

Session #4 • Cohort 2
KHC HIIN Hand Hygiene Collaborative
Feb 7, 2020
11:00 a.m. to 12:00 p.m.

What Have YOU Touched Today?
Viruses and bacteria can live for several hours on many surfaces.

The IV Bag, The Stethoscope, The Clipboard Chart, The Blood Pressure Cuff, The Wheelchair, The Bed Rail, The Foregoe Clamp.

Scrub Those Germs Away!

KHC
Kansas Healthcare Collaborative
623 SW 10th Ave. • Topeka, KS 66612 • (785) 235-0763 • www.khconline.org

KANSAS MEDICAL SOCIETY
Established 1847

KHA
Kansas Hospital ASSOCIATION

American Hospital Association

HRET
HEALTH RESEARCH & EDUCATIONAL TRUST

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Welcome and Introduction

Dial-in and Chat

- Participants may listen in on their computer speakers or by phone.
- Dial-in number: (800) 311-9409
- Passcode: SCRUB

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Kansas Healthcare Collaborative

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Welcome and Introductions

Presenters

<p>Cynosure Health</p> <ul style="list-style-type: none">• Barbara DeBaun, RN, MSN, CIC Improvement Advisor bdebaun@cynosurehealth.org <p>The University of Kansas Health System</p> <p>Sylvia Ford, MS, RN, CIC Health System Infection Prevention Specialist sford@kumc.edu (Jordan Harvey and Amanda Gartner)</p> <p>Hospital Sharing</p> <p>Ronna Montgomery, Hiawatha Community Hospital</p>	<p>Kansas Healthcare Collaborative</p> <ul style="list-style-type: none">• Chuck Duffield Performance Improvement Manager cduffield@khconline.org• Eric Cook-Weins Data and Measurement Director ecook-wiens@khconline.org• Michele Clark Program Director mclark@khconline.org
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Agenda

- Welcome, Intros, and Announcements
- Hand Hygiene Advisor
 - Recap of Nov 1
 - Observation Sharing
- Data update
- Back to the Future
- KU Shadow and video
- A Hand Hygiene Testimonial
- Next Steps
- Resources and Upcoming events



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Hand Hygiene Advisor

Welcome and Introductions



Barbara DeBaun, RN, MSN, CIC
Improvement Advisor
Cynosure Health

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Recap – Aug 16

Recap of the Hand Hygiene webinar Nov 1, 2019

- Review and findings of Barriers and Excuses exercise
- Hospital sharing and “ah-ha’s”
 - Minneola District Hospital
 - Meade District Hospital KHC data presentation
- Qualaris presentation
- Presented information about resources and upcoming events.

The May 3, Aug 16, and Nov 1 webinar recording links are available from the KHC Hand Hygiene Collaborative members page.

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KHC HIIN Hand Hygiene Collaborative Data

Hand Hygiene Collaborative Cohort 2

- Implementation Period Results (Preliminary)
- HH Collaborative Reports

Eric Cook-Wiens
MPH, CPHQ
Data and Measurement Director
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KHC HIIN Hand Hygiene Collaborative Data

