

Road Map to a Comprehensive Healthcare-Associated Infection (HAI) Prevention Program









The HAI Road Map provides evidence-based recommendations/standards for Minnesota hospitals in the development of a comprehensive Healthcare-Associated Infection Prevention Program which includes catheterassociated urinary tract infections (CAUTI), central line associated bloodstream infections (CLABSI), ventilatorassociated pneumonia (VAP), surgical site infection (SSI) and clostridium difficile infection (CDI). The Road Map and accompanying tool kit were developed as part of the Minnesota HAI Prevention Collaborative which was made possible with funding through the Centers for Disease Control and Prevention (CDC) Epidemiology and Laboratory Capacity Program (ELC) American Reinvestment and Recovery Act (ARRA) and CMS Partner for Patients (P4P) Initiative.

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Definitions

Health Care Personnel (HCP): All persons, paid and unpaid, working in an acute care facility who have potential for exposure to patients and/or infectious materials, including body substances, contaminated medical supplies and equipment, contaminated environmental surfaces, or contaminated air. This includes persons not directly involved in patient care (e.g. leadership, clerical, housekeeping, and volunteers) but potentially exposed to infectious agents that can be transmitted to and from HCP and patients. This term includes, but is not limited to, physicians, physician assistants, nurse practitioners, nurses, nursing assistants, therapists, technicians, emergency medical service personnel, dental personnel, pharmacists, laboratory personnel, autopsy personnel, students and trainees, and contractual personnel.

Prescriber: Health care personnel who are licensed to prescribe medications, including antimicrobial agents.

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	Safe from HAI	Specific Actions(s)	Audit Questions	Yes	No
S	Safety Teams and	1) Secure endorsements	 The facility's leadership endorses implementation and sustainment of the HAI road map practices. 		
	Organizational Structure	and resources for HAI Prevention Program	 Senior leadership has clearly communicated overall goals for the program. 		
			 Senior leadership regularly reviews progress toward goals and supports adding resources as appropriate. 		
			 The facility has a designated senior leadership sponsor for the HAI prevention. 		
		2) Promote HAI prevention representation/	2a) The facility has an interdisciplinary team involved in implementing the HAI prevention program with representation from across the facility.		
		champions throughout the facility	 HAI Prevention champions/team members/liaisons with clear roles and expectations have been designated from: 2b) Physician/provider knowledgeable in infectious diseases 2c) Infection Prevention 2d) Direct Care 2e) Safety/Quality 2f) Pharmacy 2g) Laboratory 2h) Environmental Services 2i) Operating room N/A: □ 2j) Other physicians as appropriate for specific HAI focus areas (e.g. surgery, pulmonary medicine, hospitalist) 2k) The facility has a process in place to engage other team members as regular or ad-hoc members as appropriate (e.g., purchasing, education, IV team, human resources, patient/family). 2l) The facility has a process in place to engage patients and families in HAI prevention as appropriate. 2m) The facility has a designated coordinator(s) for the HAI prevention program. 2n) The coordinator(s) has designated time to serve in this coordination function. 		
		 Identify gaps and develop action plans 	The interdisciplinary team:3a) Reviews the HAI prevention program throughout the year and updates the plan as needed.		
			3b) Reviews data results at least quarterly and identifies strengths and opportunities.		
			 3c) Develops a plan to prioritize and address improvement opportunities. 3d) Commissions subgroups as needed to address priority issues requiring subject matter experts (e.g., pharmacy, respiratory, environmental services) 		

