



# Indiana Patient Safety Center

of the Indiana Hospital Association

# SOAP UP Hand Hygiene

July 18, 2017

# Agenda

- Welcome and Introductions
- IHA Hand Hygiene Survey Results
- Hospital Features
- SOAP UP Campaign
- Resources and Support
- Hand Hygiene Webinar Series

# Indiana's Bold Aim



To make Indiana the safest  
place to receive health care  
in the United States...  
*if not the world*

# Polling Question #1

What is your role within your organization?

- Infection Preventionist
- Nursing Professional
- Laboratory Professional
- Medical Staff
- Environmental Services/Housekeeping Professional
- Other



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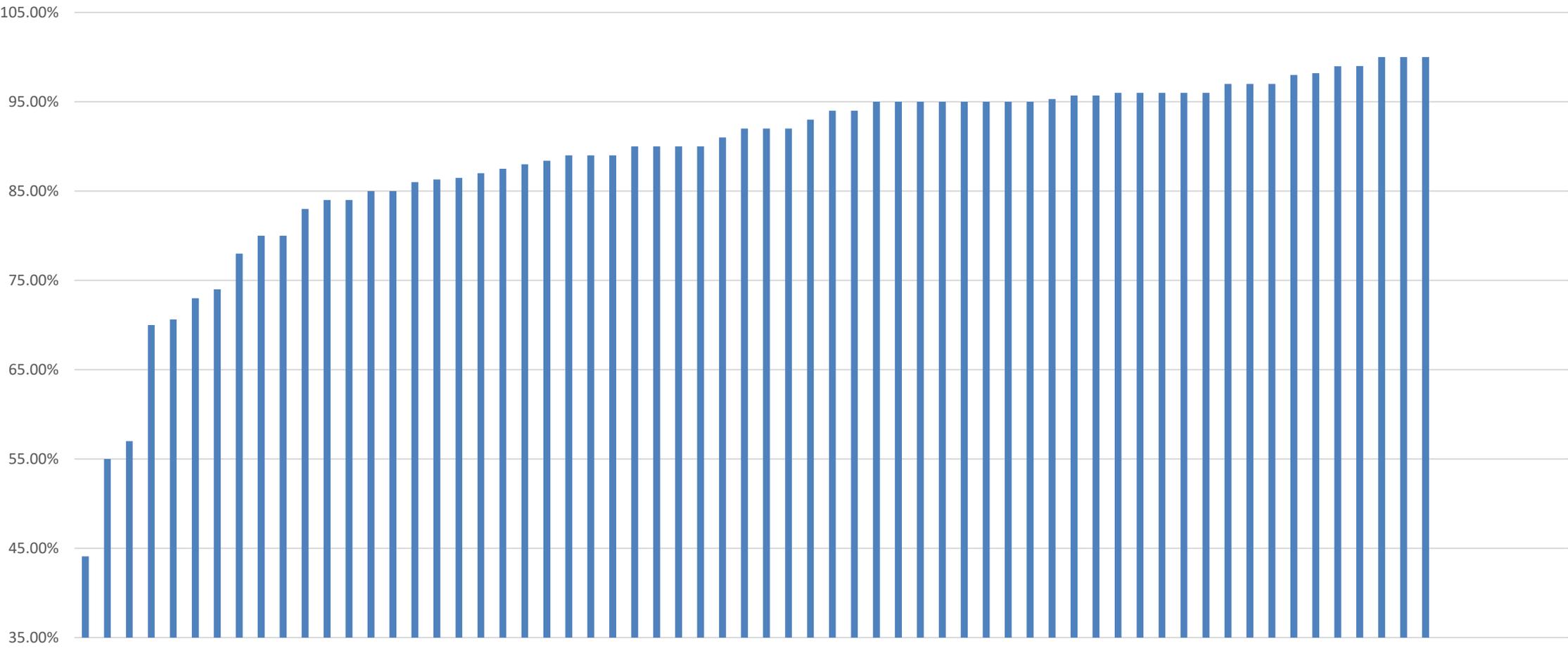
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# 2017 Indiana Hospital Hand Hygiene Survey Results

