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Nursing

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Hand Hygiene

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Hand Hygiene


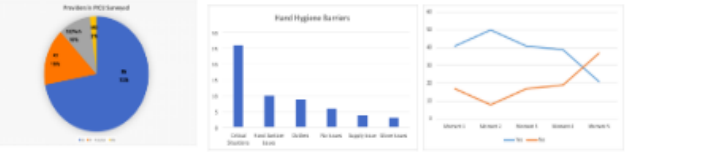
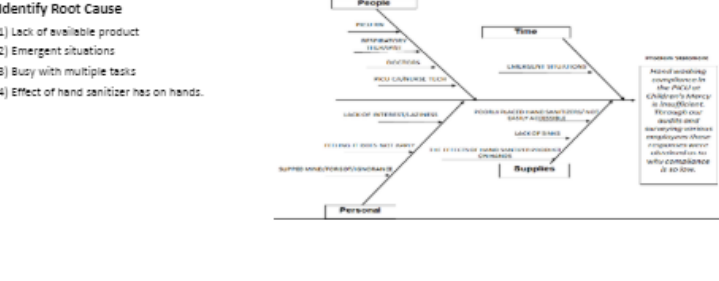
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- QIC: Kaitlyn Hoch
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A3 Overview

A3 for Problem Solving

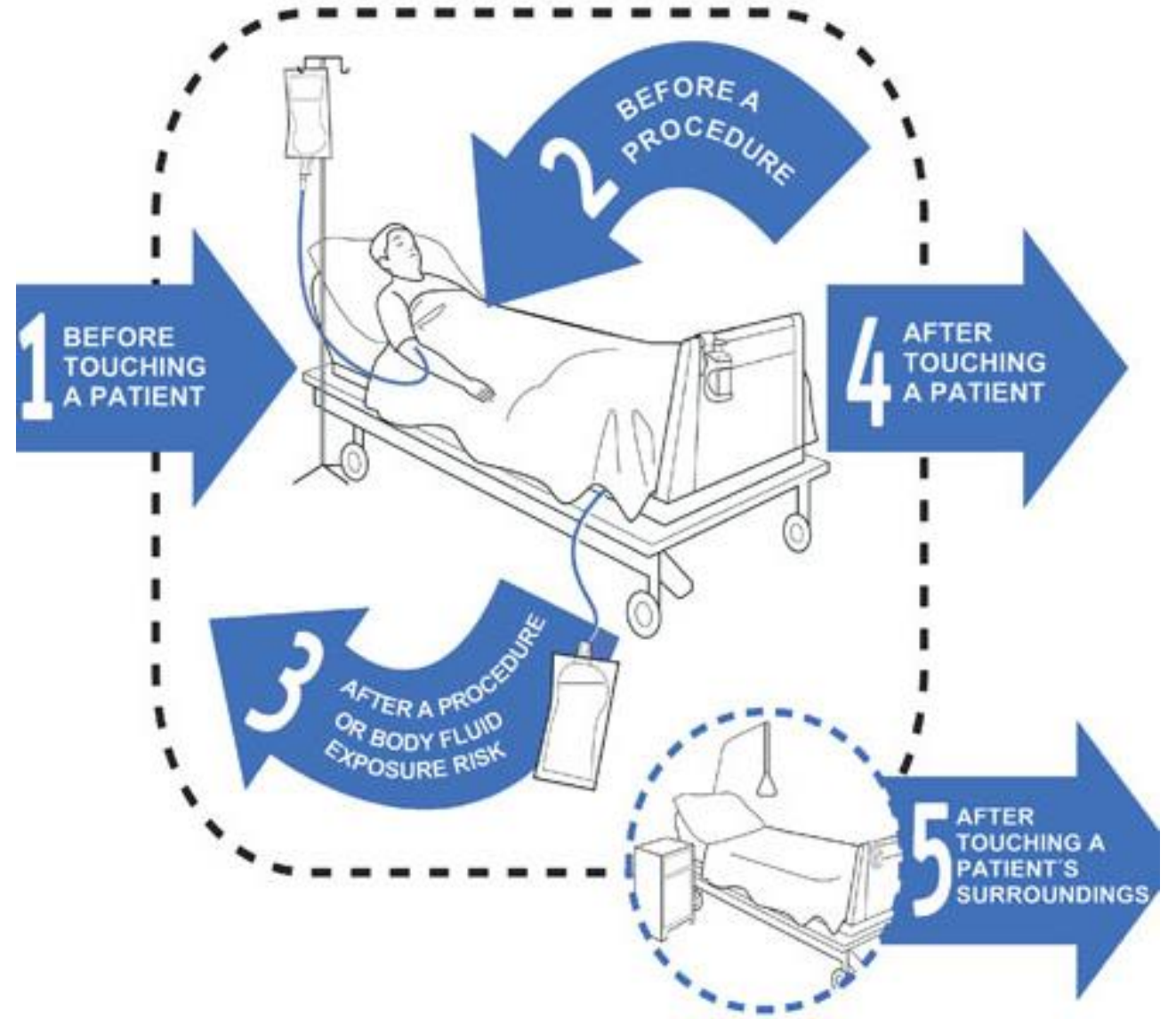
<p>Focus: Hand Hygiene</p> <p>A3 Team: Chandler Durkee, Lyndsey Dusanek, Emily Filley, Samantha Hopkins, Katie Johnston</p>	<p>Owner: Nurse Residency Program</p>	<p>Date:</p>	<p>Date Approved:</p>
<p>Clarify the Problem</p> <p>The World Health Organization has 5 moments for hand hygiene: (1) before touching a patient, (2) before clean/aseptic procedures, (3) after body fluid exposure/risk, (4) after touching a patient, and (5) after touching patient surroundings. At Children's Mercy Hospital in the Pediatric Intensive Care Unit (PICU) audits were completed in within 2 months. The following are the initial audit: Approximately 60 audits done, no observations were done in emergent situations. Nursing observations which were not done or done incorrectly was 30%. Hand Hygiene not done before patient contact was 18%. Hand Hygiene not done before aseptic procedures was 22%. Nosocomial infection rates in the PICU are averaging 6% for the past 10 months.</p>		<p>Develop and Implement Countermeasures</p> 	
<p>Break Down the Problem</p> <p>Multiple providers in the PICU participated in a survey on how they felt their compliance with hand hygiene was. On a scale of 1-10, with 1 being "never perform hand hygiene" and 10 being "I never miss an opportunity to clean my hands according to the 5 Moments for Hand Hygiene." The average score was 8.15. Most of the staff felt as though they were compliant with hand hygiene. Below is a graph of the breakdown of providers surveyed. Providers left comments as to what barriers they felt there were to performing hand hygiene adequately. The comments were divided into six major categories. The highest being critical situations kept them from performing hand hygiene properly. The second highest response was regarding the hand sanitizer. The comments varied from the placement of it within the department to the product itself being too rough on skin. Providers were also observed and graded on how they properly performed the five moments of hand hygiene. The graph below shows the 5 moments. Moment 5 was the least compliant moment.