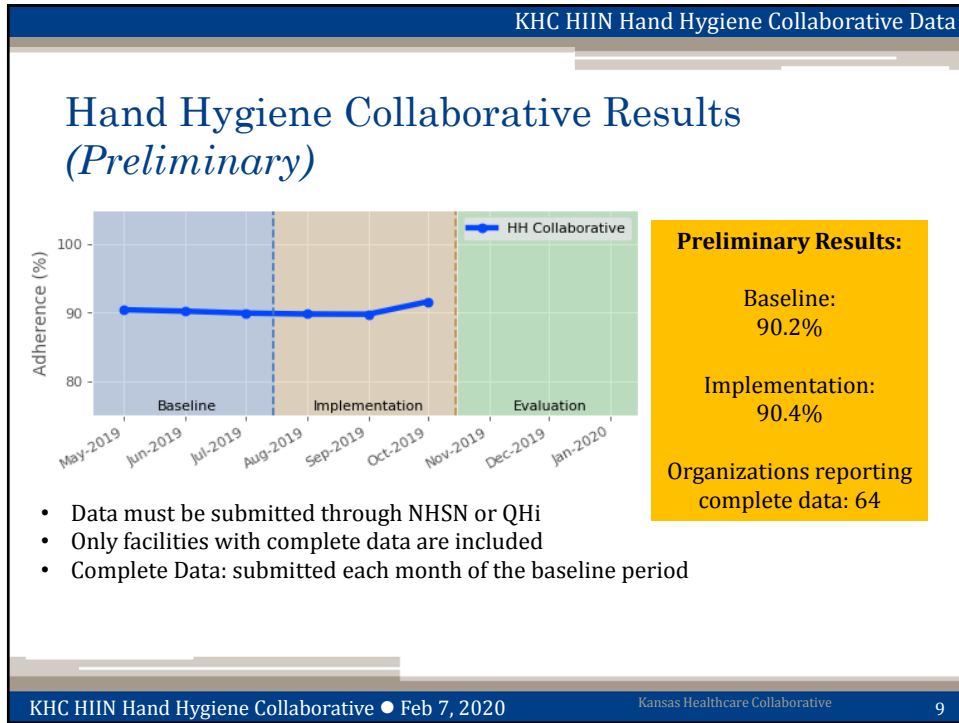
HH Cohort 2 Timeline

Hand Hygiene Cohort 2

Phase	Start Date	End Date	Key Events
Baseline	May-19	Jul-19	Webinar 1: Kickoff
Implementation	Aug-19	Oct-19	Webinar 2: Review baselines
Evaluation	Nov-19	Jan-20	Webinar 3: Intermediate results
Final Review	Feb-20	Feb-20	Webinar 4: Discuss Results

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KHC HIIN Hand Hygiene Collaborative Data

Complete Baseline & Implementation Data (as of 2/4/2020)

Allen County Regional Hospital Anderson County Hospital Atchison Hospital Clay County Medical Center Cloud County Health Center Coffey County Hospital Coffeyville Regional Medical Center Community HealthCare System, Inc. Community Memorial Healthcare, Inc. Decatur Health Systems, Inc. Edwards Co. Hosp. and Healthcare Ctr. Ellinwood District Hospital Ellsworth County Medical Center Fredonia Regional Hospital Geary Community Hospital Girard Medical Center Goodland Regional Medical Center Gove County Medical Center Greenwood County Hospital Hanover Hospital Hays Medical Center Hiawatha Community Hospital	Hillsboro Community Hospital Hodgeman County Health Center Holton Community Hospital Hutchinson Regional Medical Center Jewell County Hospital Kearny County Hospital LMH Health Labette Health Lane County Hospital Lindsborg Community Hospital Logan County Hospital McPherson Hospital, Inc. Meade District Hospital Memorial Health System Mercy Hospital Columbus Mercy Hospital, Inc. Miami County Medical Center, Inc. Minneola District Hospital Mitchell County Hospital Health Systems Nemaha Valley Community Hospital Ness County Hospital District No. 2	Newman Regional Health Newton Medical Center Norton County Hospital Osborne County Memorial Hospital Ottawa County Health Center Phillips County Hospital Rawlins County Health Center Republic County Hospital Sabetha Community Hospital, Inc. Saint John Hospital Saint Luke's South Hospital Salina Regional Health Center Sheridan County Health Complex Stafford County Hospital Sumner County Hospital District No. 1 Susan B. Allen Memorial Hospital Trego County Lemke Memorial Hospital KU Health System - Great Bend Western Plains Med. Complex William Newton Hospital Wilson Medical Center
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THANK YOU

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KHC HIIN Hand Hygiene Collaborative Data

HH Collaborative Reports

- Distributed Wed. 2/5/2020
- Only facilities with complete data received a report
- Sent to HH collaborative contact(s) and HIIN Primary contact
- Infection counts in lower table

Hand Hygiene Collaborative Data Report

Kansas Healthcare Collaborative

The KHC Hand Hygiene Collaborative Cohort 2 is composed of three data collection time periods: baseline (May 2019 - July 2019), implementation (August 2019 - October 2019) and evaluation (November 2019 - January 2020). This report includes data from hospitals within the collaborative that have complete data submission through NHSN or QH. For this report, complete data is defined as reporting the results from at least 30 observations for each month.