# 2017 Hand Hygiene Survey

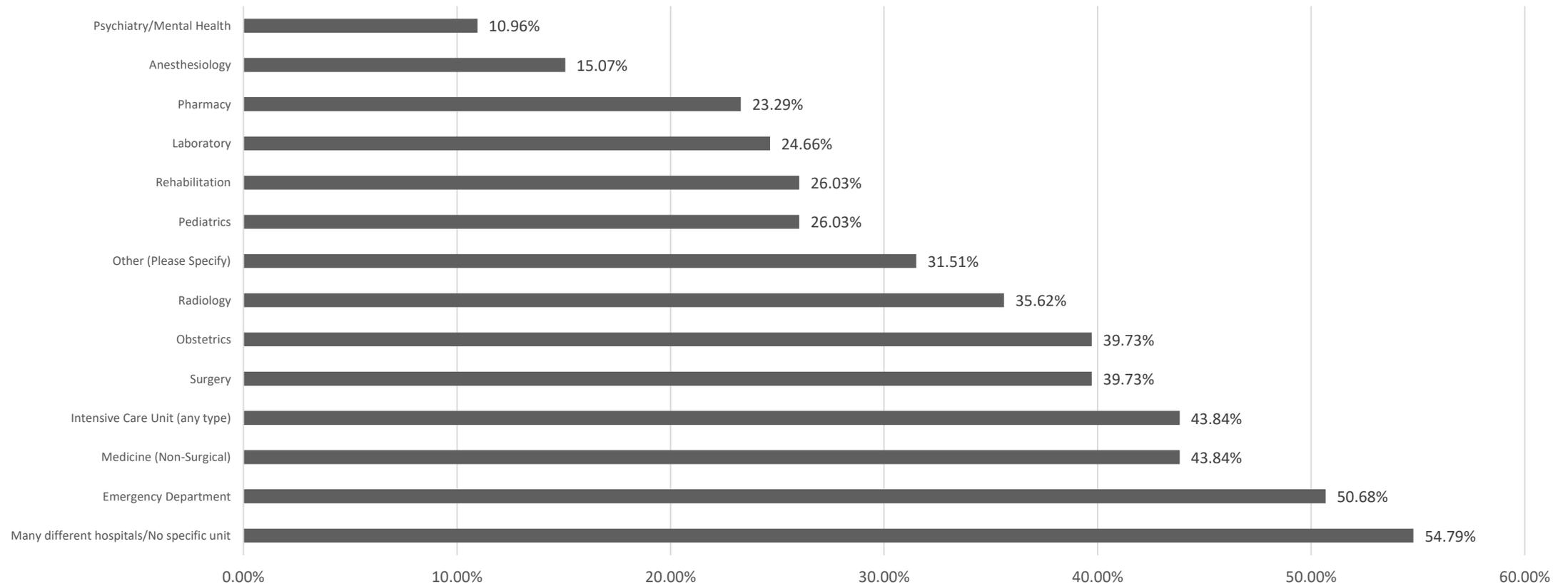
- Voluntary survey conducted April-May
- 66 unique hospital respondents
- Participants represent hospitals from across the state of various sizes and service lines
- Intent: Determine baseline status of Indiana hospital performance to:
  1. Identify barriers and challenges
  2. Create support programs based upon identified needs
  3. Harvest success stories to share best practices

# Compliance Rates – 4<sup>th</sup> Quarter 2016



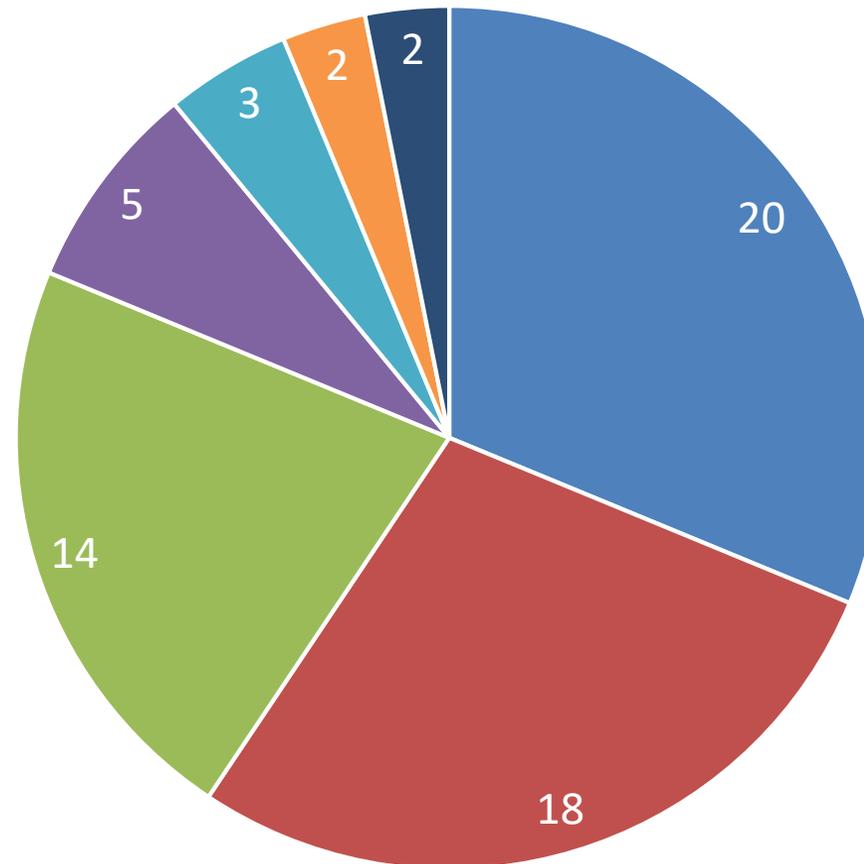
# Which units are included in your compliance rate?

