



Infection Prevention and Control Lapse Report Main Street Medical Centre

Initial Report

Premise/facility under investigation

Main Street Family Medical Centre
1251 Stittsville Main St
Ottawa, Ontario
K2S 2E5

Type of premise/facility

Medical Clinic & Walk in

Date Board of Health became aware of IPAC lapse

2018-04-25

Date of Initial Report posting

2018-07-17

Date of Initial Report update(s)

N/A

How the IPAC lapse was identified

In response to a public complaint regarding infection prevention and control (IPAC) in this medical clinic, OPH inspected the premises, interviewed staff, and concluded that an IPAC lapse has occurred.

Summary Description of the IPAC Lapse

Reprocessing of reusable medical equipment

- No one-way flow in reprocessing area noted to prevent cross contamination
- No dedicated area/sink for cleaning instruments
- Inappropriate brushes used for cleaning medical equipment
- Medical instruments inconsistently rinsed (instead of cleaning) with tap water or placed directly into container with high level disinfectant without cleaning
- Test strips to assess potency/efficacy of high level disinfectant not present at clinic
- No schedule for changing high level disinfectant to ensure its potency/efficacy

- No dedicated area for sterilizing instruments
- Autoclave (medical device used to sterilize and disinfect instruments through steam and pressure): no documentation for monitoring of time, temperature and pressure of autoclave, no internal chemical indicator supplies present at clinic, no biological indicator supplies present at clinic, no documentation of chemical or biological indicator results, no record of autoclave servicing

Reprocessing of single-use (non-reusable medical equipment)

- Some single-use disposable equipment had been repackaged for reuse
- Evidence that single-use disposable phlebotomy tourniquets were re-used

Medication storage and preparation

- Multidose vials not labelled with date opened
- Storage of food items in medication fridge
- Spray dispenser for antiseptic skin cleaner (used for skin preparation prior to procedures)

Specimen Handling

- Urine testing done on the same countertop as medical instrument reprocessing, blood collection, and medication preparation
- Full urine specimen containers noted in garbage

Environmental Cleaning

- A single sink present/used for hand hygiene and cleaning of medical equipment for reprocessing, which is a risk for cross-contamination
- Inadequate environmental cleaning products: expired products; household cleaning products used (instead of medical grade)
- Inadequate environmental cleaning process
- Furniture unable to be adequately cleaned; broken/taped charting area counter, cloth chairs present in patient care areas
- Use of disinfecting solutions not as per manufactures instructions

Hand Hygiene

- Expired alcohol based hand rub (ABHR), no liquid soap available at sinks

Policies and Procedure

- No IPAC policy or procedures

Occupational health and safety

- Non-safety engineered needles present at clinic
 - Overfilled sharps container
 - No eyewash station
- Masks, eye protection and gown personal protective equipment (PPE) not present at the clinic

IPAC Lapse Investigation

Did the IPAC lapse involve a member of a regulatory college?

Yes

If yes, was the issue referred to the regulatory college?

College of Physicians and Surgeons of Ontario

Were any corrective measures recommended and/or implemented?

Yes

Please provide further details/steps

Reprocessing of reusable medical equipment

- All procedures requiring surgical equipment required to cease until OPH provides written permission to resume

Reprocessing of single-use (non-reusable) medical equipment

- Single use medical equipment is to only be used once, then discarded appropriately

Medication storage and preparation

- Ensure all multi-dose medications are dated and labelled as per manufacturer's instructions
- Ensure medication preparation area is a dedicated area, and is kept separate from other procedures
- Operator to provide hand hygiene sink or ABHR where medication is prepared
- Replace spray dispenser antiseptic skin cleaner with a pour-top
- Food is not to be stored in medication fridges

Specimen Handling

- Urine samples are to be tested in a designated area, separate from medication preparation
- Dispose of patient urine samples in toilet and discard empty container in garbage
- Tourniquets are to be used only once, then discarded
- Single-use blood collection tube holders recommended

Environmental Cleaning

- Provide appropriate, unexpired, environmental cleaning products with Health Canada drug identification number (DIN)
- Routine cleaning and disinfection of touch surfaces and floors to be done daily
- Treatment areas to be cleaned and disinfected between patients and when visibility soiled
- Repair/replace charting area counter top
- Install eyewash station
- Provide name of cleaning contractor and clinic cleaning schedule to OPH

Hand Hygiene

- Do not top up ABHR, obtain un-expired ABHR, ensure ABHR is at point of care, and ensure soap is available at all sinks

Policies and Procedure

- Develop written IPAC policies and procedures based on the most current best practices by June 24, 2018; provide those to OPH for review

Occupational health and safety

- Operator to remove all non-safety engineered needles from the clinic
- Replace overfilled sharps container when filled
- Provide staff with the appropriate PPE at point of care
- Operator to obtain eyewash station and have available for use

Education

- Ensure all staff, including physicians, complete Public Health Ontario's IPAC Core competencies online modules for the clinical office practice and provide Certificate of Completion

Date any order(s) or directive(s) were issued to the owners/operators (if applicable)

- A verbal directive was provided to the clinic owner to cease all medical procedures requiring sterile surgical equipment on April 25, 2018.
- A written directive to cease all medical procedures requiring surgical equipment was provided to and acknowledged by the clinic owner and the clinic's current physicians on April 27, 2018.

