


The Change Package


Tools for Improvement

Jeanne DeCosmo BSN, MBA
Maryland Patient Safety Center




Objectives

- State the elements of the hand hygiene change package
- Use the change package to evaluate your hand hygiene program
- Determine where you may wish to add features to your current hand hygiene program
- Analyze process measures and core data set outcomes to drive improvement




2

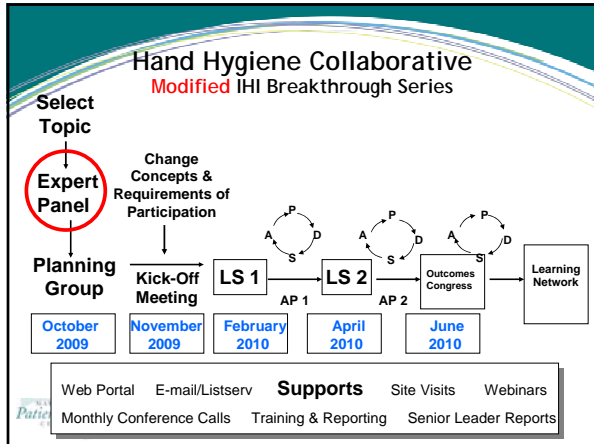
“The act of utilizing the environment of the patient to assist him in his recovery.”

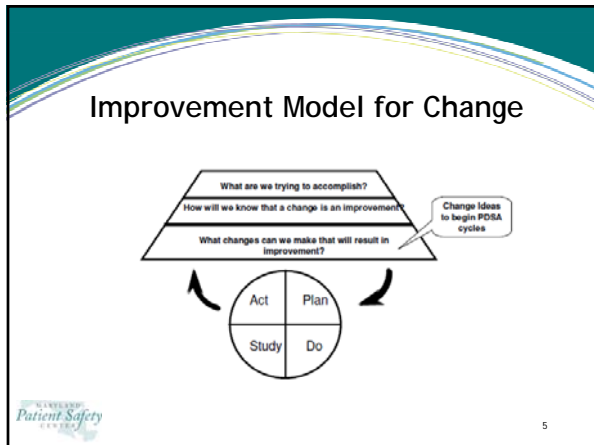


Florence Nightingale 1820-1910



3





- ### What is a Change Package?
- Key elements of a high performing system
 - Evidence-based
 - Validity supported by experts
 - Designed to:
 - Provide general ideas
 - Be customized to environment
 - Generate ideas to test
 - Drive changes in your organization to achieve short term and long term aims

Hand Hygiene Change Package

Maryland Hospital Hand Hygiene Collaborative Change Package
A STATEWIDE HAND HYGIENE COLLABORATIVE FOR PATIENT SAFETY
AIM: All Hand Hygiene Collaborative Participants Will Achieve a Hand Hygiene Compliance Rate of at Least 90% For All Units/Participants

Hand Hygiene Program Components – A Roadmap for Assessing Your Institution's Hand Hygiene Program

Hand Hygiene Program Component	Specific Changes/Actions Required?	Hand Hygiene Process Audit Questions
Leadership Engagement & Support Aids	<ol style="list-style-type: none"> Partners with the University of DREHM and the Governor's statewide campaign to emphasize the importance of improving hand hygiene on patient safety and the prevention of HAIs, including HICU, associated to: Obtain recommendations from MDCCC Hand Hygiene and Infection Prevention Subcommittees to guide program implementation, across local and national best practices for successful implementation. The CEO/Executive team commits to paying attention to the program. 	<ul style="list-style-type: none"> Has the hospital signed on with the Maryland Hospital Hand Hygiene Campaign? Has the hospital assessed and assessed local and national best practices, guidelines and recommendations for hand hygiene programs? Does the CEO/Executive Team publicly endorse the statewide hand hygiene initiative?

Maryland Hospital Hand Hygiene Collaborative

Process Measures

Hand Hygiene Program Component	Specific Changes/Actions Required?	Hand Hygiene Process Audit Questions
Environmental Optimizations	<ol style="list-style-type: none"> Assess each unit's compliance on the public hospital premises on the statewide hand hygiene campaign. There are adequate sinks available in the unit. Process Measures-Audit Questions There is an adequate supply of hand hygiene and hand care products throughout the organization. Infection control supplies are consistently located in various locations. Infection control supplies have adequate amount of supplies needed for use. 	<ul style="list-style-type: none"> Does the hospital publicly promote efforts and attention to reduce HAI? Does the hospital publicly promote efforts to improve hand hygiene compliance? Was the Collaborative Part active on-site? Do Senior Administrators/Managers staff seek hand hygiene compliance by: <ul style="list-style-type: none"> cleaning hands according to guidelines, reminding others to clean hands, and following isolation precautions? Is staff utilized in the selection and ongoing assessment of hand hygiene and hand care products? Is staff involved in the placement of hand hygiene and hand care products throughout the organization? Are specific staff assigned to ensure an adequate supply of HIC products and replenished as needed? Is staff involved in the placement of isolation carts/trays? Are specific staff assigned to ensure an adequate supply of isolation supplies are available and replenished as needed?

Leadership Engagement & Support Aids

- Executive team commitment
- Executive sponsor
- Multidisciplinary team approach
- Consistent strategy
- Infection Preventionist
- Unit based champion
- Evaluate



Monitoring Performance & Feedback System

- Core data set
- Statewide comparability
- Tool
- Training
- Data analysis

UNIVERSITY OF MICHIGAN
Patient Safety

Educational Resources & Communication Campaign

- Branding
- Communications
- Education
- “Unknown Observers”

Hospital's new hand hygiene initiative kicks off

UNIVERSITY OF MICHIGAN
Patient Safety

Environmental Optimization


- Role modeling
- Staff engagement
- Product supply & demand
- Visual cues


How to handwash

UNIVERSITY OF MICHIGAN
Patient Safety


Resources for Change

- National
- Local-Expert Panel
- Web Resources
 - Resource Binder
 - Presentations
 - Tools
 - Data entry and reports
- Collaborative Participants

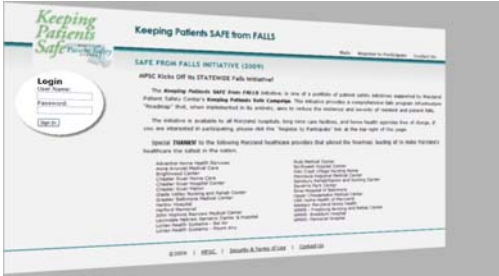




13

Using the existing *Keeping Patients Safe from Falls* website as a template, the Hand Hygiene website will include


14

Log in: User Name & Password




15

Questions?