Units Included in Compliance Rate



# Audit Tool Used

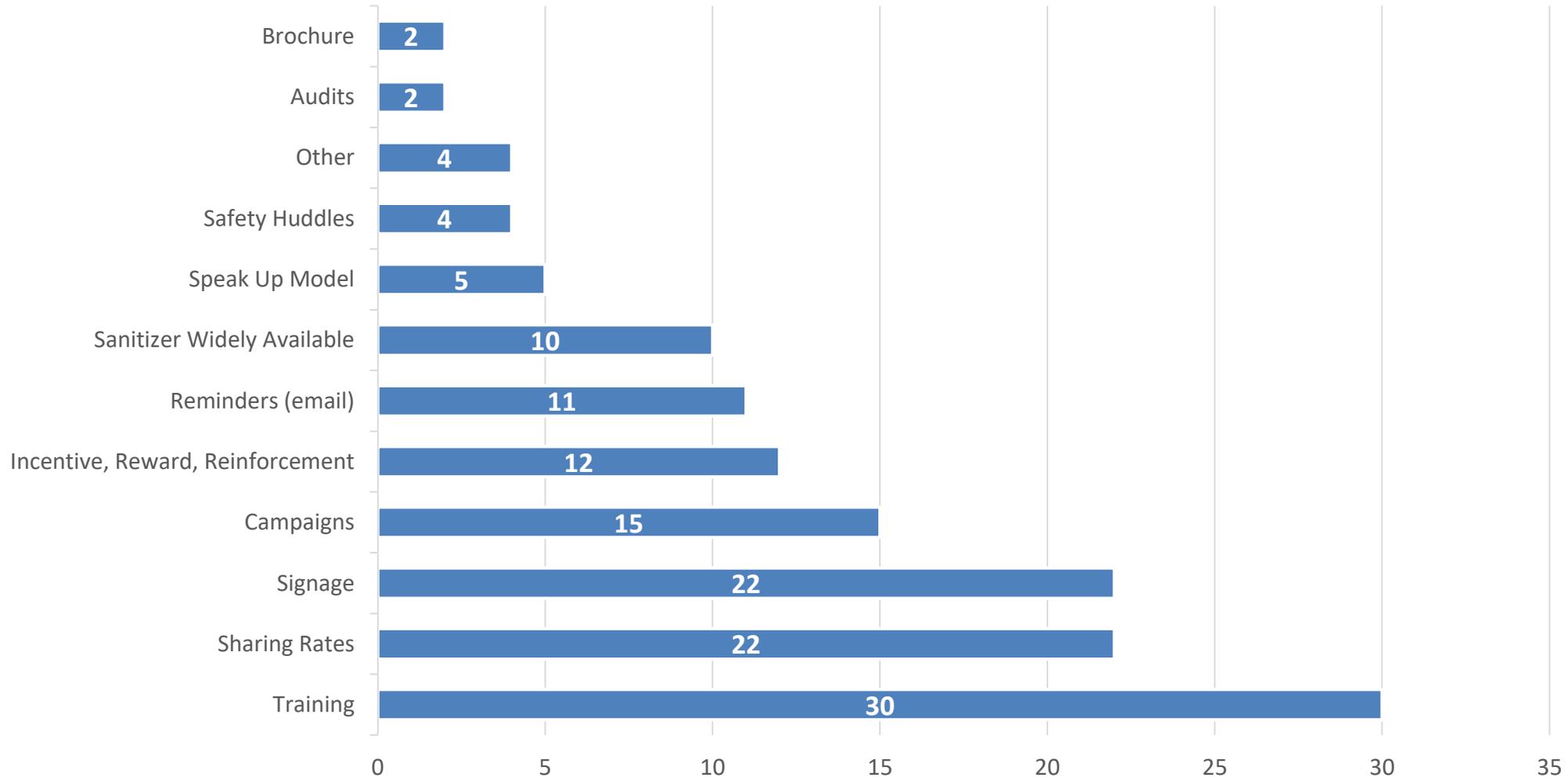
- Custom In-House Tool
- WHO 5 Moments
- Observation
- Other
- ISDH/U. Indy
- Joint Commission Tracer
- Entry/Exit



