Infuse Hand Hygiene Into Your Culture
May 18, 2017

Tell us about you....

- Name
- Role
- Setting
- Measurement System
  - Observational
  - Electronic
  - Patient Survey
Session Objectives

- Attendees will learn to identify two key leadership members and their roles to make your program successful.
- Participate in at least two ways to innovatively engage your staff in hand hygiene practice.
- Develop a measurement system providing feedback to staff to improve outcomes and identify barriers to doing hand hygiene when expected.
Developing the Team

Former Medical Vice President & Current Medical Executive Project Sponsor

Administrative Vice President & Project Sponsor

Current Chief Nursing Officer & COO & Former Vice President Sponsor

Gundersen Lutheran Medical Center, Inc. | Gundersen Clinic, Ltd.

Developing the Team

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Setting the Table

Gundersen Lutheran Medical Center, Inc. | Gundersen Clinic, Ltd.
Dec 10, 2012 6:20pm
Heart Surgeon Gives Patients Infection When Glove Rips

We’re in Western Wisconsin... does this affect us?

- 47 year-old woman from La Crosse
- Moved to Egypt, underwent esophageal surgery 2013 with significant complications
- Traveled to NY City November 2013 for further care
- To La Crosse February 2014
- Presented to TEC with chronic open draining chest wound
• Wound culture February 23, 2014
• Alarmingly resistant Gram Negative Bacteria
• Only 1 antibiotic active against this bacteria!

Appeal on an intellectual and emotional level

Get the Recipe

If no sugar is being used, the brown sugar
must be tightly covered until it is used. If
the brown sugar is exposed to the
air, it will absorb moisture and
become hard. To use it, simply
break off a small piece and add it to
the recipe as directed.
Gather the supplies

- The “Mary Lu Effect”
- Focus on room entry and exit
- Video #1

Asking About Barriers

- I noticed you missed an opportunity for hand hygiene when (situation). To better assist staff in performing hand hygiene, part of the observation process is to identify barriers. Can you tell me what the barrier was to performing hand hygiene? Thank you.

Barriers to Hand Hygiene Qtr. 2, 2015
The Prompt: Changes / PDSAs

Don't forget a key ingredient.....Resident Story

Data can change behavior......
Designing Your Measurement Strategy

• Who
• What
• When
• How

When

What and How
General Guidelines for Observations

- It is two separate observations when putting on gloves and after taking them off
- Entry and exit are separate observations
- Soap or gel counts
- Do not guess, if unsure - skip observation
- Do not exceed 2 observations of the same employee in a single observation session

Do not count the following situations as "not done":

- Emergent/urgent situations
- When staff carry something into a room and perform hand hygiene immediately after putting items down
- When staff exits a room and performs hand hygiene and then re-enters another resident care area continuously and does not touch anything (environment or self) and does not perform HH when entering 2nd room
- When staff touches the resident while helping them ambulate at room entry or exit
How Many Observations?

- 30 moments per month
  - Service provided is 24/7:
    - 15 day shift observations
    - 15 night shift observations
  - Service is business hours: 6 moments per day over five days
- Keep your check sheets
- If you are unable to do the scheduled week, do the week before as long as it doesn’t go across the end of the month.

Who

- Mix it up
- Front line staff benefits
- Residents – family members

Ensure Your Measurement Plan Works
All the ingredients affect the end product......
Other things you can do to infuse hand hygiene into your culture?

What’s best to use to clean your hands?

- Soap and water
- Anti-bacterial soap and water
- Alcohol based hand rub
“Germs” on a hand after touching an infected surface

After hand hygiene with alcohol gel

Alcohol gel works!

Donskey CJ. NEJM 2009; 360:3

Other Helpers

• ATP Surface Testing

RN: Readjusted monitoring cords & Documented on computer

“Yes that Moment”

Alex has just moved the resident's tray table closer to the resident, who is up in the chair.
Resources

Traveling Trophies

Most Improved

• Orthopaedic Unit

Top performer

• Mother / Baby
• Occupational Health

LaCrescent Family Medicine

Orthopaedic Unit

Occupational Health Services
Introducing......

Infusing to all areas of the organization

https://www.youtube.com/watch?v=ssktVpcvdWI
Hand Hygiene
Behavioral Health

Quality Improvement tools used:
• A3s
• PDSAs

Hand Hygiene Barriers:
• Safety Concerns: Gel not readily available
• Lack of education on requirements
• Difficult Workflows

New Workflow Developed:
• Go-and-sees
• Webinar on hand hygiene in IBH settings
• Discussions with Inpt BH Safety Committee
Glove use: To Glove or Not to Glove...that is the Question

A Clean Hand is Better Than a Dirty Glove
Keys to Success

- Executive leadership buy in and guidance
  - Discuss barriers to success
- Buy in from all levels of the organization
  - Unit/department leadership rounding with staff to discuss barriers
  - Culture change—encouragement of others, and accountability for one’s practice

Keys to Success

- Clear expectations for all staff
- Tool Kit available with resources for staff:
  - Data collection
  - Training
  - Commercials
  - Literature and Evidence Based Practices
- Making it fun and keeping it in the forefront for sustainability
  - Showcasing departments who are succeeding!
Keep the Momentum Going

- Dedicated group including upper level leadership and unit leaders in the inpatient and outpatient settings
- Quarterly meetings with Executive Leadership
- Manager updates at least quarterly
- Orientation for all new staff and residents
- Departmental presentations throughout the organization.
  ie. Fac. Ops, Volunteers. etc.
  (2nd video)

Strategic Plan

A MRSA infection has a median cost of $34,657 with a range of ($11,517–$98,287)

- C. Diff: Median cost of $7400, Ranging from $2900 to $33K depending on LOS

Questions?
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<th>Measurement Plan</th>
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<td><strong>Who</strong></td>
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<td><strong>What</strong></td>
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<td>(Define your moments)</td>
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<td><strong>When</strong></td>
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<td>(Randomize your schedule)</td>
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<td><strong>How</strong></td>
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