



## HAND HYGIENE

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## Involvement

- Governing Body
- Senior Leadership
- Directors
- Clinical Staff
- Non-clinical Staff
- Volunteers

## Incentive

Hand Hygiene is one of the Quality measures directly tied to the yearly incentive bonus for all staff members

2015 Hand Hygiene Incentive Goal >90%

2016 Hand Hygiene Incentive Goal >90%

## Video

- Our Risk and Infection Control Departments also collaborated to create a short video on hand hygiene to be used within the hospital for education and training purposes.
- This video has been well-received and is the first of a planned series of patient safety videos that will be created for in-house education and training.

## OHA Observer

- The OHA Observer visited our hospital monthly and performed direct observations of staff and volunteers entering and exiting patient rooms.
- February 2015 - August 2015 the Observer reported only compliance numbers and the discipline of the individual. We were struggling to get to our goal of >90% compliance.
- Starting in September 2015, the Observer began reporting the names of the personnel who were not in compliance with proper hand hygiene, as well as any “star performers.”
- Our Chief Medical Officer (CMO) was very involved in this improvement initiative.
- When we started getting the names, the CMO was able to address each person individually as to their non-compliance with hand hygiene - this was not done in a punitive manner, but rather approached as an opportunity for education and improvement.
- The “star performers” were also addressed and recognized.

The chart below demonstrates the significant improvement that started in September 2015 when each person was addressed directly regarding their non-compliance with hand hygiene. This was approached in a positive, non-punitive manner for education and with the goal of performance improvement.