**Other:**

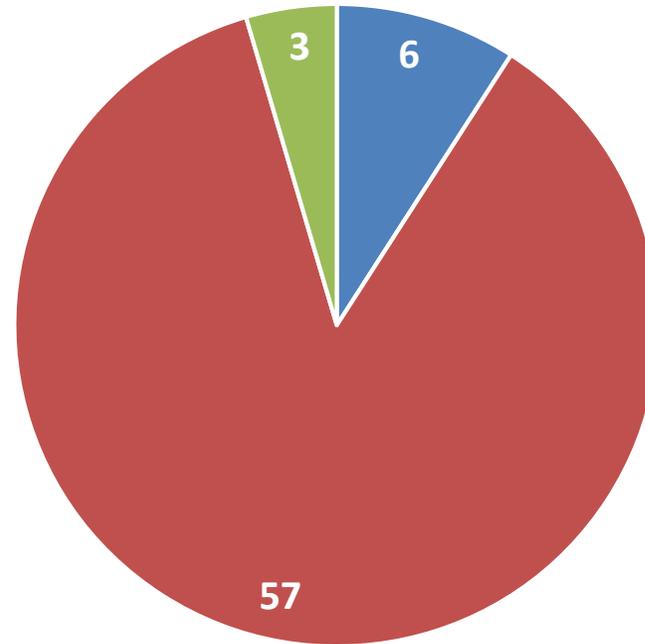
- V-survey
- Pay It Forward Surveillance Checklist Tool
- Semmel Handwashing
- I-scrub & paper tool
- Hand Hygiene Monitoring Tool that assesses bed location, isolation, healthcare worker type, opportunity requiring HH intervention, intervention performed or opportunity missed

# Staff Development Hand Hygiene

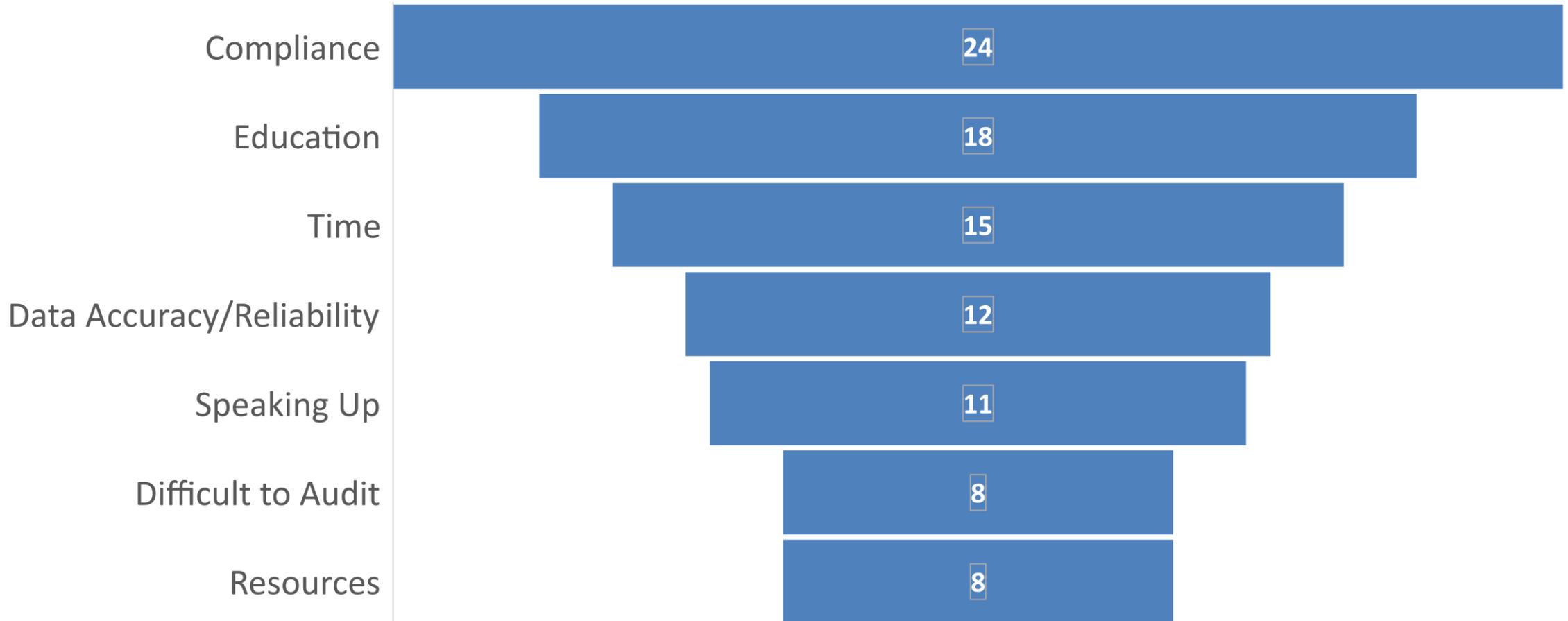


# Do you report your hand hygiene compliance to NHSN?

- Yes
- No
- No response



# Top Barriers Faced



# Global Survey Themes



Leaders Lifesaver Competency Foam  
Observations Monitoring Results Rates  
Family Education Facility  
Hand Hygiene Rounding Staff  
Secret Shoppers Posters SPEAK Signage Reinforcement  
Sharing Audits

