

### Clinical Champions

**Role:** Clinical Champion is an MD, APP, RN or other licensed professional willing to serve as infection control subject matter clinical expert for their practice/department and lead infection control efforts for your divisions to ensure patient and staff safety.

#### Responsibilities:

- Attend Infection Control Webinars, Pulse Calls, and other events to share ideas, ask questions, and receive information
  - Share this information with your division leadership and staff to ensure all are aware of any Infection Control updates and/or changes in policies, procedures, requirements or guidelines.
- Answer questions and concerns from staff members. If needed, research questions using Partners Pulse, Ambulatory and Infection Control Blueprints, Infection Control website, Health Stream educational videos, ellucid Policies & Procedures and Excellence Everyday Website.
- Escalate questions as needed to Ambulatory Management Liaison and educate staff when answers received.
- In partnership with Administrative Champion, act as points of contact for your Ambulatory Management Liaison during Recovery phases and ongoing partnerships with regards to infection control measures and questions.

### Administrative Champions

**Role:** Administrative champion is a practice manager or professional in an administrative leadership role willing to serve as a resource for infection control questions or concerns in their practice/department and assist in leading infection control efforts for their divisions to ensure patients' and staff safety.

#### Responsibilities:

- Attend Infection Control Webinars, Pulse Calls, and other events to share ideas, ask questions, and receive information
  - Share this information with your division leadership and staff to ensure all are aware of any Infection Control updates and/or changes in policies, procedures, requirements or guidelines.
- In consultation with the Clinical Champion, responds to requests for division specific Infection Control readiness and participates in operational data gathering.
- Answer questions and concerns from staff members. If needed, research questions using Partners Pulse, Ambulatory and Infection Control Blueprints, Infection Control website, Health Stream educational videos, ellucid Policies & Procedures and Excellence Every Day Website.

## **Infection Control Champion Roles & Responsibilities And Escalation Plan**

- Escalate questions as needed and educate staff when answers received.
  - Consult with Clinical Champion as needed prior to escalation
- In consultation with Clinical Champion, respond to surveys as needed for Division specific Infection Control readiness and operational data gathering.
- In partnership with Clinical Champion, act as points of contact for your Ambulatory Management Liaison during Recovery phases and ongoing partnerships with regards to infection control measures, PPE needs, materials needs and questions

### **IC champions (clinical and administrative) to share with their staff:**

- Name of the IC champions
- Education materials
- The below escalation plan

### **Staff Escalation Plan for Infection Control Questions or Concerns**

- Staff to contact Unit IC Champion with questions or concerns.
- If IC Champions are unable to answer, the IC Champion(s) will email question(s) to Ambulatory Management Liaison.
- Ambulatory Management Liaison will escalate to Ambulatory Infection Control Workgroup consisting of MGH Infection Control and Ambulatory Management Clinical Operations.

### **Resources**

- [COVID-19 MGH Infection Control Site](#)
- [MGH Ambulatory Recovery Toolkit](#)