

Frontline Innovation & Implementation Kit

Engaging Patients & Families in Hand Hygiene

Action Plan

Site: Med/Surg South

Date: 12/12/2013

Purpose: Review progress and define action plan for next 30 days

PROGRESS

Small Tests Since last meeting	Lessons Learned
<p>Engagement Process Nursing staff to do hand hygiene huddle (HHH) during admit/orientation to room (Why, How, Here + plus location of HH options)</p> <p>Director of Med/Surg will describe huddle/expectation to staff via Staff Huddles over next week(s) – as the “One Point Lesson”</p>	<ul style="list-style-type: none"> • Director believes this process is now happening consistently on M/S and CCU • Housekeeping doing a great job of putting personal hand sanitizer at bedside when readying rooms for new admissions (not audited, but cannot remember a room without it now) • For 1 week, Director used shift huddles with staff to explain why hand sanitizer now at bedside and expectation around discussing hand hygiene & sanitizer during admission
<p>Process Measurement Director of Med/Surg to ask staff at Staff Huddles how many HHH occurred during last shift & share tally results with project team at next meeting</p>	<ul style="list-style-type: none"> • Check box added to electronic charting regarding whether hand hygiene education delivered with admission • Director should be able to pull a report based on this check box to spot check to what degree occurring (both a numerator and a denominator)
<p>Outcome Measurement Team to decide how to hand out & collect Patient Activation Questionnaire</p>	<ul style="list-style-type: none"> • There is interest in asking these questions during discharge phone calls made by Post-DC RN • Idea is that she can ask patient if want to answer three questions about hand hygiene, then ask them
<p>Reinforcing Processes Julie to share sign ideas with team; work with Marketing to craft examples to try out with patients and families</p>	<ul style="list-style-type: none"> • Marketing and team interested in signage that will be impactful but not cluttered • Brainstorm resulted in interest in <ul style="list-style-type: none"> ○ Large sign by front desk of CCU and M/S that might have some sort of icon that is then reflected on dispenser on unit ○ Adding stickers/icon to personal hand sanitizers • Including something in Start of Care package

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ACTION PLAN NEXT 30 DAYS

Topic	30-Day Goal	Actions
Engagement Process	By Next Meeting	<ul style="list-style-type: none"> • Director will provide a report to team on percent of December admissions with hand hygiene education check box checked on M/S (we will look to see if this is an easy way to spot check compliance with new process moving forward); we will discuss at next meeting • Marketing to work with team on prototype images/signs to test • Director to connect with Post D/C phone nurse to share Patient Activation Questionnaire and initiate capturing data during discharge phone calls • Designated data person to collect patient activation forms at next meeting and work with IT to pull percent admissions with HH education checked on admission documentation
Data & Monitoring	By Next Meeting ...	<ul style="list-style-type: none"> • Designated data person to compile, monitor and share HH compliance, RN Comm scores, patient activation, and percent admission with documented HH education
Next Meeting	By end of today, schedule next meeting	<ul style="list-style-type: none"> • Team to agree on date and time for next meeting by end of meeting