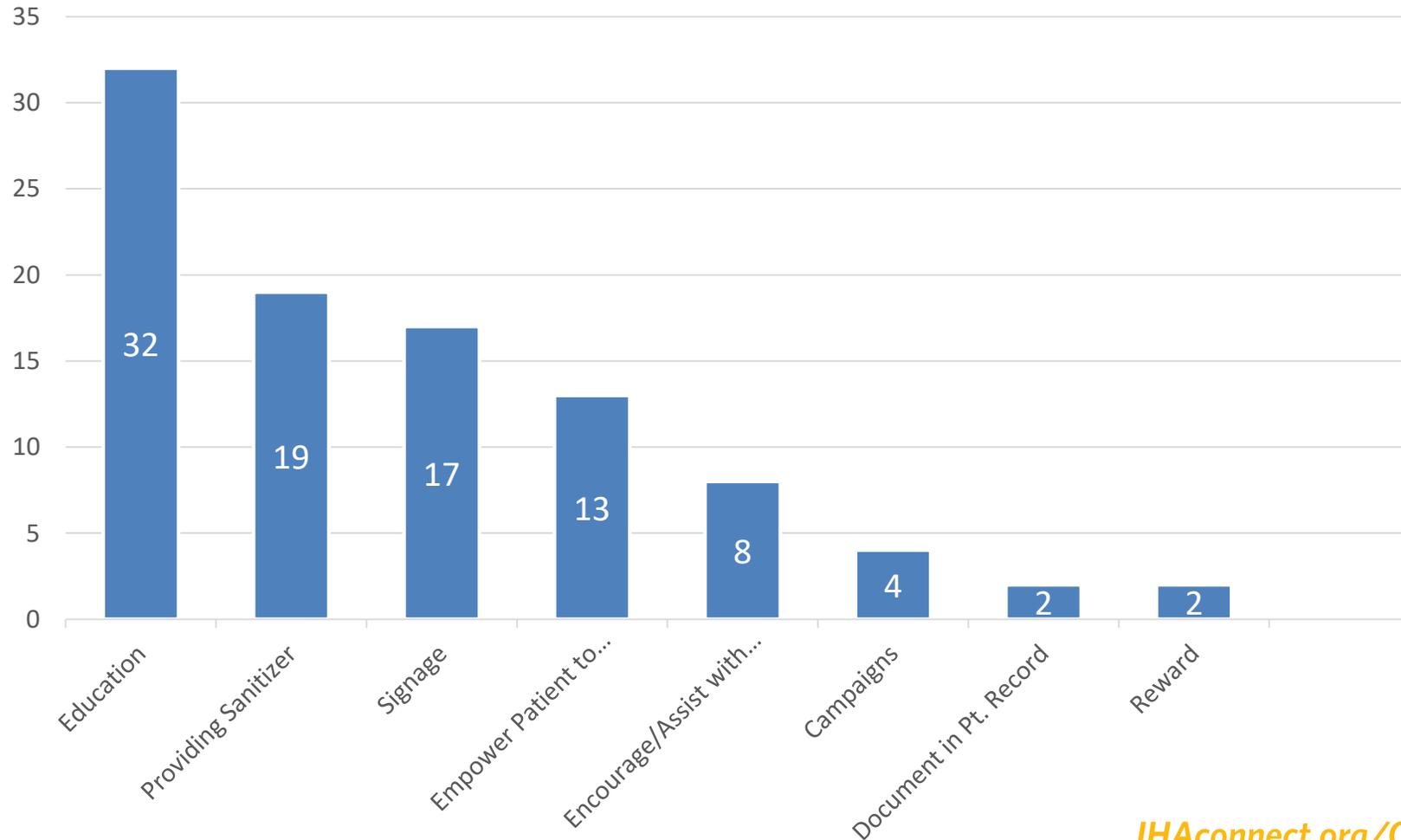


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# Hand Hygiene – Partnering for Success

