Always Events... Every Patient, Every Time: Hardwiring Safe Habits for High Reliability

Hand Hygiene
Learning Objectives

• Discuss the importance of hand hygiene
• Demonstrate proper hand hygiene
• List the Five Key Moments when to use hand hygiene
• Identify five situations when hand rub is **not** sufficient and hand washing is required.
• Introduce the measurement method: ‘wash in / wash out’
• Review the benefits of using The Joint Commission “Targeted Solutions Tool” (TST) method for improving hand hygiene compliance
• Describe the patient engagement initiative, “It’s Ok to Ask”.
Our vision is to create a culture where these safe practices are hard-wired, patients are engaged, staff know exactly what is expected, and they have the tools to make it easy to perform them for every patient, every time.
Always Events…Every Patient, Every Time

Sharp HealthCare has identified 7 critical patient safety practices that we expect to happen for every patient, every time. Our goal is to be a high reliability organization that habitually performs these 7 practices, which we refer to as Always Events.

1. Patient identification
2. Treatment/Procedure verification
3. Six rights of medication administration
4. Alaris® Guardrails®
5. Line reconciliation
6. Universal protocol
7. Hand hygiene

7 Always Events
Why It Is Important?

- Two million people each year become ill as a result of a hospital-acquired infection (HAI)
- National hand washing compliance rates are unacceptable at ~ 40%

- Serious HAIs: C. difficile, MRSA, and VRE cause increased mortality and morbidity
  - MRSA infection increases risk of death 2x compared to patients without resistant strain
  - VRE bloodstream infection increases risk 2-2.5x
  - Patient costs for treating C. diff infection averages $5,682-8,090 per stay (2007 data).
Proper Hand Hygiene

• **Hand rub** (alcohol-based product) is generally sufficient

• **Hand wash** (soap & water) is required if:
  1. Hands are visibly soiled
  2. Caring for a patient with diarrhea (hand rub does not kill C. difficile spores)
  3. ‘Build-up’ of emollients after repeated use of hand rub antiseptic gel.
  4. After using the bathroom
  5. Before eating
Proper Hand Hygiene

• Handwashing
  1. Wet hands first with warm water.
  2. Apply detergent to hands and rub hands together vigorously for at least 15 seconds, covering all surfaces of the hands and fingers.
  3. Rinse hands with warm water and dry thoroughly with a disposable towel.
  4. Use towel to turn off the faucet.

• Antiseptic Handrub
  - Apply waterless antiseptic agent such as an alcohol-based handrub, to palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry.
Proper Hand Hygiene
Who Should Perform Hand Hygiene?

• All health care workers are expected to comply with hand hygiene policy
  ▪ professional, clerical, dietary staff, housekeeping, volunteers, etc.
  ▪ *even when no patient contact is expected*

• Patients and visitors should also be encouraged to perform hand hygiene as appropriate
5 Moments* for Performing Hand Hygiene

| **1 BEFORE PATIENT CONTACT** | WHEN? Clean your hands before touching a patient when approaching him/her.  
| **EXAMPLES:** shaking hands, helping a patient to move around, clinical examination |
| **2 BEFORE AN ASEPTIC TASK** | WHEN? Clean your hands immediately before any aseptic task.  
| **EXAMPLES:** oral/dental care, secretion aspiration, wound dressing, catheter insertion, preparation of food, medications |
| **3 AFTER BODY FLUID EXPOSURE RISK** | WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal).  
| **EXAMPLES:** oral/dental care, secretion aspiration, drawing and manipulating blood, clearing up urine, faeces, handling waste |
| **4 AFTER PATIENT CONTACT** | WHEN? Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient’s side.  
| **EXAMPLES:** shaking hands, helping a patient to move around, clinical examination |
| **5 AFTER CONTACT WITH PATIENT SURROUNDINGS** | WHEN? Clean your hands after touching any object or furniture in the patient’s immediate surroundings, when leaving - even if the patient has not been touched.  
| **EXAMPLES:** changing bed linen, perfusion speed adjustment |

