

**Infection Control Amplification in Nursing Centers**
See Something? Say Something. I CAN.**COACH TRAINING AGENDA (ANNOTATED)**

Infection preventionists: Please use this annotated infection control shift coach training agenda to plan your training and share the version without annotations with your training participants.

1. Welcome & Introductions (5 minutes)

You may find it helpful to start the training with a brief ice breaker, such as “share one good thing that happened this week.” Thank everyone for participating in the training and in the program – aim to inspire a team attitude from the very first meeting!

2. Review Infection Control Shift Coaching Role & Materials (20 minutes)

This is your opportunity to orient coaches to the role, available materials, and day-to-day responsibilities, ensuring they have plenty of time to ask questions.

- a) Describe the coach role (why, what, how)
- b) Describe a typical day in the life of a coach
- c) We know & you know -- but just to recap:
 - I. Hand hygiene
 - II. Mask use, including reuse
 - III. Donning and doffing personal protective equipment (PPE)
- d) Review website materials
 - I. Coaching vs. training ([view the video](#))
 - II. Sharing information during unit huddles
 - III. Providing corrections & praise to coworkers throughout shift
 - IV. Completing hand-off to coach on the next shift
- e) Answer any questions

3. Knowledge-Skills-Attitudes (KSA) (10 minutes)

In order to ensure that knowledge is transferred into practice, three critical elements should be met: knowledge, skill, and attitude (KSA). By addressing each of these, you boost the likelihood that staff will successfully implement the change desired.

- a) Review the KSA model



- b) Try the KSA perspective with hand hygiene
 - I. What do you need to know?
 - II. What do you need to do?
 - III. What are the attitudes that one must hold to do it reliably?

4. **Try It On! Role Play** (10 minutes)

Role play will be when you act out an infection control scenario that could happen in your center. One person will pretend to exhibit a behavior that needs to be corrected; the other, in the coaching role, will respond. Below are a couple of scenarios you can try during the training – have everyone take turns being the coach and the other person. Have the rest of the group observe. At the end of each scenario, have the people observing the share feedback from watching the scenario.

- a) Scenario 1: The coach is in the unit hallway and see a housekeeper with her mask below her nose.
- b) Scenario 2: The coach enters the break room and sees staff members not wearing their masks and complaining about how the mask makes their skin break out.
- c) Scenario 3: *Make up a scenario of your own, based on your center's experiences.*

5. **5. Wrap-Up & Next Steps** (5 minutes)

- d) Day shift huddles (who, what, where, how)
- e) Communication strategies