The time chart shows monthly status of your hospital compared to the Hand Hygiene Collaborative with 64 hospitals (17 excluded due to incomplete data). We are currently in the evaluation phase of the collaborative.

Hand Hygiene Data										
	Baseline			Implementation			Evaluation			
	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	
Monthly	4245	4145	3105	3640	3540	4245	4145	-	-	
Month Rates	93.33%	91.11%	88.57%	90.00%	87.50%	93.33%	91.11%	-	-	
Quarter Rates	91.20%			90.42%						

Hand Hygiene Collaborative Data: All Facilities (n=64)										
	Baseline			Implementation			Evaluation			
	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	
Month Rates	90.41%	90.20%	89.92%	89.79%	89.70%	91.59%	92.83%	-	-	
Quarter Rates	90.17%			90.41%						

Infection Counts			
	Baseline	Implementation	Evaluation
CAUTI	0	0	
CDI	0	0	
CLABSI	0	0	
MRSA	0	0	
SSI-COLO	0	0	
SSI-PFIS7	0	0	

As part of the Hand Hygiene Collaborative, this report also includes counts of infections for each project period.

Snapshot Date: February 04, 2020 1

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KHC HIIN Hand Hygiene Collaborative Data

Hand Hygiene Collaborative Next steps

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KHC Faculty Presentation

Barb DeBaun

“Back To the Future!”



Barbara DeBaun, RN, MSN, CIC
Improvement Advisor
Cynosure Health

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KHC Faculty Presentation

Barb’s coaching calls



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KHC Faculty Presentation – Polling Questions

Trading Spaces

Polling question #1

YOU are hospitalized in YOUR hospital. Your confidence in hand hygiene practices would be:

- a. Very good
- b. Not so good
- c. Low enough that I'd be watching like a hawk

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KHC Faculty Presentation

Theme #1: It takes a village




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KHC Faculty Presentation

Theme #2: A carrot works better than a stick



The illustration shows a silhouette of a person running towards the right. In the background, there is a large yellow semi-circle. To the left of the runner is a grey baseball bat, and to the right is a red carrot with green leaves. The runner is positioned between the bat and the carrot, suggesting a choice between the two.

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KHC Faculty Presentation – Polling Questions

Trading Spaces

Polling question #2

YOU are hospitalized in YOUR hospital. A caregiver approaches you with unwashed hands. You would:

- Say nothing
- Say something
- Jump out of bed and run out of the room screaming
- Maybe say something, but it would depend upon 'who' it was

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KHC Faculty Presentation

Theme #3: Accountability is key



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KHC Faculty Presentation

Hospital Sharing

- Ronna Montgomery – Hiawatha Community Hospital



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Hospital Sharing

Ronna Montgomery: why what we do matters




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Hospital Sharing

Tag...you're it 😊



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KHC Faculty Presentation


Share your surveillance data

Who do you share data or observation results with?

- Staff
- Nursing leadership
- Medical Staff - providers
- Employees
- Management

How do you share information?

- Staff huddles
- Meetings
- Status boards
- Recognition awards



What the world needs now

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KHC Faculty Presentation

Share something you tried on the listserv




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KHC Faculty Presentation

Update, display and submit your project summary sheet (project/AIM)



***** Remember – your hospital's project summary sheet is a living document and should be reviewed on a regular basis and adjusted to keep pace with the hospital and patient needs.

