SOAP UP
Hand Hygiene

July 18, 2017
Agenda

• Welcome and Introductions
• IHA Hand Hygiene Survey Results
• Hospital Features
• SOAP UP Campaign
• Resources and Support
• Hand Hygiene Webinar Series
Indiana’s Bold Aim

To make Indiana the safest place to receive health care in the United States... *if not the world*
Polling Question #1

What is your role within your organization?
- Infection Preventionist
- Nursing Professional
- Laboratory Professional
- Medical Staff
- Environmental Services/Housekeeping Professional
- Other
2017 Indiana Hospital Hand Hygiene Survey Results
2017 Hand Hygiene Survey

• Voluntary survey conducted April-May
• 66 unique hospital respondents
• Participants represent hospitals from across the state of various sizes and service lines
• Intent: Determine baseline status of Indiana hospital performance to:
  1. Identify barriers and challenges
  2. Create support programs based upon identified needs
  3. Harvest success stories to share best practices
Compliance Rates – 4th Quarter 2016
Which units are included in your compliance rate?

Units Included in Compliance Rate

- Psychiatry/Mental Health: 10.96%
- Anesthesiology: 15.07%
- Pharmacy: 23.29%
- Laboratory: 24.66%
- Rehabilitation: 26.03%
- Pediatrics: 26.03%
- Other (Please Specify): 31.51%
- Radiology: 35.62%
- Obstetrics: 39.73%
- Surgery: 39.73%
- Intensive Care Unit (any type): 43.84%
- Medicine (Non-Surgical): 43.84%
- Emergency Department: 50.68%
- Many different hospitals/No specific unit: 54.79%
Audit Tool Used

- Custom In-House Tool
- WHO 5 Moments
- Observation
- Other
- ISDH/U. Indy
- Joint Commission Tracer
- Entry/Exit

Other:
- V-survey
- Pay It Forward Surveillance Checklist Tool
- Semmel Handwashing
- I-scrub & paper tool
- Hand Hygiene Monitoring Tool that assesses bed location, isolation, healthcare worker type, opportunity requiring HH intervention, intervention performed or opportunity missed

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<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Brochure</td>
<td>2%</td>
</tr>
<tr>
<td>Audits</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Safety Huddles</td>
<td>4%</td>
</tr>
<tr>
<td>Speak Up Model</td>
<td>5%</td>
</tr>
<tr>
<td>Sanitizer Widely Available</td>
<td>10%</td>
</tr>
<tr>
<td>Reminders (email)</td>
<td>11%</td>
</tr>
<tr>
<td>Incentive, Reward, Reinforcement</td>
<td>12%</td>
</tr>
<tr>
<td>Campaigns</td>
<td>15%</td>
</tr>
<tr>
<td>Signage</td>
<td>22%</td>
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<tr>
<td>Sharing Rates</td>
<td>22%</td>
</tr>
<tr>
<td>Training</td>
<td>30%</td>
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</table>
Do you report your hand hygiene compliance to NHSN?

- Yes: 3
- No: 6
- No response: 57

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Top Barriers Faced

- Compliance: 24
- Education: 18
- Time: 15
- Data Accuracy/Reliability: 12
- Speaking Up: 11
- Difficult to Audit: 8
- Resources: 8
Global Survey Themes

Leaders | Lifesaver | Competency | Foam
Observations | Monitoring | Results | Rates
Family Education | Facility
Hand Hygiene | Rounding | Staff
Secret Shoppers | Posters | SPEAK | Signage | Reinforcement
Sharing Audits

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Hand Hygiene – Partnering for Success
Partnering With Patients

- Education: 32
- Providing Sanitizer: 19
- Signage: 17
- Empower Patient to: 13
- Encourage/Assist with: 8
- Campaigns: 4
- Document in Pt. Record: 2
- Reward: 2

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Bottle Process Encourage Patients Handouts Wash Nursing Staff Education Not Doing Hand Hygiene Given Rooms Opportunity Ask Foam Packet CDC Clean Hands Count
Partnering With the Community

- Signage: 14
- Education: 15
- Sanitizer: 3
- Campaigns: 19

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How Can IHA Help?

