One Systems Approach to Hand Hygiene Excellence

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Objectives

✓ Describe the methods utilized to engage healthcare personnel with hand hygiene program

✓ Explain what worked well and what barriers were faced during the planning and implementation of the hand hygiene program

✓ Describe the impact of the hand hygiene program at 2 hospitals

✓ Apply our learnings to your hospitals hand hygiene program
Reason for action:

✓ HAI rates were above target and not decreasing

✓ Reporting high hand hygiene adherence rates across facilities (7/11 reporting 90% or higher)

✓ HAI reduction was determined a system priority beginning November 2015
Framework: Rapid Improvement Events

Monitor metrics → Reason for action → Define Metrics → Understand current state → Define future state → Perform gap analysis → Develop solutions, PICK → Perform experiments → Develop Completion plans

Important features:
- Recognized method for development of standard work
- Executive sponsor
- Inter-professional
- 4½ day event
- Relies on the expertise of the gemba
IUH Ball Rapid Improvement Event Framework

Gap Analysis

Current State

Future State
IU Health Must Haves for Hand Hygiene

✔ Leaders at front
✔ Everyone was included
✔ Just in time reminders for missed hand hygiene opportunities an expectation of all team members
✔ Start with an activity to display germ transmission AND positive recognition
✔ Place alcohol dispensers inside and outside every patient room
✔ Secret observers used to collect data compared across hospitals
✔ Local process to manage non-compliance
What barriers did we face?

- It was not easy and implementation is messy
- Variability of best practices
- Sustaining hand hygiene measurement over time (turnover, maintaining anonymous status)
- Utilizing observers for accountability
- Employees speaking up
What went well?

 ✓ Spread across the system
 ✓ Tools reflected feedback received
 ✓ Promoted localization
 ✓ Efficient standard measurement
 ✓ Transparency
 ✓ Team member engagement

Watch video
Results

![Graph showing data for 2015, 2016, and 2017 with categories Total HAI Harm and Hand Hygiene Compliance. The graph indicates an increase in Total HAI Harm and stability in Hand Hygiene Compliance over the years.]
Indiana University Saxony

Leader Hand Hygiene Huddle – An All Hands on Deck Approach
Saxony Leader Hand Hygiene Huddle – Why?

**Why?** Unable to attain System wide goal of 90% or greater.

**Goal:** Increase the number of compliant observations to 90% or greater

**Metrics:**
- Increase the number of observations to 1000 per month
- Increase the number of observers
- Increase the number of leaders that are observers
- Increase the number of leader interventions for non-compliant observations
### Brainstorming – What Can We do to Reach our Goal?

- Leader Hand Hygiene Huddle - Take ‘an all hands on deck approach’

- Create a culture around hand hygiene that promotes just in time feedback/coaching and encourages co-workers to engage in handwashing best practices.

  What does this look like?

<table>
<thead>
<tr>
<th>✓ Leaders as role models and coaches</th>
<th>✓ Just in time feedback/coaching - all disciplines</th>
<th>✓ Increase engagement by making it fun</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Handwashing and observations part of everyday life</td>
<td>✓ Identify and break through barriers</td>
<td>✓ Kick off of huddle at Saxony Quality Council</td>
</tr>
<tr>
<td>✓ Empower leaders &amp; front line staff with needed knowledge</td>
<td>✓ Involve patients</td>
<td>✓ Sustainability</td>
</tr>
</tbody>
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Pre Huddle

Compliance below system goal of 90% x 2 years

- Low engagement around hand hygiene
- Average monthly observations: 274
- Observers: 29 total; 2 leaders
- Leaders and front line staff uncomfortable giving and receiving just in time feedback/coaching for non-compliant observations
- Patients unaware of Hand Hygiene Initiative
- Lack of accountability and just in time feedback/coaching & accountability
- Why’s, barriers and educational needs not being addressed
Post Huddle

- Compliance greater than system goal of 90%
- Increased engagement around hand hygiene – Culture is evolving!
- Average monthly observations: 1088
- Observers: 59 total; 25 leaders
- Staff wearing ‘Ask Me If I Washed My Hands Pin
- Leaders and staff more comfortable giving and receiving just in time feedback/coaching
- Leaders and observers educated and empowered to address the why’s, questions and barriers.
- Daily hand hygiene update in Leader MDI Huddle
Saxony Hand Hygiene
Compliant Observations - 2017-2018
What Went Well...

➢ Executive leader support for Hand Hygiene Huddle
➢ Leader attendance and participation at Hand Hygiene Huddle
➢ Front line engagement (all disciplines)
➢ Positive feedback – thanking staff for doing a great job washing their hands
➢ System Infection Prevention Assistance

Work Still Needed...

➢ Increasing the number of leaders meeting the monthly observation goal of 30 observations
➢ Sustainment of initiative
➢ Patient involvement/engagement in hand hygiene initiative
Indiana University West

Indiana University Health
FRONTLINE CAREGIVER PERSPECTIVE

- First approached in summer of 2015
- Strong patient advocate and data driven
- Enjoys teaching and presenting
HAND HYGIENE VIDEO

Expected and Unexpected Positives

- Improved knowledge of all moments
- Developed increased comfort to speak up
- Practice leads to muscle memory
- Personal accountability; beyond one department or role
- We are ALL ambassadors of hand hygiene
- Advancing culture and empowerment
HANNAH

- Dietary Ambassador
- Inpatient surgical floor
- Culture change agent for hand hygiene
- “Wash your hands”
PROGRESS PROUDLY DISPLAYED
Be Vigilant

- Variable incentives
- Encourage departments to create ways to encourage one another
  - Sweets
  - Display boards
  - Drawings
  - Department awards
IU Health West

Relationship between Hand Hygiene Compliance and Reportable Harm

- Hand Hygiene % Compliance
- Reportable harm incidents

Graph showing the relationship between hand hygiene compliance and reportable harm incidents over a period from November 2015 to December 2017.
IU Health Hand Hygiene Video Contest Mash Up

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