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KHC Faculty Presentation

Decentralize Hand Hygiene observations



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KHC Faculty Presentation

Establish a “zero-tolerance” for failure to perform Hand Hygiene



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KHC Faculty Presentation – Polling Questions

Trading Spaces

Polling question #3


YOU are visiting a loved one who is currently a patient at “St. Elsewhere”. If you saw a hand hygiene breach you would:

- a. Speak up immediately
- b. Sit quietly for fear you would tick someone off
- c. Say nothing but be sure to tell your friends and family how bad things are there


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KU Presentation



**Peer Sharing and Coaching
Video Series
Instructional PPT Recordings**




Sylvia Ford, MS, RN, CIC
Infection Prevention Nurse 2
The University of Kansas Health System

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KU Presentation




Peer-to-Peer Sharing and Coaching

Take advantage of the opportunity to shadow a system-level Infection Preventionist

Share ideas and receive coaching on

- Methods for monitoring hand hygiene compliance
- Communicating performance feedback in real time
- Making data meaningful
- Improvement strategies



**Shadow
Opportunity!**

Available in multiple locations across Kansas

- If interested, contact IPAC@kumc.edu

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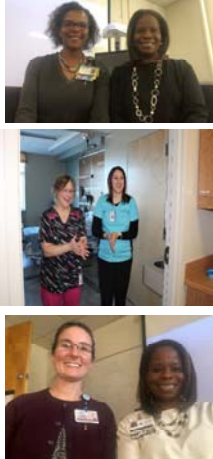
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KU Presentation

Peer- to-Peer Sharing and Coaching

- Three Infection Preventionists participated in Hand Hygiene Shadow opportunity in January 2020
 - Shared ideas and received coaching on current hand hygiene data collection methods
 - Explored strategies to improve reliability and validity of hand hygiene data
 - Gained insights on how to present data in a meaningful way
 - Discussed improvement strategies




2/6/2020

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KU Presentation

Christine Winkel Mitchell County Hospital Health Systems



- Provide annual training for the secret observers (eliminate bias)
- Share the results of hand hygiene in as many meetings and platforms as possible
- Ensure all units are collecting data. List those who are and who are not submitting the observations.
- The "art" of performing hand hygiene is harder than you think- as demonstrated by the computerized system available at KU.
- Invite competition and fun with Hand Hygiene

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KU Presentation

Marisa Cuning Olathe Health



Hand Hygiene Shadowing Experience

- What's working
- Challenges
- New ideas

Shadowing Take-A-Ways

- Support of leadership
- Educate and validate observers
- Involve patients
- Keep it fun
- Share data



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KU Presentation

Ester Knobloch Newman Regional Health



- It's okay to eat off a garbage can lid 30% of the time?!?
- Education platform for Hand Hygiene Data Collection
- Make improvements that L.A.S.T.
 - ✓ Listen
 - ✓ Acknowledge
 - ✓ Solve
 - ✓ Thank



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THE UNIVERSITY OF KANSAS HEALTH SYSTEM

KU Presentation

Instructional Video recordings

Short videos demonstrating standard tasks in hand hygiene monitoring and improvement:

- Collecting an observation (paper or electronic)
- Reviewing and sharing your results
- Planning a small test of change
 - Access all 3 videos using this link:
https://www.youtube.com/playlist?list=PL_DpLThjt1cgg6t7gWa5Qt2iE4gvFl_Z3

Instructional PPT recording (Coming Soon)

Recorded presentation addressing hand hygiene in the ambulatory setting and continuum of care.

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KU Presentation

Jordan Harvey, TUKHS HH Video “Planning a Small test of Change”

Promoting Behavior change

- Be passionate!
- Engage staff
- Facilitate safe communication
- Assess and adapt

<https://drive.google.com/open?id=1fNPpt70KvrxeHz1dT>

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Chuck Duffield

Hand Hygiene should be available in all health care settings – it's more than a luxury or convenience.

Chuck Duffield
Performance Improvement Manager
cduffield@khconline.org

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Perspectives

Hand Hygiene – is it a Luxury and a Convenience?

Shouldn't It Be For Everyone?



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Hand Hygiene testimonial

Hand Hygiene testimonial

This is Cienna. She has known since she was a young girl that one day she would be a Physicians Assistant. In May this year she will finish school and be licensed. In the last year of school a P.A. student must complete one year of clinical rotations – right now she is in Tanzania and will return in another week to Topeka and her next rotation.

I asked Cienna to send some pictures and tell us about the hand hygiene conditions in Tanzania – this is her story.



