

Standard language tips for Personal Protective Equipment Coaches

The role of the Personal Protective Equipment (PPE) Coach is to support Monash Health employees with PPE management and precautions. The role will monitor ward practices, including PPE, physical distancing, food and beverages, and tea rooms.

Active communication by the PPE Coach and the person applying or removing PPE is crucial.

The PPE Coach should lead the process and not be a casual observer. The safety of the person using PPE should be your top priority. Let them know you are here to help and guide them through the process.

Anticipate any challenges you might face by practicing and identifying steps that may require extra focus or verbal explanations. Try to put the PPE wearer at ease and keep them at a slow and methodical pace.

Frameworks for communication

Stop, Assess, Plan, Learn

Stop, Assess, Plan, Learn is a framework used to promote a safety culture. The framework can be applied to how we use PPE.

Stop

Application and removal of PPE requires us to stop and think about:

- what tier of PPE is required for this patient?
- what PPE items are required?
- in what order do the PPE items need to be put on or removed?

We need to slow down to:

- put on PPE in a way that fully protects us
- be careful not to contaminate ourselves when applying
- perform hand hygiene effectively for the full 30 seconds.

Assess

When using PPE we need to be continually assessing:

- do we need to do things differently because we are wearing PPE?
- what PPE needs changing between areas?
- what PPE may be contaminated?

- what action should you take if you are concerned you have accidentally contaminated yourself?

Plan

Encourage people to plan their activities to optimise safety. For example:

- think about what you need to apply and remove and do it in the right order
- take all equipment into the room, so there is no need to go in and out
- if you need to go into multiple areas in the hospital, think about the order you go in and go to the high-risk areas last
- think ahead about how you will change and dispose of items and keep areas clean.

Learn

Take time to think about what you might like to do differently next time:

- reflect on your experience
- ask yourself: could I have done anything differently to improve the safety of myself and others?
- discuss with your colleagues.

Graded Assertiveness

To embed safety culture, teach people to speak up, and create a dynamic where they will express their concerns.

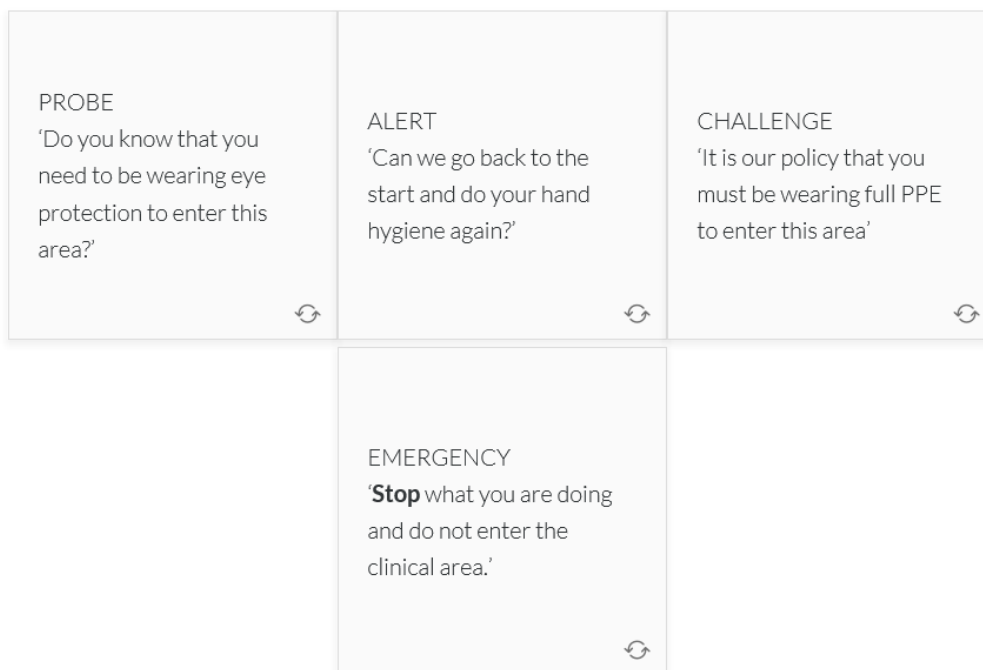
Occasionally people may not agree with advice, guidance, plans, etc. or they may simply make mistakes that they have not noticed. You can use this as an opportunity to practice graded assertiveness. Graded assertiveness is a communication technique that allows anyone to challenge any action or behaviour they think is inappropriate.

Probe, Alert, Challenge, Emergency (PACE)

PACE consists of four stages of communication. Each one is a measured escalation from other, to shared, and finally to self, if the problem is not resolved. In such 'moments of crisis' you become an advocate for your patient, your colleagues or yourself.



PACE stands for Probe, Alert, Challenge, Emergency. The following example shows how the PACE framework is used:



Concern, Unsure, Safety, Stop (CUSS)

CUSS is another mnemonic outlining four stages of communication. CUSS stands for:

