



## Valuable Feedback, On-the-Spot Education: IPCP Audit Program Delivers for Bonham Nursing and Rehabilitation

When it comes to assessing the center's survey readiness, PharMerica's Infection Prevention Control Program audit stands apart.

**Like many skilled nursing facilities, Bonham Nursing and Rehabilitation Center has had its share of consultants walk the halls to assess the center's survey readiness. But to Meagan Saxe, Bonham's Infection Preventionist, PharMerica's Infection Prevention Control Program audit stood apart.**

"Our nurse consultant Tracy Donbach was so thorough and brought things to our attention that no one had caught before," explained Meagan. "She went over all of our IPCP policies and procedures, did lots of observations, and went out on the floor to work directly with nurses and aides."

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After, she gave Bonham her initial feedback that day, then followed up with a written report a couple days later. "The entire experience was very helpful."

For Meagan, Tracy's feedback couldn't have come at a better time. That's because she had just returned to her position as IP after serving in another role – and hadn't yet had time to review all of the policies for updates. "After jumping back in, it was helpful to have Tracy review everything closely and



clearly identify where I immediately needed to get to work."

Armed with this knowledge, Meagan's team was able to address any issues before survey. For example, while Meagan's team already knew their N95 training was out of date, Tracy was able to offer on-the-spot education – feedback the staff were receptive to because of Tracy's familiarity with the facility and constructive approach. "It wasn't punitive; our staff understood she was just trying to help us get better at what we do," shared Meagan.

As Meagan resettled into her IP role, having the additional set of eyes on their IPCP systems was invaluable. "When you walk through the same halls of a building every day, you may miss little details like a sign that needs to be taken down," said Meagan. "Tracy was able to look at things from a different perspective and catch things we may have overlooked. It was definitely a case of 'two eyes are better than one.'"

After her experience, it's not surprising that Meagan would recommend this program to other facilities. "We've had others come in, but this has been the most helpful review we've had yet," said Meagan, one that will enable them to continue to best protect the health, safety, and independence of Bonham's residents.

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