



PROTECTEUR
DU CITOYEN

INTERVENTION REPORT (EXCERPTS)

**Intervention at Hôpital de l'Enfant-Jésus
Medical device reprocessing unit**

Québec City, March 28, 2023

THE INTERVENTION

The Québec Ombudsman received a report stating that the medical device reprocessing unit (URDAM) at Hôpital de l'Enfant-Jésus (one of the five hospital centres of CHU de Québec-Université Laval) did not comply with infection prevention and control standards. The Ombudsman was also informed about the uncleanliness of the premises.

Given the risk of harm regarding care quality and safety, the Québec Ombudsman decided to intervene.

THE CONCLUSION

The Québec Ombudsman's investigation showed that there were shortcomings regarding compliance with infection prevention and control standards and medical device reprocessing. There were also problems with hygiene and with the cleanliness of the premises.

Even though no incident or event harmful to service users and resulting in inadequate reprocessing of a medical device has been reported in recent years, the institution must do everything it can to prevent such a situation from occurring. This assurance hinges on rigorous compliance with the applicable standards. The recommendations that follow are therefore part of an improvement process aimed at assuring that service users receive safe, quality care.

THE RECOMMENDATIONS

The Québec Ombudsman made the following recommendations to CHU de Québec-Université Laval:

R-1 In collaboration with the infection prevention and control section, ensure that at Hôpital de l'Enfant-Jésus, the URDM and operating room staff, as well as external visitors, such as medical representatives:

- Comply with hand hygiene requirements when they enter and leave the decontamination zone;
- Wear personal protective equipment when they enter the decontamination zone.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-2 Ensure that the URDM staff at Hôpital de l'Enfant-Jésus do not use their cell phones within URDM locations and that they understand the risks of the transmission of infection associated with cell phone use.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-3 In collaboration with the infection prevention and control section, ensure that at Hôpital de l'Enfant-Jésus, the URDM staff comply with the following medical device reprocessing standards:

- Disinfecting sinks and work surfaces before cleaning a medical device by hand;
- Completely immerse all immersible medical devices during precleaning, cleaning and brushing;
- Changing their gloves between two rinses when cleaning an immersible medical device by hand;
- Refraining from actions that increase the risk of cross-contamination between soiled and clean medical devices;
- After each use, changing the linens used for drying endoscopes and catheters;
- After each use, disinfecting the plastic containers used for taking endoscopes and catheters into the clean zone;
- Complying with the required cleaning time for all endoscopes and catheters, no matter their degree of criticality;
- Once in the sink, washing the used catheters with a protective tube.

By June 30, 2023, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-4 Remind Hôpital de l'Enfant-Jésus's URDM staff of:

- The importance of each step of medical device reprocessing, even after cleaning is followed by high-level disinfection or sterilization;
- The consequences of non-compliance with care quality and safety standards;
- The importance of quality work, and that speed should not be at the cost of quality.

By June 30, 2023, provide the Québec Ombudsman confirmation that this reminder has been issued and indicate how this was done.

R-5 In collaboration with the infection prevention and control section, make the staff of Hôpital de l'Enfant-Jésus's URDM aware of actions that may jeopardize the cleanliness of the medical devices in clean zones.

By June 30, 2023, provide the Québec Ombudsman confirmation that this awareness-raising was carried out and indicate how this was done.

R-6 In collaboration with the infection prevention and control section, ensure that the staff of Hôpital de l'Enfant-Jésus's URDM adopt best hand hygiene practices in handling clean medical devices and that they know when to wash their hands.

By June 30, 2013, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-7 Ensure that at Hôpital de l'Enfant-Jésus's URDM, all medical devices that do not meet quality control requirements in the clean zone:

- Are returned to the decontamination zone in a compliant fashion, in other words, without risk of contaminating the clean zone;
- Repeat reprocessing in compliance with the applicable standards.

By June 30, 2013, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-8 In order to keep medical devices sterile, ensure that access to the sterile zone and the clean zone of Hôpital de l'Enfant-Jésus's URDM is restricted to the people who must be there for their job.

By June 30, 2013, show the Québec Ombudsman that the recommendation has been implemented and indicate how this was done.

R-9 Remind the staff of Hôpital de l'Enfant-Jésus's URDM of the importance of:

- Keeping counters and work surfaces uncluttered and tidy in the clean zone and the sterile zone;
- Paying special attention to the items that are thrown in the garbage or put in soiled linen pouches so that the items do not end up on the floor.

By June 30, 2023, provide the Québec Ombudsman confirmation that this reminder was issued and indicate how this was done.

R-10 Declutter the windowsills of the URDM of Hôpital de l'Enfant-Jésus with a view to maintaining cleanliness.

By June 30, 2013, provide the Québec Ombudsman confirmation that decluttering has been carried out.

FOLLOW-UP

The Québec Ombudsman is asking CHU de Québec–Université Laval to send it the following by June 30, 2023:

- F-1** A report on the housekeeping activities for the three URDM zones of Hôpital de l'Enfant-Jésus, as well as a log for the three last month of these activities.

Expected follow-up

As provided for in the *Act respecting the Health and Social Services Ombudsman*, no later than 30 days of receiving this report, CHU de Québec–Université Laval must inform the Québec Ombudsman of whether it intends to implement the recommendations made to it, or of its reasons if it has decided not to act on them.