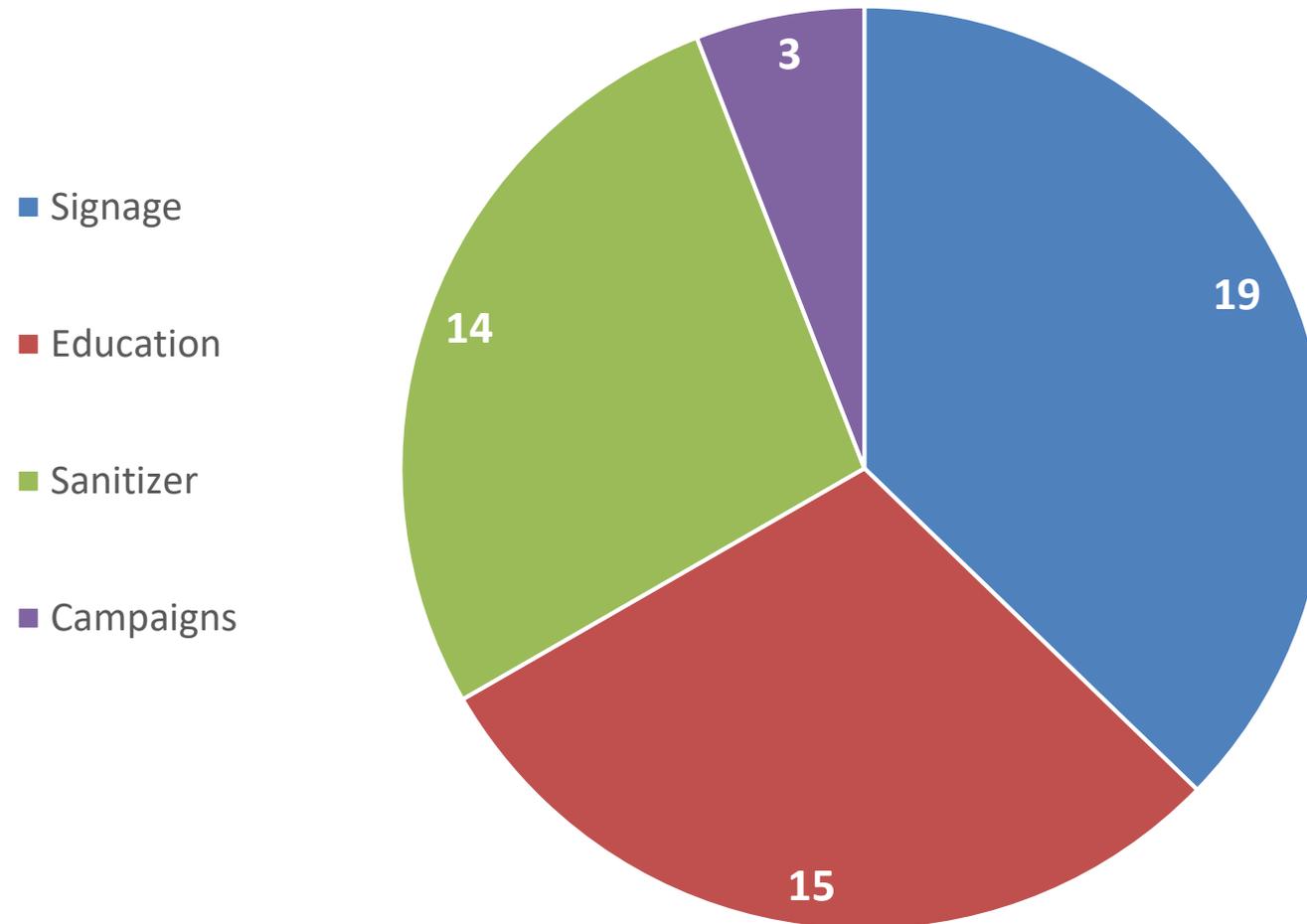
# Partnering With Patients



Bottle Process Encourage Patients Handouts  
 Wash Nursing Staff Education Not Doing  
 Hand Hygiene Given Rooms Opportunity  
 Ask Foam Packet CDC Clean Hands Count