- Share Best Practices/Data/Ideas: 12
- Staff/Public Education: 2
- Toolkit/Signage: 2
- Financial Resources: 3
- Real-Time Audit: 7
- Help Boosting Compliance: 10
- Help Speaking Up: 10

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Global Survey Result Themes

• Reliable Data Collection
• Hand Hygiene Culture and Speaking Up
• Accountability: Connecting Practice to HAI and Costs to the Organization
Polling Question #2

What aspect of hand hygiene audits/data collection is most challenging?

1. Auditor understanding of process
2. Consistency of audits
3. Time required to conduct audits
4. Analysis of data results
5. Communicating results to staff for meaningful change
Hospital Features
System approach to hand hygiene

• Nonprofit healthcare system reaching across the state
• Affiliate hospitals include academic, urban, rural and critical access partners
Franciscan Health - Michigan City

• 184 bed acute care, Not-for-profit hospital
• Franciscan Health system affiliate
• Located in Michigan City in Northwest Indiana
Hand Hygiene Data Validity
Call to Action

• Critically evaluate your current process
What is working, what is NOT working?
Are results reliable/accurate?

• Assess new strategy for feasibility to incorporate at your organization
UP Campaign
UP Campaign

Goal: Simplify safe care and streamline cross-cutting interventions to reduce the risk for multiple patient harms
IHA Launches UP Campaign

- Supports Hospital Improvement Innovation Network (HIIN) harm reduction efforts
- June 6 Indiana Patient Safety Summit Kick-off
- Strategic Deployment of Three Campaigns:
  - SOAP UP 3Q 2017
  - GET UP 4Q 2017
  - WAKE UP 1Q 2018
Hand Hygiene

c. Difficile (CDI)

Catheter-Associated Urinary Tract Infection (CDI)

Surgical Site Infection (SSI)

Ventilator-Associated Events (VAE)

Central Line Blood-Stream Infection (CLABSI)

Sepsis

Multi-drug Resistant Organisms (MDRO)

S O A P - U P

IHAnetconnect.org/Quality-Patient-Safety
How are you incorporating SOAP UP within your organization?
Hand Hygiene Resources
World Health Organization

http://www.who.int/gpsc/5may/en/
Centers for Disease Control and Prevention

Hand Hygiene in Healthcare Settings

Practicing hand hygiene is a simple yet effective way to prevent infections. Cleaning your hands can prevent the spread of germs, including those that are resistant to antibiotics and are becoming difficult to treat. On average, healthcare providers clean their hands less than half of the times they should. On any given day, about one in 25 hospital patients has at least one healthcare-associated infection.

World Hand Hygiene Day is May 5th. The Clean Hands Count Campaign will offer a new video and education course for healthcare providers. Join CDC to promote hand hygiene using #CleanHandsCount @CDCgov

HEALTHCARE PROVIDERS
When and how to practice hand hygiene

SHOW ME THE SCIENCE
The truth about hand hygiene

PATIENTS
How to ask questions and protect yourself

CLEAN HANDS COUNT CAMPAIGN
Materials to promote hand hygiene

https://www.cdc.gov/handhygiene/index.html
Association for Professionals in Infection Control and Epidemiology - APIC

APIC Indiana

Recommended Guidance for Hand Hygiene Measurement in Indiana

While this document focuses on the process of hand hygiene the ultimate aim is to reduce harm from preventable healthcare acquired infections.

These are recommended guidelines and resources to assist healthcare facilities in Indiana to adopt best practices with hand hygiene measurement. These guidelines should be tailored to your facility and can be used during annual planning of improvement activities that are driven by the risk assessment process. This is an evolving document that will be tested within the various regions within Indiana.

As we continue to gain additional knowledge and learn best practices this document may be revised to continue to improve the measurement of hand hygiene in Indiana.

Background

Hand hygiene has long been recognized as the most important method to reduce the transmission of organisms within healthcare facilities. Measuring adherence to hand hygiene is fundamental to demonstrating improvements at an organizational level. However, measuring hand hygiene is a very complex issue and many key factors should be taken into account when developing a measurement system.