</p> 		<ul style="list-style-type: none"> -Visual aids such as hand hygiene reminder stickers on packs of baby wipes (3) -Re-education slide on break room TV (3) -New hand sanitizer product (4) -Multiple hand sanitizer options for staff (4) -More access to portable pumps in patient rooms (1) -Friendly reminders by peers in the moment (2,3) -Increase use of soap and water (4) -Job aid in PICU binder in nurse server (2,3) <p>Check Results and Process</p> <p>Upon completion of our interventions, in hopes of inspiring change throughout the unit. We will reevaluate by auditing the staff of their hand hygiene compliance and surveying staff a second time of their personal feelings regarding their hand hygiene and the efforts they put forward in bettering our overall compliance in the PICU.</p>	
<p>Set a Target</p> <p>Our goal is for 60% of healthcare providers in the PICU to perform hand hygiene at all 5 moments for hand hygiene by February 2020.</p>			
<p>Identify Root Cause</p> <ol style="list-style-type: none"> 1) Lack of available product 2) Emergent situations 3) Busy with multiple tasks 4) Effect of hand sanitizer has on hands. 		<p>Standardize and Follow Up</p> <p>After completing our hand hygiene surveys staff members rated themselves an 8/10 on completing hand hygiene during all 5 moments. The K-Card Survey however showed conflicting results, which is why we need standardization. There is room for improvement. Staff members and families should all be held to the same standards in order to provide a safe and healthy environment for our patients. The target group that was specifically focused on was healthcare providers. In the future this is something that patients and families could also become a part of. Having 60% of HCP perform HH is still low and over time could definitely be improved, staff members thought our compliance was 80% which is a good place to start. Between different moments sometimes it's hard to determine when hand hygiene needs to be completed. This can make it hard to determine when things are abnormal verses normal. In order to sustain our improvements education needs to be taken further. As healthcare providers we need to hold each other accountable and see something say something. Not only to staff but also educating our families and patients as well. The PICU is currently in the process of developing a parent friendly hand hygiene job aid that will soon be implemented. We can impact other areas by Making our visual aids available to other units and posting them around the hospital. Also sharing one of the areas the PICU found for some improvements and encourage other units to create and implement some changes of their own.</p>	

