Hand Hygiene Compliance

Organization Name: Adventist Rehabilitation Hospital
Type: Acute Rehabilitation Hospital
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IDENTIFICATION:
ARHM set a hand hygiene compliance target score of 95% (consistently not meeting the goal) and were aware the facility was also not achieving the goal of 0% HAIs in the facility. Staff members also knew observations were being done by the ICP, resulting in a false compliance score each month.

PROCESS:
The Accreditation Readiness Team came up with a program that required each manager and director (40+ observers) in the hospital to complete at least 10 observations each month on their respective units. They observed entry and exit to the rooms, glove utilization and the type of sanitization used. The ICP continued to do observations on all units each month. If the ICP and the observer are found to have a 30% discrepancy, the ICP challenges the observer. They performed the next observations together and re-education on the observation procedure was given. If a staff member was found to be non-compliant, the observer would provide time-zero education to ensure understanding of the missed opportunity and the expectations for hand hygiene compliance. Staff members have also been added to the list of observers on the unit and are trained in utilizing the peer-to-peer interaction benefits of time-zero education.

SOLUTION:
All observers performed 10 observations on their units each month and turned their results into the Infection Control Department. Overall compliance was collected, as well as comments from staff as to what their barriers are to cleansing hands or if they needed more education on any particular aspect.

ARHM will issue a “Hand Hygiene Ticket” to staff members who are non-compliant and have received 3 verbal warnings. To account for human error, a “Good Hygiene Discount” is offered to those who have demonstrated excellent at hand hygiene compliance for at least 6 months. This discount will erase one written “ticketed” offense. We will also be offering “Hand Hygiene School” every other month, which will be completed on the employee’s own time, to erase written “ticketed” offenses.
OUTCOMES:

ARHM’s hand hygiene compliance has been consistently above 90% since this new plan was developed. We continue to work on ways to education, remind and measure moments of opportunity. We plan to have additional team members added to the list of observers and have increased “secret staff members” to providing the observations.