According to CMS conditions of participation, healthcare facilities must determine which best practices standard will be used to guide their hand hygiene program. Regardless if the HICPAC Guidelines for Hand Hygiene in Health-Care Facilities or the World Health Organization guidelines are chosen, the basics of measurement follow similar evidence-based principles.

APIC Indiana has recommended the following strategies for addressing hand hygiene measurement:

1. Measurement
   - Determine what you will measure:
     - Soap and water and/or alcohol-based hand rub
     - Report by discipline
     - Report by weekday/weekend or shift

APIC Indiana recommends that measurement includes the 5 moments. It is documented in the research that it can be difficult to obtain opportunities beyond entry and exit, however including the moments beyond entry and exit when observed will provide critical information about hand hygiene performance. Accept that the majority of the observations will be on entry and exit.

Moreover, establishing a measurement system that captures the other moments/indications allows facilities to learn from those moments and understand hand hygiene at the most critical point in

https://apic.org/

http://apicin.org/index.php

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IHA Resource Sheet

SOAP UP

SOAP UP promotes appropriate hand hygiene to reduce the spread of infection.

Effective hand hygiene decreases the risk of infection and can help prevent several harm events: CDIs, CAUTIs, CABS, MDR, SSIs, and VAES.

There are many resources available at HRET-HLN.org, including those below, to help your organization address these harm events and engage with the UP Campaign.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Link</th>
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<tbody>
<tr>
<td>Introduction to the UP Campaign</td>
<td><a href="https://www.youtube.com/watch?v=LEtGOGp4B6Y">https://www.youtube.com/watch?v=LEtGOGp4B6Y</a></td>
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<td>Catheter-Associated Urinary Tract Infection (CAUTI)</td>
<td><a href="http://www.hret-hln.org/resources/up_campaign/17/up_campaign_presentation_generic.pdf">http://www.hret-hln.org/resources/up_campaign/17/up_campaign_presentation_generic.pdf</a></td>
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<td>Sepsis</td>
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SOAP UP

More Hand Hygiene Resources

Handwashing How-To and Education:

**Healthcare Workers**

- Centers for Disease Control and Prevention (CDC) #CleanHandsCount Campaign: [https://www.cdc.gov/handhygiene/campaign/index.html](https://www.cdc.gov/handhygiene/campaign/index.html)
- Health Research & Educational Trust (HRET) Hospital Improvement Innovation Network (HIIN) UP Campaign
  - All UP Campaign Resources: [http://www.hret-hln.org/engage/up_campaign.shtml](http://www.hret-hln.org/engage/up_campaign.shtml)

**Patients, Visitors and the Community**

- Association for Professionals In Infection Control (APIC) Indiana Handwashing Tips: [http://consumersite.apic.org/infection-prevention-basics/wash-your-hands-offen](http://consumersite.apic.org/infection-prevention-basics/wash-your-hands-offen)

**LUX Hand Hygiene Tips:**

- [https://www.who.int/features/handwashing/index.html](https://www.who.int/features/handwashing/index.html)
- [https://www.who.int/hand_hygiene/when_hand_hygiene.html](https://www.who.int/hand_hygiene/when_hand_hygiene.html)
Social Media Messaging

- IHA has created messaging for both general public, health care providers

- Messaging provided for formats:
  - Twitter
  - Facebook
  - LinkedIn
Next Webinar – Aug. 8

What is your Hand Hygiene Culture?

• Who owns hand hygiene at your organization?
• How is your senior leadership engaged with hand hygiene efforts?
• Does your team recognize and link hand hygiene to health outcomes?

How is your staff speaking up?

• How do you provide staff with performance feedback whether individual, unit level or hospital-wide?
• How are you coaching your team to speak up for safety?
• Does your team use universal language for peer-to-peer observation findings?
SOAP UP Webinar Series

Aug. 8  Hand Hygiene Culture & Speaking Up

Sept. 5  Accountability: Connecting Practice to HAI and Costs to Organization

Sept. 19  Hand Hygiene and Sepsis
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