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Hand Hygiene testimonial

Hand Sanitizer testimonial



Maasai woman! Her name is Florah - she keeps all the women in line at the meetings

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Hand Hygiene testimonial

Hand Hygiene in Tanzania

A simple yet powerful thing: clean hands!

- **In the U.S.**
 - We take for granted clean running water, especially hot water. Soap is available at all sinks and hand sanitizer is easily accessible in multiple places: hallways, patient rooms, next to the doors, and nurse stations.
 - Soap and hand sanitizer are there to kindly remind people to clean their hands on the way in and on the way out.
- **In Tanzania**
 - There is no such thing... It's fortunate if there is a sink within close proximity and even more so if there is soap!
 - Doctors and nurses may wash their hands before and after touching patients but only after the rounds have been completed and each patient is cared for.
 - They move from one bed to the next, carrying with them all the unseen germs.
- **Hand sanitizer**
 - Is nowhere to be found except for the small travel size containers we bring along each day to the clinic.
 - Periodically, we are asked for some of our antibacterial by healthcare workers.
 - It is frowned upon to use hand sanitizer in some departments and we are normally instructed to rinse our hands with water to "clean" them instead.
 - Our hands then drip dry as we continue to see patients.

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Hand Hygiene testimonial

Hygiene in Tanzania



- **Gloves. That's a whole other beast.**
 - There are a small amount of one size gloves.
 - It works out well if your hand fits the available size; otherwise, you have to make it work the best you can.
 - There are too many patients and too few gloves.
 - Blood is normally drawn, medicines given, and patients examined without them. If gloves are worn, they are worn for several patients.
 - I observed a phlebotomist who was quite good at his job - he was quick and saw at least 30 patients in the 50 minutes I was there. He wore a glove on each hand and used one glove as a tourniquet the entire time. Never once changing his gloves.
 - Patients were mainly at the lab getting blood drawn to test for malaria, typhoid, and HIV/CD4+ counts.
 - "I don't want to imagine the cross contamination that occurs here on a daily basis; the thought makes me cringe."

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Hand Hygiene testimonial


Mount Meru Regional APCU



Tengeru District Hospital - Phlebotomy



A day at the hair salon!



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Hand Hygiene testimonial

Hand Hygiene & Hygiene in Tanzania

Ultimately, the simple act of cleaning your hands makes a world of a difference.

FYI: Cienna is my granddaughter, not by blood or marriage, just through love!



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Next Steps

Michele Clark
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Next Steps

Thank you for being a part of it!
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Keep the momentum going!

- **Continues through March 31**
- Continue to update your team-based action plan with SMART goals.
- Collect at least 30 hand hygiene observations each month.
- Monitor and share your data -- celebrate your successes!
- Submit hand hygiene data monthly to NHSN or QHi.
- Be engaged in learning and sharing with your colleagues and peers.
- Use the SOAP UP List-Serv!

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Next Steps

Next Steps

- Watch for feedback survey to complete in a few weeks. KHC will send link through SOAP UP list-serv.
- Continue submitting monthly hand hygiene monitoring data. **January data are due Feb. 29.**
- Watch for your final HH collaborative data report in March.
- Watch for additional communications from KHC, Barb, and your peers. Stay engaged!

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Sustainability

Plan for Sustainability

- Develop future goals or milestones
- Document your AIM or project plan for others to follow. Keep it current.
- Prepare for continued education
- Identifying any new barriers or excuses
- Educate/enlist the Administrative Staff – Senior Leaders as Champions

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Resources and Upcoming Events



Resources and Upcoming Events

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Hand Hygiene Project template

Hospital Improvement Innovation Network  

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Aim Statement

Box 1
(complete by Aug. 16)

Why is this focus important?

Box 2
(complete by Aug. 16)

Changes Being Tested

Box 3
(update monthly through Feb 2020)

Hand Hygiene Data

Box 4
(Add after Aug 16, update regularly with chart from HIIN report and/or Qualaris reports)

Hospital Name
Progress Report as of (date)

Lessons Learned

Box 5
(Start by Aug. 16, update monthly)


Next Steps

Box 6
(Start Aug 16, update monthly)

Team Members

Box 7
(complete by Aug. 16)


← Add team photo (optional)



Adapted from the Institute for Healthcare Improvement, 2012
When completed, email to info@khconline.org

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Hand Hygiene Project template

Aim Statement
By when, what, for whom, how much eg: By _____, improve _____ for _____ by ____%.