*2006 World Health Organization initiative
Additional Requirements to Perform Hand Hygiene

• When moving from a contaminated body site to a clean body site during patient care
• After you cough or sneeze
• **Before and after glove use**
Carrying Supplies Into A Room: A Common Challenge

- When carrying supplies, linen, meds, etc into a room, set the supplies down and immediately perform hand hygiene.
When to Change Gloves

1. After contact with any patient
2. When moving from a dirty site to a clean site of the patient’s body
3. Before performing any aseptic task (e.g. caring for an IV line, suctioning, wound care, catheter care, preparation of food, meds)
4. If torn or punctured
Our New Hand Hygiene Compliance Measurement: “Wash In / Wash Out”

- Hand hygiene compliance is measured when entering and exiting a patient’s room
  - What if there is no specific patient room?
    - A curtain defines an area for semi-private areas such as PACU or ED
    - The area near or surrounding a patient for open areas such as behavioral care or radiology
Why Measure “Wash In / Wash Out”

• Hand hygiene at room entry
  ▪ Ensures hands are clean before PLANNED and UNPLANNED contact with the patient or the items in the patient’s environment to prevent the introduction of germs

• Hand hygiene at room exit
  ▪ Ensures hands are clean upon exit of one patient care environment to prevent the introduction of germs to the caregiver or common areas

• “Wash In / Wash Out” is a standardized method of measuring hand hygiene compliance using a tool by The Joint Commission called The Targeted Solutions Tool.
What is The Joint Commission “Targeted Solutions Tool (TST)” Methodology?

In 2014, Sharp HealthCare will be gradually converting to the TST method for hand hygiene compliance to:

- Provide a standardized measurement tool
- Allow for comparison to national benchmarks
- To engage more champions and includes:
  - Secret Observers
    - A trained, unbiased observer
    - Records hand hygiene compliance with ‘Wash In / Wash Out
  - Three Levels of Coaches
## Three Levels of Feedback / Coaching

<table>
<thead>
<tr>
<th>Cross-Monitoring</th>
<th>Just-in-Time Coaching</th>
<th>Leader Coaching</th>
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<tbody>
<tr>
<td><strong>Purpose:</strong></td>
<td><strong>Purpose:</strong></td>
<td><strong>Purpose:</strong></td>
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<tr>
<td>• Real-time feedback</td>
<td>• Near-time feedback</td>
<td>• Supportive conversation</td>
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<tr>
<td>• Actively monitors staff actions to share workload or reduce / avoid error.</td>
<td>• Probes deeper to understand why practice was not followed</td>
<td>with staff on the need to follow safe practices.</td>
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<td><strong>Who does it?</strong></td>
<td><strong>Who does it?</strong></td>
<td><strong>Who does it?</strong></td>
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<tr>
<td>• Any staff member, Peer or Leader</td>
<td>• Unit Champion or Leader</td>
<td>• Leader</td>
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Role of ‘Just In Time’ Coach for Hand Hygiene

• A trained staff who seeks to understand root causes of non-compliance
• Actively intervenes when hand hygiene failures are observed
  ▪ To better understand non-observable contributing factors to hand hygiene non-compliance
  ▪ To educate healthcare workers on proper compliance when failure is observed, in real time
• Collects data used for root cause analysis and solutions across all shifts
• Reinforces behavior by increasing staff awareness
Identifying Causes, Targeted Solutions

### Causes

- **Hand Hygiene compliance data are not collected or reported accurately or frequently**
- **Safety culture does not stress hand hygiene at all levels**
- **Ineffective placement of dispensers or sinks**
- **Hands full**

### Solutions

- **Data provide a framework for a systematic approach for improvement**
- **Utilize a sound measurement system to determine the real score in real time**
- **Scrutinize and question the data**
- **Measure the specific, high-impact causes of hand hygiene failures in your facility and target solutions to those causes**
- **Make washing hands a habit – as automatic as looking both ways when you cross the street or fastening your seat belt when you get in your car**
- **Commitment of leadership to achieve hand hygiene compliance of 90+ percent**
- **Serve as a role model by practicing proper hand hygiene**
- **Hold everyone accountable and responsible – doctors, nurses, food service staff, housekeepers, chaplains, technicians, therapists**
- **Provide easy access to hand hygiene equipment and dispensers**
- **Create a place for everything: for example, a health care worker with full hands needs a dedicated space where he or she can place items while washing hands**