Clarify the Problem

- Health care-associated infections (HAIs) are infections people get while they're receiving health care for another condition.
- HAIs are a significant cause of illness and death — and they can have serious emotional, financial, and medical consequences.
- HAI rates in the PICU:

5 Moments of Hand Hygiene

- 1) Before touching a patient
- 2) Before clean/aseptic procedures
- 3) After body fluid exposure/risk
- 4) After touching a patient
- 5) After touching patient surroundings



Clarify the Problem

- Multiple providers in the PICU participated in a survey on how they felt their compliance with hand hygiene was.
- On a scale of 1-10, with 1 being; "never perform hand hygiene" and 10 being "I never miss an opportunity to clean my hands according to the 5 Moments for Hand Hygiene."

Hand Hygiene Survey

* Required

1. What is your role in the PICU? *

CA/NT

MD

RN

RT

Other

2. According to the World Health Organization, there are 5 Moments for Hand Hygiene:
(Times healthcare providers should clean their hands.)
-Before touching a patient

2. According to the World Health Organization, there are 5 Moments for Hand Hygiene:
(Times healthcare providers should clean their hands.)
-Before touching a patient
-Before clean/aseptic procedures
-After body fluid exposure/risk
-After touching a patient
-After touching patient surroundings

On a scale of 1-10, How would you rate yourself on hand hygiene?
1 = I never perform Hand Hygiene
10 = I never miss an opportunity to clean my hands according to the 5 Moments for Hand Hygiene. *

1 2 3 4 5 6 7 8 9 10

3. What do you think are barriers to performing hand hygiene in the PICU?

Enter your answer

Clarify the Problem

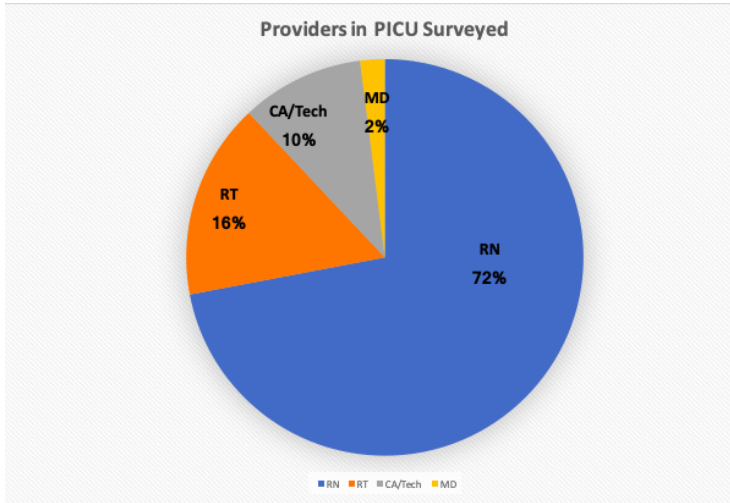
“Length of time for sanitizer to dry, skin issues associated with sanitizer, difficult to reapply gloves after application.”

“When I’m moving quickly, sometimes the first thing on my mind isn’t to perform hand hygiene between tasks. My mind is on the next step of what needs to be done, not hand hygiene.”

“The PICU is a high-intensity and fast paced working environment. I believe that people forget to complete hand hygiene because they have their next task on their mind.”

