



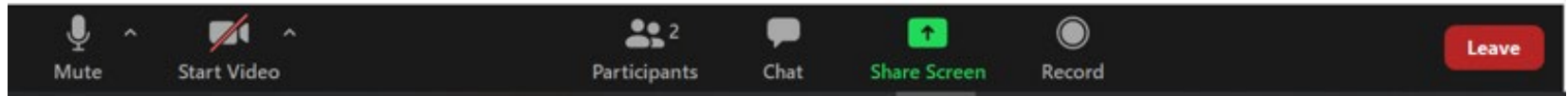


Health Quality Innovation Network

# HQIC Office Hours

May 11, 2023

# Logistics – Zoom Meeting



To ask questions, click on the **Chat** icon. At the end of the presentation, you will also be able to unmute to ask a question verbally.

You may adjust your audio by clicking the caret next to the **Mute** icon.

Resources from today's session will be shared after the call.

# Health Quality Innovation Network

## Today's Presenter



**Jen Murphy, MHA, CPPS**  
Senior Consultant



# Developing a Strong Hand Hygiene Culture

# Agenda

**1**

**Five Moments of Hand Hygiene**

**2**

**Components of a Hand Hygiene Monitoring Program**

**3**

**Data Collection for Hand Hygiene**

**4**

**Safety Culture and Hand Hygiene Compliance**

# Why is hand hygiene important?

- Easiest and most important thing we can do to stop the spread of germs
- Most visible way patients and families see we are performing infection prevention
- Regulatory compliance
- External recognition



