




Measurement & Feedback Tools

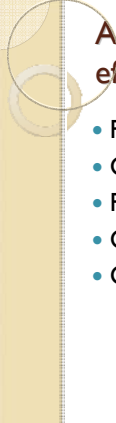
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Outline

- Introduction
- Current evidence on impact of audit and feedback approaches on provider behaviors
- Our experience with HH measurement & feedback tools
- Demo of available tools for HH collaborative: Web Reporting Tool and standardized training
- Questions and answers



Are audit & feedback approaches effective in improving healthcare ?

- Feedback Intervention Theory
- Characteristics of Effective feedback
- Format, content, timing, and frequency
- Context and its implications
- Goal setting

Are audit & feedback approaches effective in improving healthcare ? (cont'd)

- Tailored feedback models
- Computerized interventions
- Implementation and feasibility

Our experience : HH measurement and feedback at Hopkins

- The problem
- Measurement challenges
- Solutions
- Implementation
- Results

The problem

- Poor Hand hygiene
- Results of early audits:
 - Sent administrative staff to units: HH compliance was in the 90's..
 - Sent undercover observers and HH compliance dropped to the 20's !!

Measurement challenges

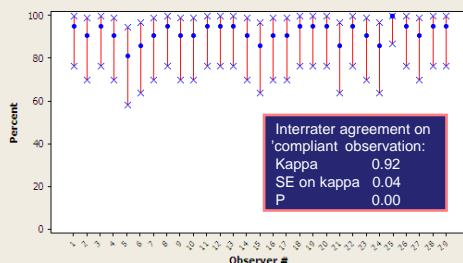
- What to measure? (Selection issues)
- How to measure it ? (Need for clear definition)
- Who should measure? (Hawthorne effect)
- When to measure ? (Periodic vs. ongoing)

HH Monitoring Method

- Direct observations by 'undercover observers' to reduce Hawthorne effect.
- Observe hand hygiene behaviors upon Entry & Exit from patient environment (includes Before & After donning gloves, as well as between patients).
- Obtain enough data points to provide feedback on ongoing basis down to the unit level.

HH observer training: Standardized video clip based online training with post test.

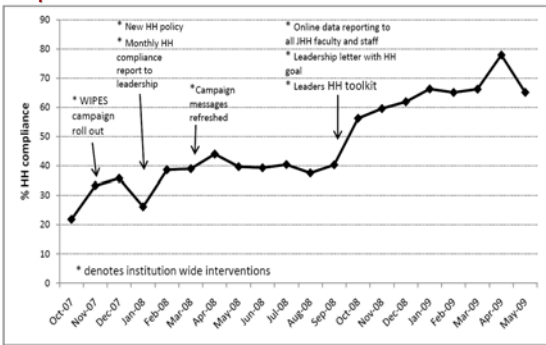
Observer vs. Standard Agreement



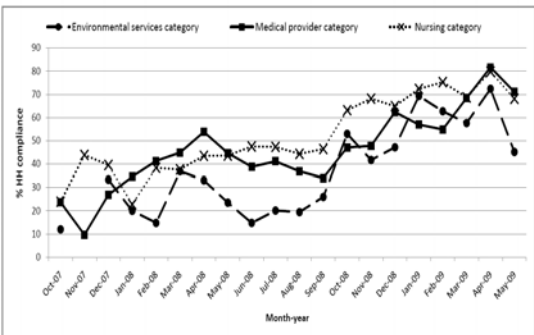
Transparent Data Reporting



HH compliance institution wide, during the WIPES Infection Prevention Program implementation



HH compliance by healthcare worker type during the WIPES Infection Prevention Program



Results summary

- More than three fold increase in average HH compliance at hospital: 21% in Oct 2007 to 78% in Apr, 2009 ($p < 0.0001$).
- Similar increase in alcohol-based hand rub consumption from 15.6 L per 1000 patient-days in Oct 2007 to 44.5 L per 1000 patient-days in Dec 2008.
- HH compliance has increased across all units and among all HCW categories.

[Nurses' category compliance increased from 24% in Oct 2007 to 72% in Jan 2009 ($p < 0.0001$); physicians' increased from 24% to 57% ($p < 0.0001$); environmental services increased from 12% to 69% ($p = 0.002$)]

Recognition of individuals & teams



Congratulations to "The NCCU Team"



for ranking among JHH top performing units in hand hygiene compliance.

Based on data from November, 2008 through January, 2009.



**Congratulations to
Our Hand Hygiene Superstars**



Frank Frassica
Dept. Chair, Ortho



Sara Russell
Nurse, Nelson 5



Queen Blake-Sawyer
Clerical Ass., Marburg 3

Our superstars are healthcare team members who are nominated for their exemplary hand hygiene practices and for reminding their colleagues to do so.
You can also nominate a colleague as superstar. Nomination form is available online at http://www.hopkinsmedicine.org/hcic/Hand_Hygiene



Available tools for HH collaborative:

- Data Entry and Web Reporting Tool
- Standardized Training for HH observers

Data Entry and Web Reporting Tool

- **Security Features**
Password protection
Hospital administrator role
- **Customization features:**
Measures selection
Unit/service names
HCW categories

Hand Hygiene Online Mobile
 Bayview Medical Center Observation

Select Unit being Observed:

Role of Observed Person:

Hand Hygiene Measures:

Observed Behavior:

Additional Comments:

[My Observations History](#)
[Log Out](#)
[Home](#)

Observation Approval and Data Download

Filter the display below by any of the following data fields

Month and Year:

View Observations that are:

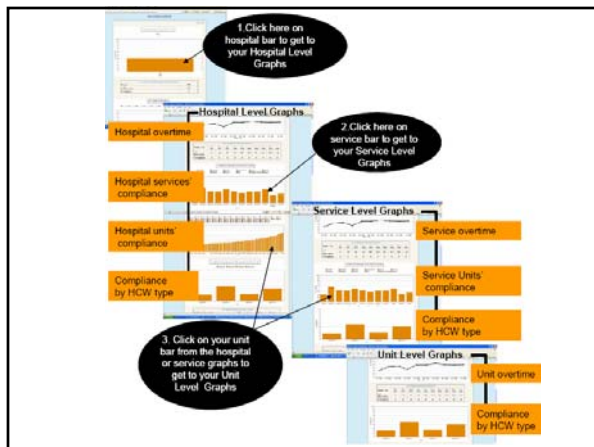
Unit and Department:


Role and Discipline:

Measures:

Behavior:

Editable unapproved data for October 2009:





Standardized training for HH observers: Online course

- **Use & assessments**
 - Password access
 - Assigning observer status and tracking credentials
- **Adapting training to your needs:**
 - Measures selection
 - Clarification to observers



Training Demo