A	Access to Information	1)	Track progress on process and outcome measures	Data Collection A process is in place to collect HAI prevention bundle/process data for the following as applicable: 1a) Hand hygiene compliance 1b) VAP N/A: [] 1c) SSI N/A: [] 1d) CAUTI 1e) CDI 1f) CLABSI 1g) MDRO 1h) Environmental cleaning – General 1i) Environmental cleaning – OR N/A: [] A process is in place to collect HAI outcome measures using NHSN definitions for the following as applicable: 1j) CAUTI rate 1k) CLABSI rate 1l) VAP rate N/A: []	
				 1n) CDI rate 1o) MDRO rates 1p) Outcome data is tracked on a regular basis for other surgical areas as identified as high-risk for infections by the hospital. 1q) Standard criteria exist for conducting observational and chart audits. 1r) A process is in place to conduct inter-rater reliability of both the process and outcome data through chart audits. 1s) A process is in place to conduct inter-rater reliability of both the process and outcome data through observational audits. 1s) A process is in place to conduct inter-rater reliability of both the process and outcome data through observational audits. 1t) The facility's documentation system (electronic or paper) is designed to capture sufficient detail about HAI events that do occur to allow for adequate event analysis. 	
		2)	Review and analyze data for improvement opportunities	 Data Analysis 2a) A process is in place to routinely review and analyze data for process improvement opportunities/defects. 2b) A process is in place to track progress against established targets e.g., run charts, control charts, dashboards, scorecards. 2c) A process is in place to prioritize and act upon identified issues. 	
		3)	Data is shared on a regular basis to promote system- wide learning and transparency	 HAI data and learnings are shared on a regular basis: 3a) Within units 3b) Across units 3c) Across departments 3d) With leadership 3e) With medical staff 3f) With the board(s) 3g) HAI events are routinely shared through stories as well as through data e.g., include in daily briefings, unit staff meetings, safety committees newsletters. 	
F	Facility Expectations	1)	Leadership establishes and communicates clear expectations	 1a) Direct patient care staff, e.g., nursing, physicians, therapies is informed of expectations and performance standards regarding their role in HAI prevention. 1b) Support staff, e.g., environmental services, supply chain, facilities/ operations, is informed of expectations and performance standards regarding their role in HAI prevention. 1c) The facility has a well defined process to support a culture that encourages HCP, prescribers to speak up and "stop the line" 	
				 to inform each other of non-compliance with HAI prevention expectations. 1d) The "stop the line" process clearly outlines: When to stop the line How to stop the line (verbal/non-verbal cue) The chain of command to follow if not supported in stopping the line Clear communication to staff from managers and leadership that staff will be supported if they speak up 	

		2)	Provide education for Health Care Personnel (HCP) and Prescribers	Expectations and supporting HAI prevention education, including specific roles in preventing transmission of infections for identified patients, have been incorporated into new employee orientation for: 2a) HCP and prescribers	
				 Expectations and supporting HAI prevention education have been incorporated into employee orientation for personnel employed by outside agencies and contracted personnel. 2b) Ongoing HAI prevention education is provided for HCP, prescribers annually. 2c) Expectations and supporting HAI prevention education have been incorporated into new physician orientation. 	
		3)	Establish a structured communication process	3a) The facility has structured communication tools, e.g., Situation, Background, Assessment, Recommendation (SBAR), isolation signage for communication at all levels of the organization.	
			process	A structured hand-off process is in place throughout the organization with specific elements outlined that must be included for hand-offs: 3b) During shift change	
				3c) Between departments/units3d) To other facilities	
		4)	Disclose unanticipated events	A process is in place to promptly inform patients/families when an unanticipated event occurs that has potential to contribute to an HAI to include : 4a) Direction on who should discuss the unanticipated, e.g. inappropriate	
				reprocessing of endoscopes, unsafe injection practices event with the patient/family and how that discussion should occur.4b) Individuals designated to provide disclosure to patients receiving training on effective disclosure strategies.	
				 4c) A process for disclosing to and updating, patient/family as the event is reviewed and analyzed. 4d) A designated person is available to provide support and provide 	
				just- in-time training to staff members who are about to disclose an unanticipated events to a patient/family.	
Ε	Engagement of Patient and	1)	Educate and empower patient/ families	1a) A process is in place to assess and address any barriers to patient/ family ability to understand their role in HAI prevention (e.g., cultural, language, hearing impairment and health literacy).	
	Families			1b) Patients/families are educated on their role in preventing infections and prevention measures they can expect to see from HCP, prescribers caring for them in the hospital e.g., hand washing.	
				1c) A process is in place to assess patient /families' level of understanding of the education provided e.g., teach back.	
				1d) The facility has a process in place to encourage patients and families to speak up if they have concerns about HCP, prescribers practices or other issues that may increase infection risk.	
				 A process is in place to report back to patients/families that have shared a concern. 	