“Constantly having to wash hands really can dry them out over time.”

“More hand sanitizers available in the room.”

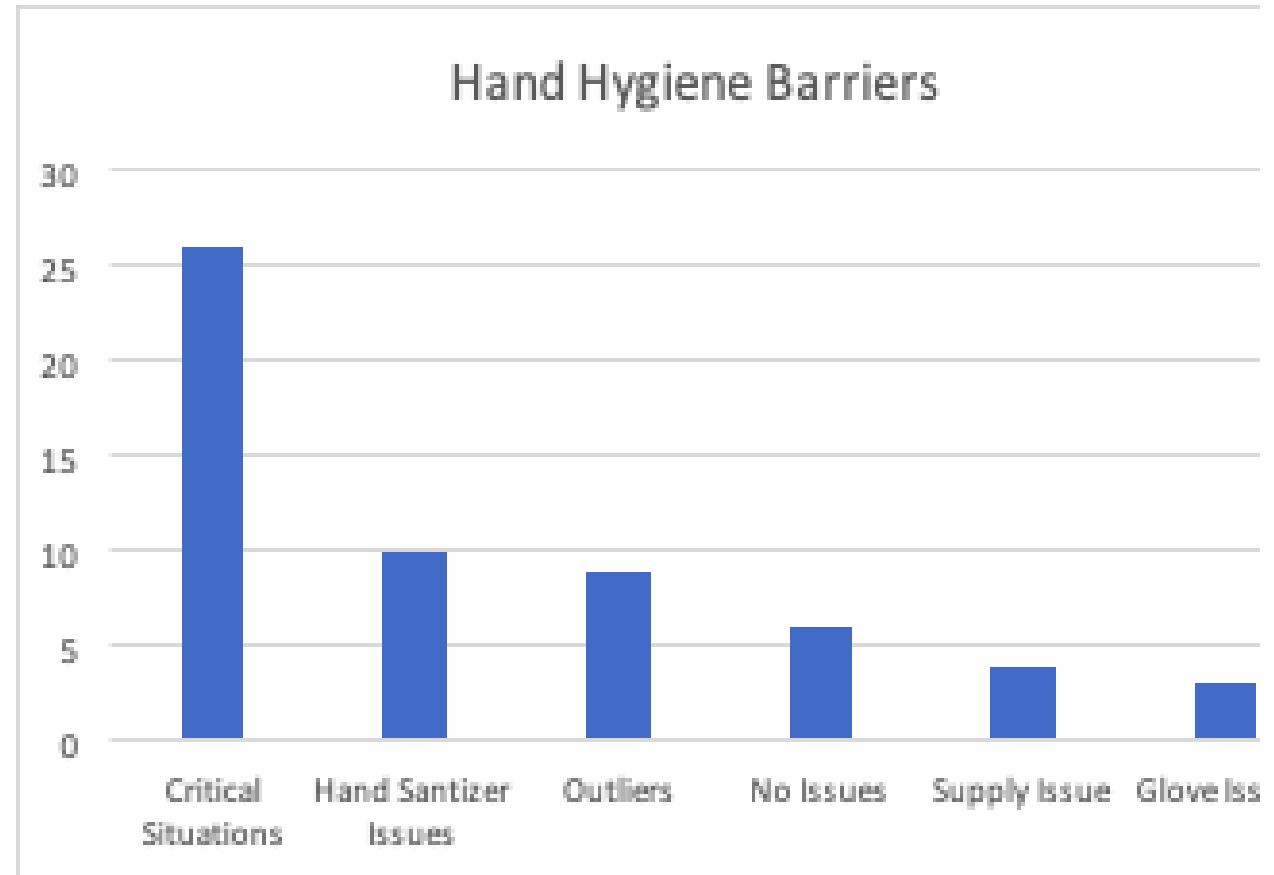


The average score was **8.15**

- Most of the staff felt as though they were compliant with hand hygiene.
 - These are some of the comments we received.
 - This pie chart shows the percentages of PICU providers surveyed.

