



Infection Control Amplification in Nursing Centers

See Something? Say Something. I CAN.

KSA for INFECTION CONTROL PRACTICES

This handout focuses on how you can use the knowledge, skills, and attitudes (KSA) model to improve infection control practices in your center while implementing the I CAN program.

KSA Model

In order to ensure that knowledge is transferred into practice, three critical elements should be met: knowledge, skills, and attitudes.

By addressing each of these, you boost the likelihood that staff will successfully implement the change desired.



Often educators convey knowledge and skills, but frequently don't address the last element: attitudes. One simple change to training methods is to break your training down into the three KSA elements. Attitude is one of the strongest elements in determining if staff will consistently implement what they learn.

		
Knowledge	Skills	Attitudes
<i>What information does staff need to know to attain the highest level of performance?</i>	<i>What skills are required to carry out the knowledge?</i>	<i>What attitudes or behaviors might prevent or keep staff from performing at the highest levels?</i>
Do staff know?	Can staff do it?	Are there issues?
Information	Proficiency	Conduct


In this program, we are trying to imbed infection control practices into consistent daily actions.

KSA Example: Masking

Masking seems rudimentary, but is frequently flagged by surveyors due to improper use – masks hanging under the chin, worn below the nose, or absent (particularly in break rooms).




	<p>Knowledge: <i>What do staff need to know to adhere to masking guidance? Do they know it?</i></p> <ul style="list-style-type: none"> • Do they know why they need to mask? • Do they know the different types of masks? • Do they know when and how to use each?
	<p>Skills: <i>What skill is required of the staff to adhere to masking guidance? Can they do it?</i></p> <ul style="list-style-type: none"> • Are they skilled with the hands-on aspects of using masks – donning, doffing, cleaning, storing? • A good way to ensure staff have “got it” is through various feedback loops including: <ul style="list-style-type: none"> ○ “Show One, Do One, Teach One”: Show one person how to don and doff a mask, that person does it, and then they go on to teach someone else.



	<ul style="list-style-type: none"> ○ Return demonstration: While out on the floor, spontaneously ask staff to don and doff their masks. ○ Consider using the “Look left, look right” exercise during huddles: Ask everyone to look left and confirm their neighbor’s mask is on correctly, then look right and then encourage staff to gently offer corrections or feedback to co-workers. ○ Create games and incentives for successful practice or demonstration.
	<p>Attitudes: <i>What attitude might prevent staff from performing consistently? Are there issues or objections? Are there barriers or impediments? Training should address some of these attitudes.</i></p> <ul style="list-style-type: none"> ● Do they understand the urgency? ● Do they have a compelling understanding of why they can’t let their guard down? ● Do they have issues that they can articulate? (like frustration over any issues accessing supplies) <p>What attitudes might you encounter?</p> <ul style="list-style-type: none"> ● The experience of mask fatigue ● Not wanting to further irritate skin or breakout ● The sensation of not being able to breathe ● No one was watching ● The residents are vaccinated and safe now ● Others are not doing it, why should I? ● Night shift: everyone was asleep; there were no people around that I could infect

Try One!

Consider an example from your own experience over the last year that incorporates the three KSA components. Consider the five steps to donning a complete personal protective equipment set: sanitizing, gowning, masking, shield, and gloves. Use the chart below to take notes on your example:

	<p>Knowledge: <i>What do staff need to know to adhere to masking guidance? Do they know it?</i></p>
	<p>Skills: <i>What skill is required of the staff to adhere to masking guidance? Can they do it?</i></p>
	<p>Attitudes: <i>What attitude might prevent staff from performing consistently? Are there issues or objections? Are there barriers or impediments? Training should address some of these attitudes.</i></p>