Building Blocks for HAI Prevention

Hand Hygiene

Safe from HAI	Specific Actions(s)	Audit Questions	Yes	No
Hand Hygiene Practice	 Reinforce and sustain hand washing practices 	 The facility has instituted an infrastructure, based on CDC or WHO guidelines, to reinforce and sustain hand hygiene practices using the following strategies, at minimum: 1a) Set clear expectations for hand hygiene practices to all health care personnel (HCP) and prescribers. 1b) Provide visible reminders of hand hygiene expectations, e.g., computer screen savers, posters. 1c) Provide on-going coaching and just-in-time training to reinforce effective hand hygiene expectations. 1d) Provide real time performance feedback to HCP, prescribers. 1e) Tailor education in proper hand hygiene for specific disciplines. 1f) Make soap/waterless hand sanitizer readily available to HCP, prescribers, patients and visitors. 1g) Structure the hand washing environment to support hand hygiene, e.g., dedicated space to place items while washing hands. 1h) Limit the need to frequently enter or exit patient room, e.g., bedside computer, portable phone, adequate supplies in room. 1i) Identify new technologies to make it easy for HCP, prescribers to remember to wash hands, e.g., radio frequency identification, automatic reminders, warning systems. 1j) The "Just Culture" model is applied when HCP, prescribers are observed not following facility expectations for appropriate hand hygiene. 1k) Celebrate improvements in hand hygiene practices. 		
	2) Provide staff hand hygiene education	2a) A process is in place to provide hand hygiene education for all HCP, prescribers at orientation and on an on-going basis.		
	 Provide ongoing training and education to patients, families, and visitors 	3a) A process is in place to provide on-going education to patients, families and visitors on the importance of proper hand hygiene, e.g., signage, fact sheets, easily accessible hand sanitizer dispensers for patients/families.		
	 Set clear expectations for hand hygiene for all health care workers 	 The facility has clear expectations that all HCP, prescribers wash hands with soap and water or an alcohol-based hand rub: 4a) If hands are not visibly soiled. 4b) Before having direct contact with patients. 4c) After removing gloves. The facility has clear expectations that all s HCP, prescribers wash hands with soap and water: 4d) When hands are visibly dirty or contaminated. 4e) Before eating or handling food. 4f) After using a restroom. 4g) The facility's hand hygiene and surgical hand scrub products are FDA- approved. 4h) The facility follows AORN, CDC, and/or WHO guidelines as well as manufacturer's directions when using hand hygiene and surgical hand scrub products. 		
		 In any setting where sterile technique is used, the facility has clear expectations for hand hygiene practices as outlined by AORN guidelines including: 4i) Fingernails are short, clean, and without chipped nail polish. 4j) Artificial nails (any enhancement or resin bonding product including gel, are not worn. 4k) Rings, watches, and bracelets are removed prior to hand hygiene. 4l) Cuticles, hands and exposed skin are free of cuts, abrasions, open lesions, and new tattoos. 4m) A surgical hand scrub is performed by health care personnel before donning sterile gloves for surgical or other invasive procedures. 		