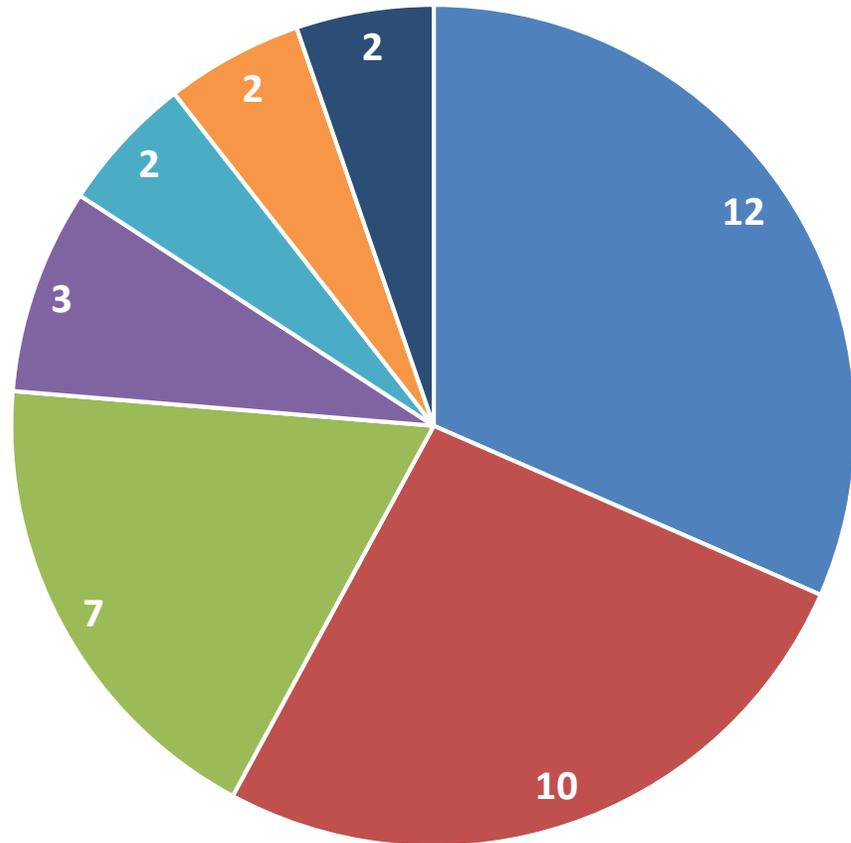
# Partnering With the Community





Health Fairs Events Patient Safety Week  
Signage Program Education Poster  
Hand Hygiene Hand Washing Facility  
Promotions Public Outreach Signs

# How Can IHA Help?



- Share Best Practices/Data/Ideas
- Staff/Public Education
- Toolkit/Signage
- Financial Resources
- Real-Time Audit
- Help Boosting Compliance
- Help Speaking Up

# Global Survey Result Themes

- **Reliable Data Collection**
- Hand Hygiene Culture and Speaking Up
- Accountability: Connecting Practice to HAI and Costs to the Organization

Leaders Lifesaver Competency Foam  
Observations Monitoring Results Rates  
Family Education Facility  
Hand Hygiene Rounding Staff  
Secret Shoppers Posters SPEAK Signage Reinforcement  
Sharing Audits

# Polling Question #2

What aspect of hand hygiene audits/data collection is **most** challenging?

1. Auditor understanding of process
2. Consistency of audits
3. Time required to conduct audits
4. Analysis of data results
5. Communicating results to staff for meaningful change



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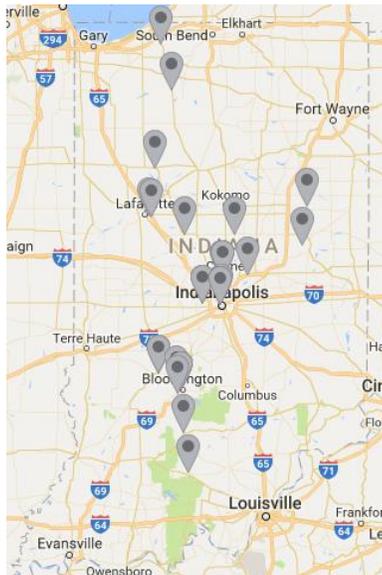
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# Hospital Features

## System approach to hand hygiene



Indiana University Health



- Nonprofit healthcare system reaching across the state
- Affiliate hospitals include academic, urban, rural and critical access partners

# Franciscan Health - Michigan City



- 184 bed acute care, Not-for-profit hospital
- Franciscan Health system affiliate
- Located in Michigan City in Northwest Indiana

# Hand Hygiene Data Validity

## Call to Action

- Critically evaluate your current process  
What is working, what is NOT working?  
Are results reliable/accurate?
- Assess new strategy for feasibility to incorporate at your organization



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# UP Campaign

*[IHAconnect.org/Quality-Patient-Safety](https://IHAconnect.org/Quality-Patient-Safety)*

# UP Campaign

Goal: Simplify safe care and streamline cross-cutting interventions to reduce the risk for multiple patient harms

# IHA Launches UP Campaign

- Supports Hospital Improvement Innovation Network (HIIN) harm reduction efforts
- June 6 Indiana Patient Safety Summit Kick-off
- Strategic Deployment of Three Campaigns:

SOAP UP	3Q 2017
GET UP	4Q 2017
WAKE UP	1Q 2018

**SOAP UP** ↑

Implementing appropriate hand hygiene to reduce the spread of infection

**S** **SCRUB**  
For 20 seconds with the right product. Remember soap for CDI.

**O** **OWN**  
Your role in preventing HAIs.

**A** **ADDRESS**  
Immediately intervene if breach is observed.

**P** **PLACE**  
Hand hygiene products in strategic locations.

**U** **UPDATE**  
Hand hygiene products policies as needed to promote adherence.

**P** **PROTECT**  
Involve patients and families in hand hygiene.



**GET UP** ↑

Mobilizing patients to return to function more quickly

**G** **GO**  
Determine the resources in your institution and how you will implement a mobility program.

**E** **EVALUATE PATIENT CAPABILITIES**  
Which scale, tool or evaluation method will you use to evaluate?

**T** **TEAM UP FOR PROGRESSIVE MOBILITY**  
Rehab, nursing and respiratory join together to implement the mobility plan.