Breakdown the Problem

- Providers left comments as to what barriers they felt there were to performing hand hygiene adequately.
- The comments were divided into six major categories.
 - The highest being emergent situations kept them from performing hand hygiene properly.
 - The second highest response was regarding the hand sanitizer.
 - The comments varied from the placement of it within the department to the product itself being too rough on skin

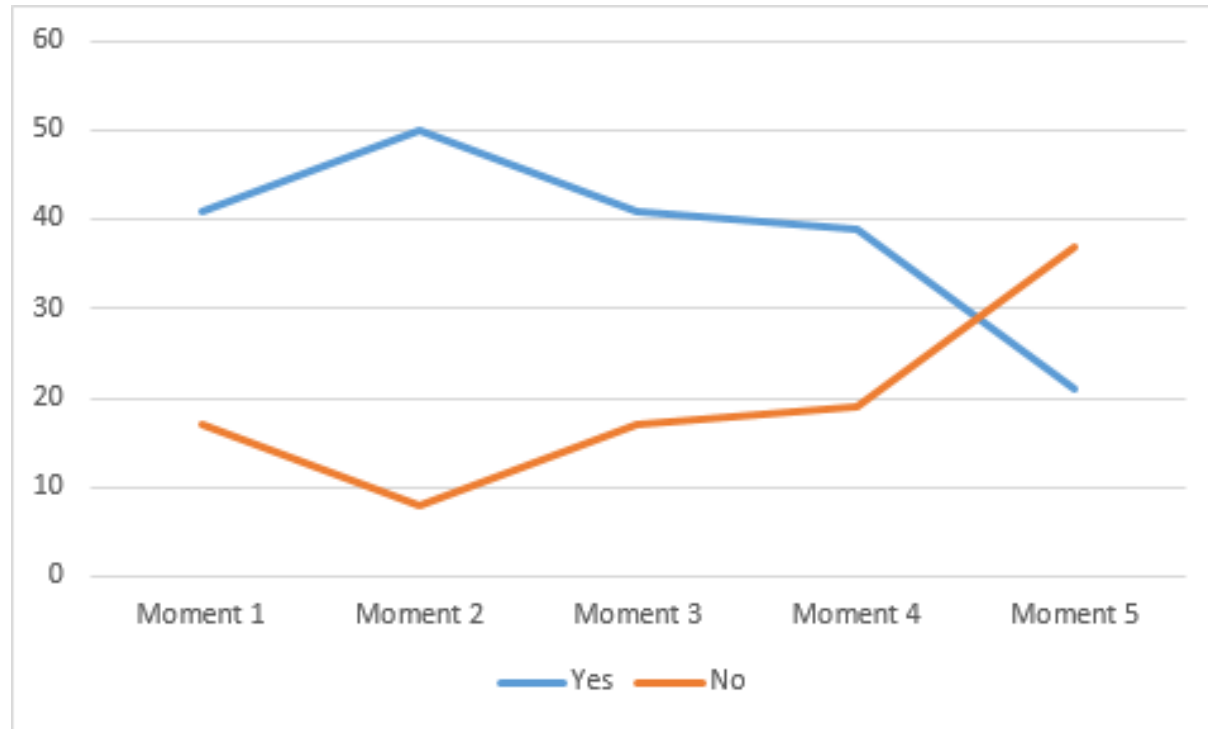


Break Down The Problem



- Hand Hygiene Results - 8/10
- The K-Card Survey Results
 - Moment 1 (before touching the patient) - 70.6%
 - Moment 2 (before a clean or aseptic procedure) - 86.2%
 - Moment 3 (after body fluid exposure risk) - 70.6%
 - Moment 4 (after touching the patient) - 67.2%
 - Moment 5 (after touching patient surroundings) - 36.2%

Breakdown the Problem



- Providers were also observed and graded on how they properly performed the five moments of hand hygiene.
- This graph shows the 5 moments.
 - **Moment 5** was the least compliant moment: After touching patient surroundings.