	· ·	Conduct hand hygiene audits	 5a) The facility has a method in place to audit compliance with hand hygiene in all departments, e.g., no. of hand hygiene episodes/no. of hand hygiene opportunities, appropriate hand washing technique, when outbreaks of infection occur, artificial nail wearing practices, monitoring the volume of alcohol-based hand rub (or detergent used for hand washing or hand antisepsis) used per 1,000 patient-days. 5b) The facility uses trained observers to monitor appropriateness of hand hygiene. 5c) The facility has a process to identify hand hygiene system issues and target solutions, e.g., supplies not readily available, faulty/empty hand sanitizer dispenser. The facility provides feedback on hand hygiene adherence: 5d) Within units 5e) Across units 5f) Across departments 5g) With leadership 5h) With medical staff 5i) With the board(s) 	
			Transmission	
Standard and Transmission- based Isolation Precautions		Establish Standard Precaution practices	 1a) The facility has a process in place to apply standard infection prevention practices for all patients, regardless of suspected or confirmed infection status which includes, at a minimum: Hand hygiene Use of gloves Gown Mask Eye protection or face shield, depending on the anticipated exposure Safe injection practices Respiratory Hygiene/Cough Etiquette Use of masks for insertion of catheters or injection of material into spinal or epidural spaces via lumbar puncture procedures 	
		Establish Transmission- based Precaution practices	 2a) The facility's infection prevention program addresses the use of transmission-based isolation precautions based on current public health and other evidence-based guidelines which addresses, at a minimum: Contact Precautions Droplet Precautions Airborne Precautions 	
	i	Appropriately room patients to reduce exposure	 The facility's process for patient placement/room selection includes: 3a) Private/single-patient room preferred for patients requiring isolation precautions when available. 3b) If private room availability is limited, cohort patients according to CDC guideline. 3c) Patients with discordant status of infection or colonization with other epidemiologically important organisms (e.g., VRE, MRSA) are not cohorted. 3d) Airborne isolation infection room (AIIR) according to CDC guideline for patients with infectious agents requiring airborne precautions or a process to transfer patients requiring airborne isolation to another facility. 	
	· ·	Communicate precaution status	 4a) The facility has a process is in place to immediately post Isolation Precautions signage in visible location outside suspected and positive patient rooms. 4b) The facility has a process in place to communicate isolation precaution status to receiving departments/facilities when isolation patients are transferred. 	

	5) Ensure effective use of personal	5a) Adequate supplies for compliance with Isolation Precautions (e.g., gowns, gloves) are readily accessible outside of the patient room.	
	protective equipment (PPE)	5b) HCP, prescribers wear PPE according to Standard Precautions and Transmission-based precautions.	
		5c) Gloves are changed immediately if visibly soiled and after touching or handling contaminated surfaces/materials.	
		5d) HCP, prescribers change gown and gloves and perform hand hygiene when moving between cohorted patients.	
		5e) Respiratory protection is worn according to CDC guidelines for patients with infectious agents requiring airborne precautions and for	
		performance of aerosol-generating procedures. 5f) PPE is removed before exiting the patient room (exception: N95	
		respirator is removed after exiting patient room). 5g) The CDC Guideline instructions on donning and removal of PPE are	
-		followed.	
	6) Follow appropriate	6a) The facility provides clear expectations that patient transport or movement for patients with infections, outside of the room is avoided	
	precaution for patient transport	unless medically necessary. 6b) When transport is necessary, a process is in place to ensure that	
		infected or colonized areas of the patient's body are contained and covered.	
	 Establish effective practices for 	7a) The facility has processes in place for routine and targeted cleaning and disinfection of environmental surfaces as indicated by level of	
	environmental cleaning and	patient contact and degree of soiling which includes emphasis on high-touch surfaces in the patient care environment.	
	disinfection	7b) The facility uses EPA-registered disinfectant products that have microbiocidal activity against the pathogens most likely to	
		contaminate the patient care environment.7c) The facility has a process in place to use disinfectant products in	
-		accordance with manufacturer instructions for use and contact time.	
	 Establish effective practices for 	8a) The facility has a process in place to follow Standard Precautions for the handling of soiled linen and waste materials.	
	linen and waste management	8b) The facility has a process in place to dispose of infectious/biohazard waste according to the OSHA Bloodborne Pathogen Standard and state/local regulations.	
	9) Establish effective practices	9a) Patient care equipment and instruments are handled according to Standard Precautions.	
	for patient care supply/	9b) Single-use or dedicated patient care equipment is utilized when possible (e.g. blood pressure cuff).	
	equipment management	 9c) Reusable patient-care equipment is cleaned and disinfected between patients. 	
	management	9d) The amount of supplies stocked in the patient room is limited to what will be needed for care.	
		 9e) Responsibility is assigned for regularly checking and restocking supplies. 	
		9f) A defined process is in place for handling supplies remaining in the patient room after discharge.	
	10) Communicate clear expectations for patient and	10a) The facility has a process in place to educate patients/families on recommended hand hygiene, respiratory hygiene and transmission- based precautions as well as infectious agent specific information	
	visitors	as appropriate. 10b) The facility has a process to clearly communicate and enforce requirements for visitors to enter isolation rooms (e.g., hand hygiene, PPE requirement).	
		 10c) The facility has established a process to clearly communicate and enforce restrictions for visitors based on potential for their exposure as well as if they have signs/symptoms of infection (e.g., fever, acute respiratory symptoms, gastrointestinal symptoms). 	

