

CREATING A CULTURE OF SAFETY IN THE HEALTHCARE FACILITY

How to successfully implement an automated hand hygiene monitoring system

Proper hand hygiene is essential for infection prevention in healthcare facilities, and that's one reason why hand hygiene measures are included in a hospital's Leapfrog quality score. Traditionally, healthcare providers would manually observe and document hand hygiene activity among their staff, but this method typically results in just 100-300 observations per hospital per month.

Leaders are investing in automated hand hygiene monitoring systems (AHHMS) because of robust collection and documentation capabilities. With AHHMS, providers can collect 100 observations per bed per day, and the information is accurate and actionable.

But to be highly effective, healthcare staff need to properly use the AHHMS. By creating a culture of safety within the healthcare setting, healthcare providers will more successfully meet Leapfrog compliance standards and will reduce or prevent healthcare associated infections (HAIs), protecting not only patients, but themselves and their families.

Here are six key strategies for successfully implementing an AHHMS and developing a safety-focused standard in the facility.





1. Get leadership buy-in from the start.

First, try to get leadership involvement in the selection process, so they are part of the decision in the earliest stages. It helps to get buy-in from leadership at all levels, including department level and nursing unit leadership.

Secondly, involve your leadership team in implementation planning. Allow leaders to ask questions and provide input when planning how to implement the AHHMS. When leaders are on board, they can help set the tone and expectations among the rest of the staff.



Example

One BioVigil client has all of their leaders wear the BioVigil badge, even those who do not provide direct patient care. Wearing the badge is a way for leaders to model the behaviors they want to see in their staff. And it works.

2. Prepare, communicate, and communicate some more.

Prepare your staff for the new AHHMS well in advance of its installation and implementation. Let your managers and direct care staff know what's coming, why it's being installed, how it benefits both patient and staff safety, and what is expected of them. Advance preparation eases the implementation process and allows teams to ask questions and get ready.



Example

Another BioVigil client prepared their team by implementing the AHHMS on a few select units ahead of hospital-wide launch. Before installation they offered unit leaders the opportunity to ask questions about the system. Unit leaders then talked with their teams about how to use the BioVigil product.

They had “meet and greet” events where staff could see the system in action and get their questions answered. In addition, they sent email and educational materials to the staff ahead of time, to educate them about the AHHMS.



3. Build engagement.

Hand hygiene isn't just about numbers and metrics – it's about keeping patients, families and fellow employees safe. Help your team see the reasons behind the AHHMS implementation and the important role they have in achieving success. Create an environment where team members feel comfortable asking questions and providing feedback.

Give teams opportunities to figure out how to incorporate the AHHMS into their own workflows. This allows them autonomy and can increase their compliance because they are determining how to make it work best in their daily practice. There are many ways to involve your team in the process.



Example

The CEO of a Chicago-area hospital talks to teams throughout the facility and shows them how they play a part in quality and safety. He also personally congratulates staff members for their improvements.

Another hospital recognizes staff members and teams for their good performance.

“We send handwritten appreciation notes to top performers. We even hand out prizes. Working together, we have engaged staff in the hand hygiene process and maintain strong participation.” – Infection Prevention Officer

4. Mind the data, adjust as needed.

Most AHHMS include the ability to track hand hygiene data. BioVigil, for example, comes with a robust data suite that provides a host of data points down to the individual level activity. Teams can regularly run reports and review the data, to see patterns and make practice changes as necessary. To support a facility-wide culture of safety, share the data often with teams so they can see how they are doing.

Infection prevention officers also can review data facility-wide and pinpoint specific areas, units or departments where safety is improving and where it's not. This allows managers or infection preventionists to re-educate specific staff members and change practice patterns that lead to improvement.



Example

When a patient at one hospital got chicken pox, the team analyzed their BioVigil data to identify every staff member who was exposed, alert them and change staffing to limit the spread within a few minutes vs. days when done manually. They also were able to identify where cross-contamination occurred, so they could remain on alert for potential new infections and care for those patients quickly.

As another example, some of our hospital clients create dashboards, visible to all staff, that show compliance levels by hospital floor or section. This keeps data top of mind and creates some friendly rivalry between departments.



5. Hold people accountable.

Once teams are educated on how to use the AHHMS, and engaged in daily use, provide feedback and share data so they can see their performance, and hold them accountable for that performance.

Sharing data allows individuals to monitor their own performance and compare themselves to others. Accountability can occur on many levels. Sharing individual hand hygiene compliance data with other team members offers peer-to-peer accountability. Data can also be shared with unit managers at a group level, which helps managers and administrators identify potential problems for specific areas within the facility.



Example

A BioVigil client in New York holds monthly hand hygiene meetings with all unit managers to review data. If compliance on a particular unit falls below a certain number, the unit managers are expected to develop an action plan to fix it. They must present their action plan to the entire group. Other unit managers encourage the underperforming unit and provide positive suggestions on how to improve.

Another BioVigil client posts individual staff members' hand hygiene compliance scores on each unit. This creates peer-to-peer accountability. Rather than being punitive, looking at each other's compliance scores creates an air of friendly competition. Staff members help their teammates improve.

6. Make modifications.

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Example

A hospital in Washington State needed a way to use BioVigil on a PACU ward. The ward had no walls or individual doorways on which to install the sensor beacon. We went onsite to examine the physical surroundings and developed a custom solution to adapt to their unit.

To learn how the BioVigil electronic hand hygiene solution can help you, call us at 866-257-4901 or e-mail Marketing@BioVigil.com