# Five Moments of Hand Hygiene

Before touching a patient

Before a procedure/surgery

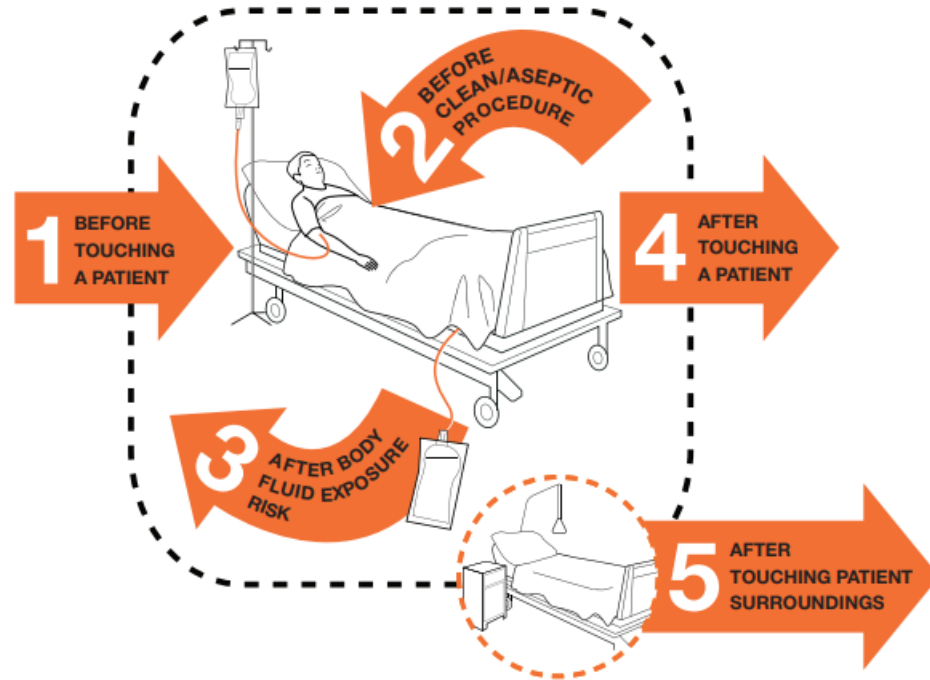
After touching a patient

After touching patient surroundings

After touching any blood/body fluid



# Five Moments of Hand Hygiene



Source: World Health Organization

# POLLING QUESTION

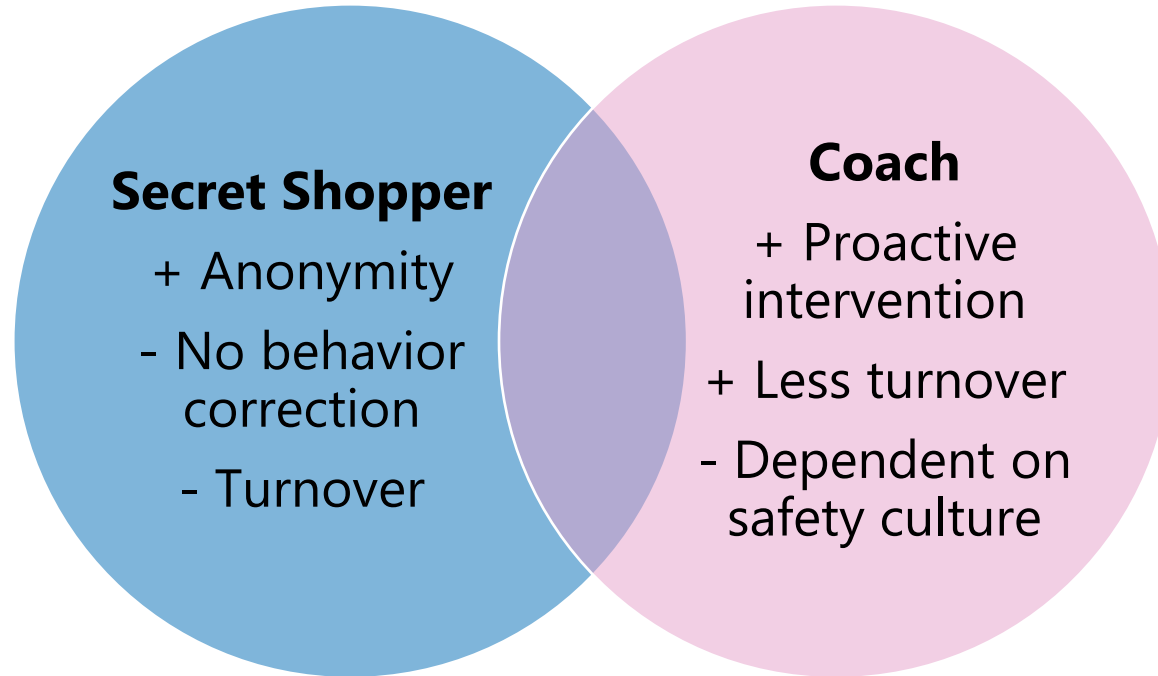
What type of hand hygiene monitoring is currently in place at your organization?

- A. Direct observation monitoring
- B. Product measurement
- C. Survey
- D. Electronic hand hygiene monitoring
- E. Combination of monitoring methods

# Direct Observation Monitoring

- Trained observers – “Secret Shoppers” or coaches
- Allow for all moments of hand hygiene to be observed and counted
- Identify barriers and reasons for non-compliance
- Diverse group of staff – roles, departments, shifts
- Incorporate leaders and infection prevention

# Direct Observation Monitoring



# POLLING QUESTION

According to the CDC, what percentage of times do healthcare professionals actually perform correct hand hygiene?

- A. <10%
- B. 25%
- C. 50%
- D. >75%

# Hawthorne Effect

- Behavior exhibited is modified based on the person being observed
- “It’s Hawthorne until it’s habit.”
- Vary days, times, shifts when performing monitoring
- Data transparency
- Patient and family engagement



# Truly Committed or Not?



# Coach Recruitment and Training

- Who are your influencers?
- Hand hygiene basics
- Infection prevention basics
- Data collection validation
- How to provide feedback





# Giving Feedback

- Treat it like a competency
- How to begin the observation
- Providing positive and constructive feedback
- Role play positive/negative feedback scenarios
- Use of scripting

# Data Collection

- Adequate volume of observations
- Paper audit tool
  - Preferred by staff without computer access
  - Requires manual data entry and analysis
  - Difficult to track volume of observations
- Electronic audits
  - Web-based survey tool
  - Computer, tablet, or other mobile device
  - Allows for data to be submitted real-time

# Safety Culture and Hand Hygiene

- Organizational and unit-specific culture survey results
- Share culture survey results with coaches
- Senior leader and infection prevention engagement with operational leaders
- What is driving non-compliance?
  - Knowledge deficit
  - Real or perceived barriers
  - Peer behaviors

A word cloud on a dark blue background with the word "Discussion" in the largest white font at the center. Other words in various sizes and colors (white, orange, light blue) include: MEETING, Chat, DIALOG, TALK, BUSINESS, Answers, IDEAS, Communicate, SOCIAL, PROPOSAL, IDEAS, Discuss, Connection, Session, Group, INPUT, CONVERSATION, SHARE, OPERATING, QUESTIONS, Dialog, Business, Communication, PARTNERSHIP, Forum, EXPLORATION, Group, TALK, Debate, and Community.

# Resources

- [World Health Organization \(WHO\) Hand Hygiene](#)
- [Hand Hygiene Guidance | Hand Hygiene | CDC](#)
- [Patients | Hand Hygiene | CDC](#)
- [Simple Strategies - When to Practice Hand Hygiene \(hqin.org\)](#)
- [Hand Hygiene | The Joint Commission](#)
- [CMS Hospital Infection Control Worksheet](#)
- [APIC Guide to Implementing Hand Hygiene Programs for Infection Prevention](#)

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# June Office Hours

## Post Fall Management: Getting to Types of Falls, Repeat Falls, and Determine Preventability

Date: Thursday, June 8, 2023  
Time: 12:00-12:45 PM EST

# CONNECT WITH US

Call 877.731.4746 or visit [www.hqin.org](http://www.hqin.org)



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