	11) Establish parameters for discontinuation of precautions	 11a) The facility has a process in place to discontinue precautions based on CDC recommendations, such as: after signs and symptoms of infection have resolved and patient is no longer contagious according to pathogen-specific recommendations if infectious agents that require isolation precautions have been ruled out 	
	Practice effective Hand Hygiene practices	 Hand Hygiene (see specific practices under " Hand Hygiene" section of the roadmap) Follow hand hygiene practices according to CDC or WHO guidelines 	
Д	ntimicrobia	Stewardship Program (ASP)	
Antimicrobial Stewardship Program	1) An antimicrobial stewardship program (ASP) is in place	 1a) A physician who is knowledgeable about antimicrobials and is respected by peers has been appointed to serve as a champion for the ASP. 1b) The facility has established an ASP Team that includes, at a minimum, the physician champion and a pharmacy champion. 	
(ASP)	in place	1c) Senior leadership supports the ASP by providing compensation and/ or time for team members to work on the ASP.	
		1d) The ASP Team is familiar with the key published ASP literature.1e) The pharmacy provides antimicrobial use data to the ASP team.1f) The ASP Team (or pharmacy or Pharmacy and Therapeutics	
		Committee) has reviewed and updated the formulary to promote optimal, non-duplicative availability of antimicrobials. 1g) The facility's laboratory produces a facility-specific antibiogram or has	
		access to a region-specific antibiogram that is updated annually. 1h) A baseline assessment of resources and barriers for an ASP has	
		been conducted.1i) The ASP Team utilizes antimicrobial use data and microbiology data (e.g., antibiogram) to prioritize ASP strategies.	
/	Ir	njection Practices	
Injection	1) Implement safe	The facility has established policies/protocols with clear	
Practices	injection practices	expectations that the practices below are followed:1a) Aseptic technique is used to avoid contamination of sterile injection equipment.	
		 1b) Used syringes, needles and cannulas are discarded at the point of use in an approved sharps container immediately after use. 1c) Single-dose vials are used whenever possible and discarded 	
		immediately after use on a single patient.1d) Medications are not administered from a syringe to multiple patients,	
		even if the needle or cannula on the syringe is changed.1e) Needles, cannulae, and syringes are sterile, single-use items and should not be reused for another patient or to access a medication or	
		solution that might be used for a subsequent patient.1f) A syringe or needle/cannula is considered contaminated once it has been used to enter or connect to a patient's intravenous infusion bag	
		or administration set. 1g) Medication is not prepared in one syringe to transfer to another syringe. 1h) A sterile syringe and needle/cannula is always used when entering a	
		vial —never one that has been used on another patient.1i) Vials are discarded 28 days after opening, unless specified by the manufacturer, or sooner if sterility is questioned or compromised.	
		 Multi-dose vials are not kept in the immediate patient treatment area and are stored in accordance with the manufacturer's recommendations. 	
		 A needle, cannula, or spike device is never left inserted into a medication vial rubber stopper because it leaves the vial vulnerable to contamination. 	
		11) Fluid infusion and administration sets (i.e., intravenous bags,	
		tubing, and connectors) are used for one patient only and discarded appropriately after use.	
		tubing, and connectors) are used for one patient only and discarded appropriately after use.1m) Bags or bottles of intravenous solution are not used as a common source of supply for multiple patients.	
		tubing, and connectors) are used for one patient only and discarded appropriately after use.1m) Bags or bottles of intravenous solution are not used as a common	

System-wide Environmental Cleaning

CORE Prevention Strategies = Strategies that should always be in place.