Set a Target

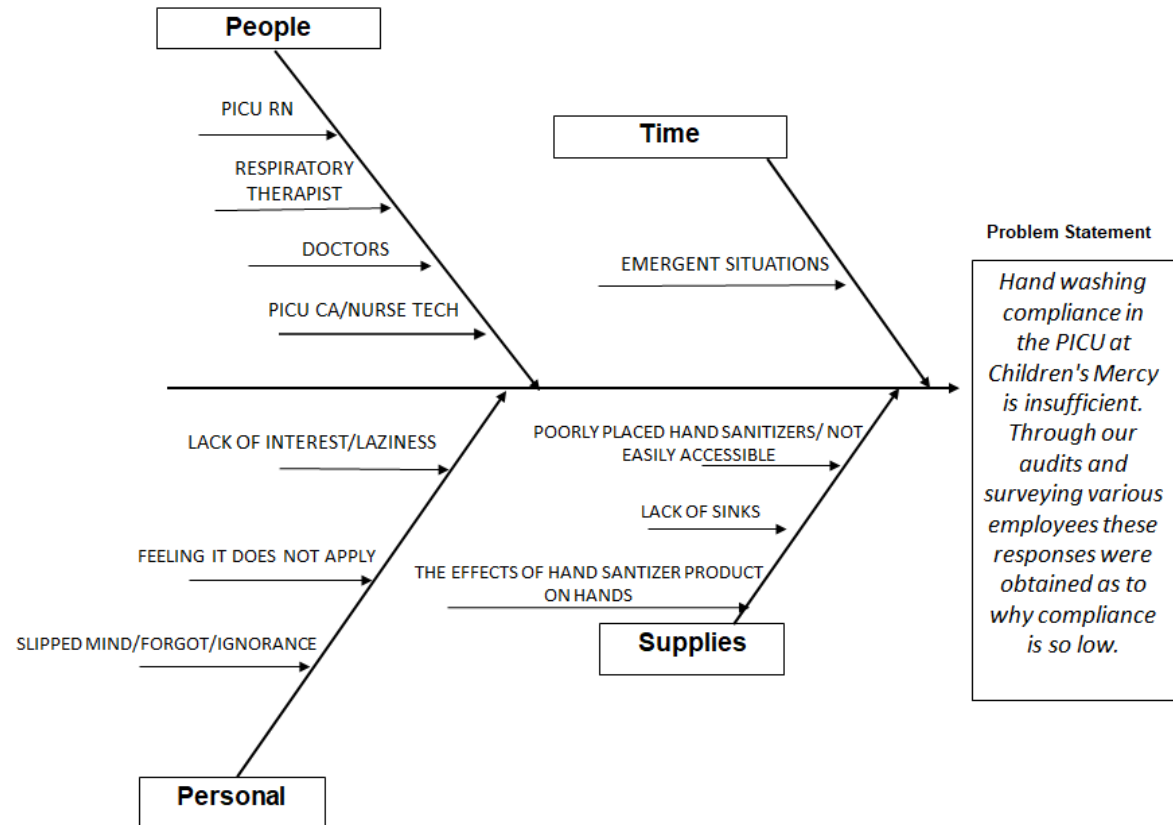
- Our goal is for 60% of healthcare providers in the PICU to perform hand hygiene at all five moments of hand hygiene by March 2020.



Identify Root Cause


- Identify Root Cause


- 1) Lack of available product
- 2) Emergent situations
- 3) Busy with multiple tasks
- 4) Effect of hand sanitizer has on hands.



