Core Competencies	Host train the trainer session	Completed

## Provincial Activities

### Provincial Participation

- *PIDAC Communicable Disease Subcommittee* – The WWICN Coordinator is a member of this group which has worked on reviewing the list of Reportable Diseases in Ontario and ensuring that best practices are available for managing communicable diseases in the community.
- *Infection Prevention and Control Core Competency Education Project* – The WWICN Coordinator participated on the working group that developed core competencies for the public health sector.
- *Provincial RICN Education Subcommittee* – The WWICN IC Consultant participates on this newly formed subcommittee that will work on ensuring consistent fact sheets, presentations and other information are provided by the RICNs.
- *Infection Control Week activities* – The WWICN IC Consultant is leading the development of a provincial project for Infection Control Week.
- *Document Review* – The WWICN staff participated in the review of several draft documents such as the Public Health Standards and the Canadian Council on Health Care Accreditation Standards and PIDAC Best Practices.

## Projects that are “In the Works”

- Common signage for isolation practices, hand hygiene and outbreaks in health care settings.
- Physician education on general infection prevention and control and the management of antibiotic resistant organisms.
- Annual workshop and general meeting for partners.
- A joint Canadian Association of Environmental Management conference for environmental managers and infection prevention and control professionals.
- A partnership with the CIPHI Communicable Disease Committee that will include a CIC study day.

## Financial Report 2006/07

### Operating Budget Summary

The financial figures below represent the projections made for the initial operating budget of the WWICN. The estimate is not for the entire \$500,000 budget as the WWICN did not become fully staffed or move into its permanent location until close to the end of the fiscal year.

Operating Budget 2006/07	Totals
Revenue	\$500,000
Expenses	\$243,000
Excess/(Deficit)	\$257,000

The WWICN had excess funds of \$257,000 compared to a balanced budget report. The variance was the result of the following significant items

	Unspent Allocation
Human resources not at full complement until April 2007	\$200,000
Move to permanent office not completed until March 2007	\$45,000
Committees and projects not initiated until later in fiscal year	\$12,000
Total Excess Funds	<u>\$ 257,000</u>

## Photos of Regional Infection Control Network Staff and Members



**At the ARO Workshop** Dr. Scott Weese,  
University of Guelph



**At the CHICA-Canada Conference 2007:** Anne Bialachowski, CSICN Coordinator, Ellen Otterbein, WWICN IC Consultant and Pat Piaskowski, NWOICN Coordinator



**At the CHICA-Canada Conference 2007:** Joanne Habib, CEICN Coordinator, Tim Cronsberry, SWOICN Coordinator and Janet Allen, SEOICN Coordinator



**At the ARO Workshop:** Dr. Martha Fulford, Medical Coordinator WWICN; Dr. Maureen Cividino, Medical Coordinator CSICN; Dr. Mary Vearncombe, Medical Coordinator CRICN.



**At the ARO Workshop** Tina Mah,  
WWICN Steering Committee Chair



**At the CHICA-Canada Conference 2007:** Colleen Nisbet, NSMICN Coordinator, Sue Cooper, SEOICN Consultant, Colette Ouellet, CICN Coordinator, Cathy Egan, WWICN Coordinator



**At the ARO Workshop :** Participants at the resource table



**At the ARO Workshop :** Participants enjoying the day