ENHANCED Prevention Strategies = Strategies to be considered in addition to core strategies when:

- a) There is evidence that the core strategies are being implemented and adhered to consistently.
- b) There is evidence of on-going transmission as appropriate.
- c) There is evidence that rates are not decreasing.
- d) There is evidence of change in pathogenesis as appropriate (e.g. increased morbidity/mortality among patients).

Safe from HAI	Specific Actions(s)	Audit Questions	Yes
System-wide environmental cleaning and disinfection practices	CORE PREVENTION 1) Patient rooms and patient care equipment are appropriately cleaned and disinfected	 The facility has a standardized environmental cleaning and disinfection protocol that includes: 1a) Hospital grade EPA-registered germicide is used for routine disinfection and in accordance with the manufacturers' instructions. 1b) Manufacturer product recommendations are followed for use, including contact time and dilution. 1c) There is a process in place to assess current practices in cleaning/ disinfection before changing products or processes. 	
	2) Provide cleaning/ disinfection education for nursing/support staff	2a) The facility has a process in place to provide cleaning and disinfection education for nursing and support staff.	
	 Provide education and competency testing for environmental services trainers 	 The facility has a process in place to require person(s) responsible for environmental services training to: 3a) Receive education on current environmental cleaning/disinfection practices at least annually. 3b) Complete a competency evaluation of cleaning/disinfection practices at least annually. 	
	 Provide cleaning/ disinfection training and evaluation for environmental services staff 	 4a) Training materials are provided in HCP, prescribers native language(or ensure communication of the information through other means). 4b) Environmental services staff training includes return demonstration. 4c) A systematic process is in place to periodically evaluate terminally cleaned rooms. 4d) Processes are in place to address issues identified through evaluations. 	
	5) Provide competency testing to environmental services staff	 5a) Environmental services staff training includes written or verbal competency testing which includes demonstrated understanding of the rationale for cleaning/disinfection components. 5b) Expectations are in place for environmental services staff to pass a competency test prior to assignment to patient care areas. 5c) Expectations are in place for environmental services staff that do not pass the competency test to receive additional training or be assigned to non-patient care areas. 	
	ENHANCED PREVENTION 6) Establish enhanced cleaning & disinfection practices	 6a) The facility has a process to consider technology to monitor for room cleanliness, e.g., ATP, bioluminescence, fluorescent dye/marker, as appropriate. 6b) The facility has a process to consider other technologies for environmental disinfection, e.g., UV light, hydrogen peroxide vapor 	

	H	Al Specific Topics	
HAI Specific Practices	1) Implement CAUTI Roadmap Practices	 1a) The facility provides care for patients with Foley catheters. 1b) The facility has performed a gap analysis of current policies and practices against the CAUTI recommendations. 1c) An implementation plan has been developed to address relevant gaps. 1d) The plan to address relevant gaps has been implemented to achieve at least 90% of the recommended practices. 	
	2) Implement CLABSI Roadmap Practices	 2a) The facility provides care for patients with central lines. 2b) The facility has performed a gap analysis of current policies and practices against the CLABSI recommendations. 2c) An implementation plan has been developed to address relevant gaps. 	
	3) Implement SSI Roadmap Practices	 3a) The facility has an OR and does surgeries. 3b) The plan to address relevant gaps has been implemented to achieve at least 90% of the recommended practices. 3c) The facility has performed a gap analysis of current policies and practices against the SSI recommendations. 3d) An implementation plan has been developed to address relevant gaps. 3e) The plan to address relevant gaps has been implemented to achieve at least 90% of the recommended practices. 	
	4) Implement VAP Roadmap Practices	 4a) The facility provides care for patients on ventilators. 4b) The facility has performed a gap analysis of current policies and practices against the VAP recommendations. 4c) An implementation plan has been developed to address relevant gaps. 4d) The plan to address relevant gaps has been implemented to achieve at least 90% of the recommended practices. 	
	5) Implement CDI Roadmap Practices	 5a) The facility has a process in place to manage patients with CDI. 5b) The facility has performed a gap analysis of current policies and practices against the CDI recommendations. 5c) An implementation plan has been developed to address relevant gaps. 5d) The plan to address relevant gaps has been implemented to achieve at least 90% of the recommended practices. 	