Develop and Implement Countermeasures


 Visual aids - stickers on packs of wipes, stop signs on pumps

 Job aids

 Slideshow in break room promoting re-education

 Multiple product options

 Increased use of soap and water

 Increased access to portable pumps in rooms

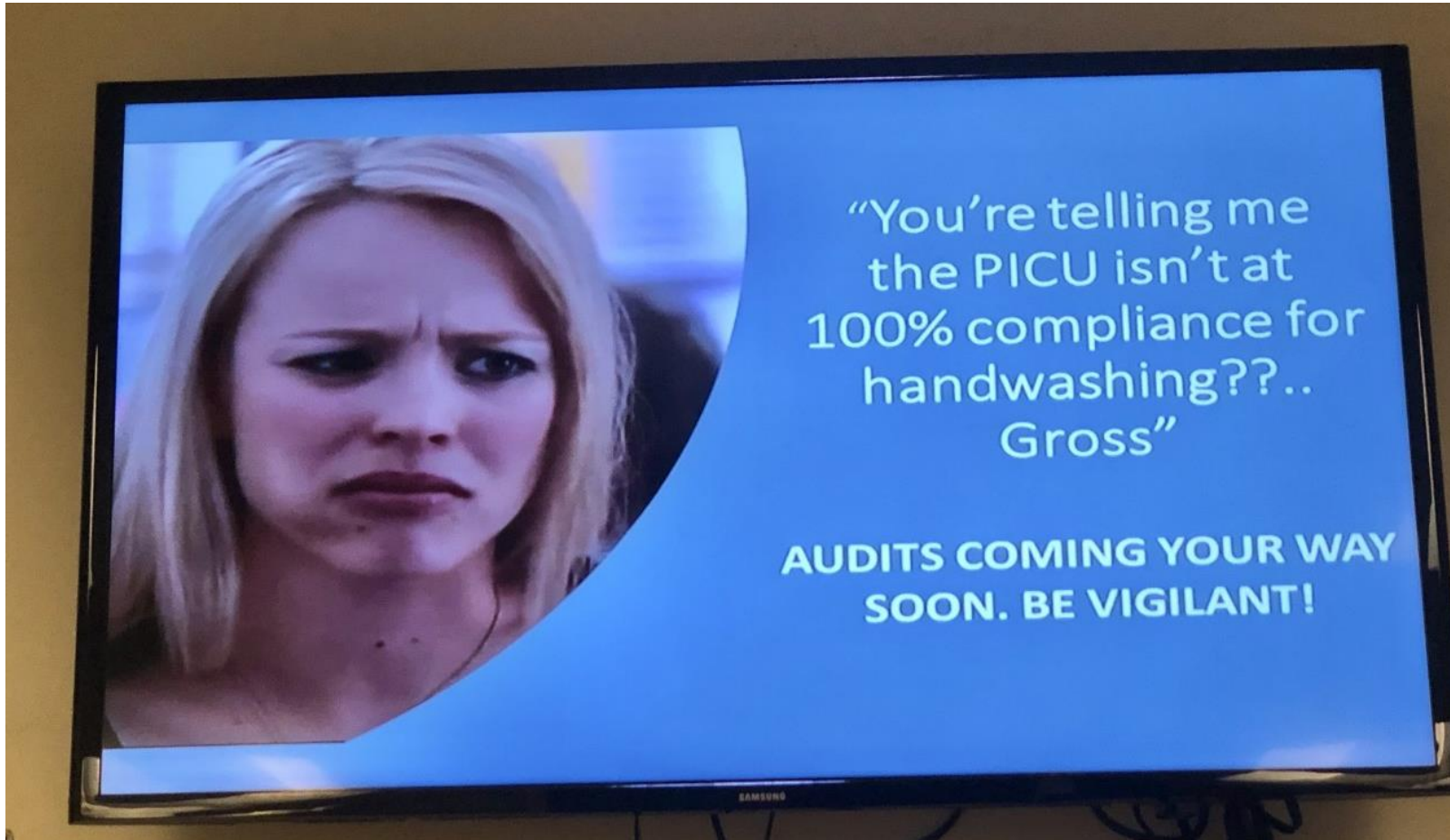
 New product

 Friendly reminders



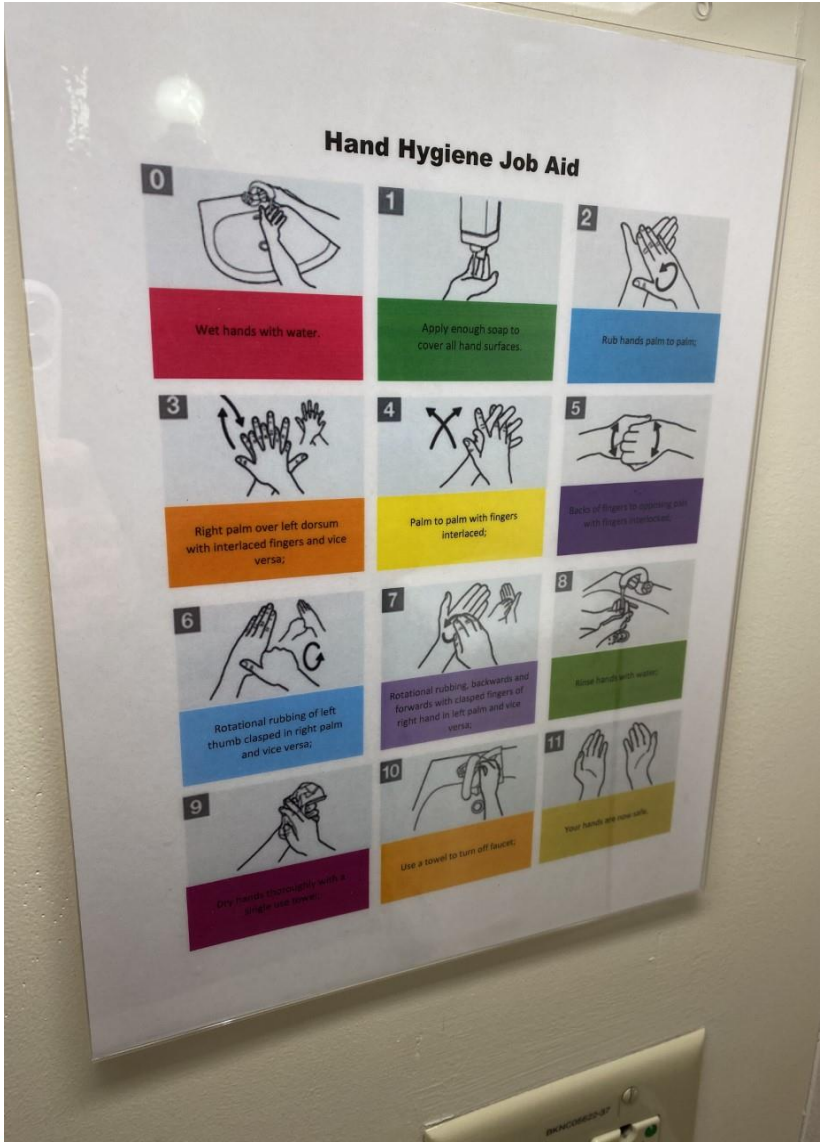
Stop Signs

Power Point in the Breakroom



Stickers On Wipe Packages





Job Aid

Check Results and Process

- Upon completion of our interventions, in hopes of inspiring change throughout the unit, we reevaluated by auditing the staff of their hand hygiene compliance by using K-Cards!

Checks Results and Process cont.

	Pre Survey	Post Survey
Moment 1	70.6	84.6
Moment 2	86.2	71.1
Moment 3	70.6	73
Moment 4	67.2	75
Moment 5	36.2	53.8

Standardize and Follow Up

- **Why do we need to Standardize?**
 - Conflicting Results with K Cards and self-survey
 - Room for Improvement
- **Is the Target the New Standard?**
 - Healthcare providers
 - Include patients and families
- **Is it clear when things are normal versus abnormal?**
 - Transitions between moments

Standardize and Follow Up

- **How do we ensure sustainable improvements?**
 - See something say something
 - Educate families
- **How can we impact other areas by sharing what we learned?**
 - Visual Aids around the hospitals
 - Encourage other units to implement changes

Conclusion

- Was the AIM statement met?
 - Our AIM statement: "*Our goal is for 60% of healthcare providers in the PICU to perform hand hygiene at all five moments of hand hygiene by March 2020*" has been met!
 - According to our last audits, 75.1% of healthcare providers in the PICU perform hand hygiene at all five moments of hand hygiene, so yes, our AIM statement was met!

Conclusion

- Pediatric nursing implications
 - We will continue to have care assistants help us label all the wipes so that we can ensure there are reminders to wash hands after changing a diaper
 - We will leave the stop signs and job aids up to help encourage the use of hand sanitizer and hand washing in general
- Lessons learned from working on project
 - Implementations can take a while to get approved
 - Secretly auditing someone is a more accurate representation of what they do on an everyday basis.
 - Hand hygiene could be a lot better!

References

About SAVE LIVES: Clean Your Hands . (n.d.). Retrieved from <https://www.who.int/gpsc/5may/background/5moments/en/>

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Questions



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LOVE WILL.