*Joint Commission Center for Transforming Healthcare*
Special Circumstances: 
*Hand Hygiene Exceptions*

1. Response to an urgent or emergency situation
2. Exiting a room and re-entering a room within 30 seconds of performing hand hygiene (*without touching anything*)
3. When touching the patient while helping him/her ambulate at room entry or exit (*after initial hand hygiene*)
4. When carrying item into room: Perform hand hygiene immediately AFTER putting item down
Food and Nutrition Services: Meal Tray Delivery

• Dietary staff delivering meal trays will clean hands immediately prior to delivery of the first tray (‘wash in’) AND upon exit of each room thereafter (‘wash out’- cleanse hands prior to touching next tray in line for delivery)

• Dietary staff retrieving meal trays will clean hands immediately prior to entering the first room to retrieve meal tray (‘wash in’) AND upon entry to each room thereafter (‘wash in’ after touching dirty tray)

• Any interruption to room to room tray service requires ADDITIONAL ‘wash in’/’wash out’ hand cleaning
Environmental Services Department: Trash Duty and Daily Room Cleaning

- **Trash Duty**: Housekeeper will clean hands upon entry to each patient room to perform trash duty (‘wash in’)
- **Daily Room Cleaning**: Housekeeper will clean hands upon entry to patient room (‘wash in’), AND change gloves each time EVS cart is accessed, AND clean hands upon exiting room when cleaning is finished (‘wash out’)

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[Image]
Engaging Patients in Hand Hygiene is Critical to Success

• Sharp is committed to engaging patients to take an active role in their care and safety.

• Sharp launched a patient engagement initiative called, “It’s Ok to Ask” which encourages caregivers to help empower patients to ask their care providers to clean their hands.

• Caregivers should respond positively and clean their hands when asked.
Engaging Patients in Hand Hygiene
“It’s Ok to Ask” Initiative

Why is this project important?

- We can enhance patient safety by empowering our patients to be active participants in their plan of care. Our patients have shared with us that it is easier for them to speak up when they are encouraged to do so.
Engaging Patients in Hand Hygiene
“It’s Ok to Ask” Initiative

What will success look like?
• Caregivers consistently talk to their patients and let them know it’s OK to ask them to clean their hands.
• Patients feel valued as an important part of the health care team and are comfortable asking caregivers to clean their hands.
• Caregivers consistently respond positively to patient’s request to clean their hands and perform hand hygiene.
Engaging Patients in Hand Hygiene
“It’s Ok to Ask” Initiative

What do we need from you?

• Make a commitment to talk to your patients to let them know that it’s OK for them to ask their caregivers if they have cleaned their hands.

• Respond positively when patients ask you to perform hand hygiene.

• View the “It’s Ok to Ask” Video:

  http://sharpnet.sharp.com/patientSafety/index.cfm
Hand Hygiene Goals

• Short term goal for 2014
  ▪ Clarify expectations
  ▪ Improve our method of data collection for accurate measurement
  ▪ Discover and implement targeted solutions

• Long term goals
  ▪ Increase hand hygiene compliance until > 90% compliance or top decile performance is achieved
  ▪ Decrease rates of hospital acquired infections
Summary

• Perform hand hygiene on every patient, every time
• Be receptive to inquiries and guidance from coaches
• Be part of the solution:
  ▪ Help identify contributing factors aimed at how we can make it easier to perform every patient every time
FAQ

• If I walk into a patient’s room and perform a handrub upon entry. Do I need to perform another handrub if I immediately perform an aseptic task?
  ▪ No, not if the aseptic task is immediate and nothing has been touched
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2014

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References


- Sharp Health Care hand hygiene policy and procedure #05704.99