



**Creating Effective Systems – Infection Prevention & Control**  
**Focus: Masks**

**Suggested Actions:**

- 1) Review [Mask-related ICAR Assessment](#) Items (see **highlighted** practices)
- 2) Review [Mask-related MDH Survey Items](#) (see **highlighted** practices)
- 3) Review Mask-related practices cited most often by MDH survey teams (below)

**Mask-related Practices Cited Most Often**

- Staff wearing masks inappropriately – i.e., not covering nose and mouth
- Staff not wearing masks when not providing cares, e.g., break room; nurses’ station
- Staff not wearing masks in non-resident areas
- Residents not wearing masks when out of their room
- Staff not reminding residents to wear masks or to wear them over mouth and nose

- 4) Review the Key Practices Below to Address Key Opportunities for Improvement
- 5) Leverage Tools to address identified improvement opportunities

Practice	Tools
1. We have established clear expectations for when to wear masks (including expectations during breaks), type of masks to be worn, and how to care for masks when not wearing (i.e., end of shift, laundering, eating/drinking).	<ul style="list-style-type: none"> <li>-<a href="#">Sample Policy</a></li> <li>-<b>Video:</b> <a href="#">Mask Wearing Video</a></li> <li>-<b>Video:</b> <a href="#">Safe Practices for Safe Visits</a></li> </ul>



<p>2. We have a process in place that creates an expectation, and a safe space, for staff to speak up, and demonstrates that we take action to try to address issues raised (<i>if action cannot be taken, staff are provided with the reason why</i>).</p>	<p>-<a href="#">Safe Care Pledge Toolkit</a> -<a href="#">Speak Up Mask Poster</a></p>
<p>3. We have a process in place to observe mask wearing behavior and reinforce staff practicing safe mask wearing behaviors, and coach those not following safe mask wearing behavior.</p>	<p>-<a href="#">Mask Bingo Poster</a> -<a href="#">Can't Touch This Poster</a> -<a href="#">Living the Pledge Vouchers</a></p> <p>(See Implementation Tips Below)</p>
<p>4. A process is in place to follow a “Fair and Just Culture” model for gaps in mask wearing behavior.</p>	<p>-<b>Video:</b> <a href="#">Managing Drift</a> -<b>Video:</b> <a href="#">Just Culture &amp; COVID</a> -<b>Video:</b> <a href="#">Coaching for Risky Behavior</a></p>

**Implementation Ideas for Using the Living the Pledge Vouchers:**

- Make the Living the Pledge Vouchers available to designated staff to give out to staff
- You can expand this activity to include residents and visitors
- Create a “Living the Pledge” Raffle Box for staff {residents/visitors}; Voucher holders can write the name on the voucher and enter for a monthly drawing

**Implementation Ideas for Using the Mask Posters:**

- Roll-out a new poster for each week of the month
- Roll-out all the posters at once and rotate to different areas of the building to catch staff’s attention