Why is this focus important?
Preventing the spread of germs is especially important in hospitals and other facilities such as dialysis centers and nursing homes. Hand hygiene is a great way to prevent infections.

According to the CDC, studies show that on average, healthcare providers clean their hands less than half of the times they should. This contributes to the spread of healthcare-associated infections that affect 1 in 25 hospital patients on any given day.

Changes Being Tested
Add a bullet for each change currently being tested (T), Implemented (I), or Spread(S).

- Change (X)
- Change (X)
- Change (X)

Hospital Name
Progress Report as of (date)

Lessons Learned

- Bullet 1
- Bullet 2

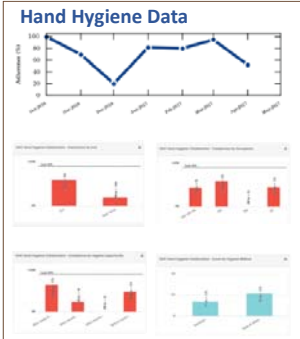

Next Steps

- Bullet 1
- Bullet 2

Team Members

- Team Leader name, title
- Team Member, title
- Team Member, title
- Team Member, title

Add team photo (optional)

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Resources and Upcoming Events

Next HIIN Webinars

- **KHC HIIN Webinar**
 - Feb 26, 2020 • 10:00 to 11:00 am
 - *Topic: Kansas Hospital Success Story – Sepsis*
 - *Faculty: Maryanne Whitney, Cynosure Health*
 - Register here: <https://khconline.adobeconnect.com/khc-hiin-02-26-20/event/registration.html>
 - Mar 25, 2020 • 10:00 to 11:00 am
 - *Topic: TBD*
 - Register here: <https://khconline.adobeconnect.com/khc-hiin-03-25-20/event/registration.html>



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Resources and Upcoming Events

CDC Quick Observation Tools (QUOTS)




Standard Precautions: Observation of Hand Hygiene
Provision of Supplies

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Instructions: Observe patient care areas or areas outside of patient rooms. For each category, record the observation. In the column on the right, sum (across) the total number of "Yes" and the total number of observations ("Yes" + "No"). Sum all categories (down) for overall performance.

Standard Precautions: Observation Categories	Room 1	Room 2	Room 3	Room 4	Room 5	Summary of Observations		
	Yes	No	Yes	No	Yes	No	Yes	Total Observed
1 Are functioning sinks readily accessible in the patient care area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
2 Are all handwashing supplies, such as soap and paper towels, available?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
3 Is the sink area clean and dry?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
4 Are any clean patient care supplies on the counter within a splash-zone of the sink?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
5 Are signs promoting hand hygiene displayed in the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
6 Are alcohol dispensers readily accessible?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
7 Are alcohol dispensers filled and working properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Total YES and TOTAL OBSERVED								



<http://ipcoobservationtools.site.apic.org/observation-tools-library>

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Resources and Upcoming Events

KHC Hand Hygiene Website Access

- Hand Hygiene Web page for members
 - <https://www.khconline.org/>
- The Hand Hygiene members page and the Hand Hygiene Toolkit access instructions has been sent to all members of the Cohort 2. Be sure to watch your mail for more information coming soon.



Hand Hygiene Collaborative



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Open Discussion





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Resources and Upcoming Events

Please provide feedback to this webinar.
Let us know your next steps.

<https://www.surveymonkey.com/r/HH-Webinar-02-7-2020>



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Contact Us

Send an email
to the KHC HIIN Hand Hygiene Collaborative listserv:
KHC-SOAPUP@LIST.KHCONLINE.ORG

Or contact us directly:

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Chuck Duffield
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Eric Cook-Wiens
Data and Measurement Director
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Kansas Healthcare
COLLABORATIVE

Contact us anytime:
(785) 235-0763

Connect with us on:

- KHCqi
- @KHCqi
- KHCqi

For more information:
→ KHConline.org

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