Initial Report Comments and Contact Information

Any Additional Comments

N/A

If you have any further questions, please contact:

Title: Kathryn Downey, Ottawa Public Health

E-mail address: IPAC/PCI@ottawa.ca ,

Phone number: 613-580-2424 ext. 26325

For general updates regarding this investigation, continue to monitor this report.

The results of routine inspections are posted on the [Ottawa Public Health Disclosure website](#).

Interim Report

Date of Interim Report posting:

2018-07-17

Date of Interim Report Update(s)

2018-07-17

Date corrective measures were confirmed to have been completed

2018-04-25

- Direction provided to cease all procedures requiring surgical equipment until clinic receives written approval by OPH to resume specified procedures
- Observed disposal of used single use items
- Observed disposal of undated multi-dose vials

2018-04-27

- Observed replacement of expired environmental cleaning wipes; alcohol based hand rub available at point of care and hand hygiene soap available at each sink

2018-04-30

- Clinic indicated replacement of counter top in charting area
- Clinic indicated it does not intend to restart reprocessing reusable surgical equipment; instead it intends to switch to single use items only

2018-05-02

- Observed the area designated for urine sample processing
- Confirmed provision of appropriate Personal Protective Equipment (PPE) at point of care

2018-05-09

- Confirmed installation of eyewash station
- Confirmed existence of environmental cleaning contract and obtained cleaning schedule

2018-05-10

- Confirmed completion of Public Health Ontario's IPAC Core Competencies Course by all clinic staff and Certificates of Completion issued

2018-05-28

- Observed single-use suture kits at clinic that were purchased on April 27, 2018 and reviewed use of single-use suture kits not accounted for (used)
- Confirmed all multi-dose medications labelled, and flip-tops present on all antiseptic skin cleaner dispensers; observed the area designated for medication storage, no food storage in medication fridges.
- Directed the removal of all non-safety engineered needles and the replacement of filled sharps containers

2018-06-08

- Observed evidence of inadequate environmental cleaning
- Required staff to remove waste and disinfect surfaces in examination rooms.

2018-06-15

- Conducted joint visit with College Physician and Surgeons of Ontario (CPSO)
- Confirmed new environmental cleaning service contract for clinic

2018-07-12

- Observed single-use disposable equipment and implementation of best practices for clinic to resume some minor surgical procedures that OPH had previously required the clinic to cease.

Final Report

Date of Final Report posting:

2019-01-25

Date of Final Report Update(s)

N/A

Date all corrective measures were confirmed to have been completed

2018-10-03

Brief description of corrective measures taken

Reprocessing of reusable medical equipment

- One-way flow in reprocessing area is no longer applicable because clinic has opted to use single use disposable medical equipment only – confirmed on July 12, 2018
- Dedicated sink, brushes for cleaning, use of high level disinfection and need for test strips to assess potency/efficacy is no longer applicable because the clinic has opted to use only single use disposable medical equipment – confirmed on July 12, 2018
- Dedicated area for sterilizing instruments and use of autoclave is no longer applicable because the clinic has opted to use only single use disposable medical equipment – confirmed on July 12, 2018
- Adequate supply of single-use medical equipment, except needle drivers, was observed on July 12, 2018. All procedures not requiring a needle driver were permitted to resume as of July 12, 2018.
- Adequate supply of single-use disposable needle drivers was observed on October 3, 2018. Procedures requiring needle drivers were permitted to resume as of October 3, 2018.

Reprocessing of single-use (non-reusable medical equipment)

- All repackaged single-use equipment was discarded on April 25, 2018

- On re-inspection on April 25, 2018, there was no evidence of single-use disposable phlebotomy tourniquets being re-used –

Medication storage and preparation

- All multidose vials of medication had been discarded and were not observed on re-inspection on May 28, 2018.
- No food items stored in medication fridge on re-inspection on May 28, 2018.
- On re-inspection on May 28, 2018, spray dispensers for antiseptic skin cleaner had been replaced with pour-top bottles.

Specimen Handling

- Specimen handling and collection procedures were confirmed to be in place on May 2, 2018.
- A designated area for specimen collection, separate from the medication preparation area was observed on May 2, 2018.

Environmental Cleaning

- Single sink used for handwashing only - no longer used for reprocessing – observed on July 12, 2018
- All expired or inadequate environmental cleaning supplies had been discarded and replaced as observed on April 27, 2018.
- A new environmental cleaning company was hired, as confirmed on June 15, 2018.
- Counter in charting area was replaced with an easily cleanable surface as confirmed on May 25, 2018.
- Disinfectant for medical equipment was discarded on June 8, 2018, as the clinic opted to use only single use disposable medical equipment.

Hand Hygiene

- Liquid soap was noted to be available in all soap dispensers on re-inspection on April 25, 2018
- Expired alcohol based hand rub (ABHR) at point of care was noted to have been replaced on re-inspection on April 25, 2018.

Policies and Procedure

- IPAC policy and procedures were observed to be available at the clinic on July 12, 2018.

Occupational health and safety

- On re-inspection on May 28, 2018, only safety engineered needles were observed at the clinic.
- Sharps containers were not overfilled on re-inspection on May 28, 2018.
- A permanent eyewash station was observed on May 2, 2018.
- Personal protective equipment (masks, eye protection and gowns) was present at the clinic on re-inspection on May 28, 2018

Final Report Comments and Contact Information

Any Additional Comments

N/A

If you have any further questions, please contact:

Name: Kathryn Downey, Ottawa Public Health

Email address: IPAC/PCI@ottawa.ca

Phone number: 613-580-2424 ext. 26325