**U** **UNITE**  
Engage patients, families and friends in mobility progression.

**P** **PROMOTE PROGRESS**  
Measure and report unit mobility performance.



**WAKE UP** ↑

Reducing unnecessary sleepiness and sedation

**W** **WARN YOURSELF**  
This is high risk.

**A** **ASSESS**  
Use tools: STOP BANG, POSS, RASS, PA-PSA.

**K** **KNOW**  
Your drugs, your patient.

**E** **ENGAGE**  
Patients and families to set realistic pain expectations, use of non-sedating analgesics, risks of opioids.

**U** **UTILIZE**  
Dose limits, layering limits, soft and hard stops.

**P** **PROTECT**  
The patient...our ultimate job.

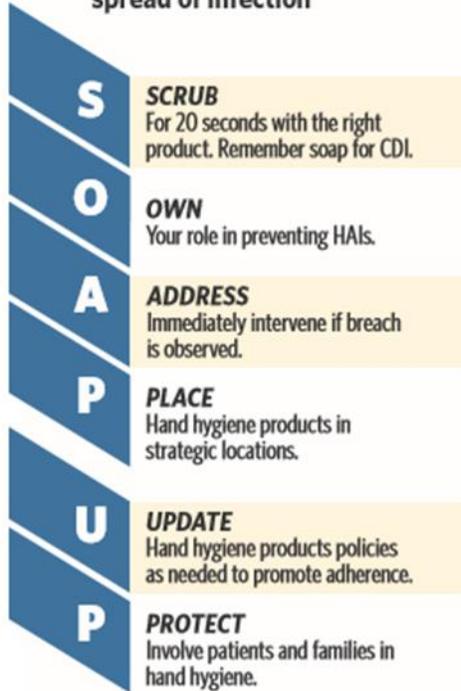


# Hand Hygiene



## SOAP UP ↑

Implementing appropriate hand hygiene to reduce the spread of infection



# How are you incorporating SOAP UP within your organization?





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# Hand Hygiene Resources

## How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

⌚ Duration of the entire procedure: 20-30 seconds



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



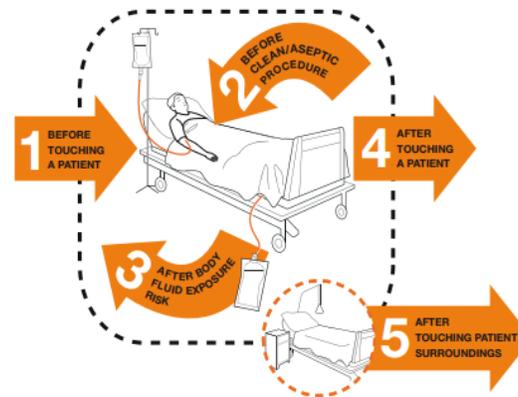
World Health Organization  
A World At Your Service

SAVE LIVES  
Clean Your Hands

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May 2009

## When? YOUR 5 MOMENTS FOR HAND HYGIENE



<b>1</b> BEFORE TOUCHING A PATIENT	<b>WHEN?</b> Clean your hands before touching a patient when approaching him/her. <b>WHY?</b> To protect the patient against harmful germs carried on your hands.
<b>2</b> BEFORE CLEAN/ASEPTIC PROCEDURE	<b>WHEN?</b> Clean your hands immediately before performing a clean/aseptic procedure. <b>WHY?</b> To protect the patient against harmful germs, including the patient's own, from entering his/her body.
<b>3</b> AFTER BODY FLUID EXPOSURE RISK	<b>WHEN?</b> Clean your hands immediately after an exposure risk to body fluids (and after glove removal). <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs.
<b>4</b> AFTER TOUCHING A PATIENT	<b>WHEN?</b> Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient's side. <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs.
<b>5</b> AFTER TOUCHING PATIENT SURROUNDINGS	<b>WHEN?</b> Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched. <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs.

## How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

⌚ Duration of the entire procedure: 40-60 seconds



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health Organization

Patient Safety  
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SAVE LIVES  
Clean Your Hands

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May 2009

# Centers for Disease Control and Prevention

## Hand Hygiene in Healthcare Settings



Practicing hand hygiene is a simple yet effective way to prevent infections. Cleaning your hands can prevent the spread of germs, including those that are resistant to antibiotics and are becoming difficult, if not impossible, to treat. On average, healthcare providers clean their hands less than half of the times they should. On any given day, about one in 25 hospital patients has at least one healthcare-associated infection.



World Hand Hygiene Day is May 5<sup>th</sup>  
The Clean Hands Count Campaign will offer a new video and education course for healthcare providers.  
Join CDC to promote hand hygiene using #CleanHandsCount @CDCgov



### HEALTHCARE PROVIDERS

When and how to practice hand hygiene

### SHOW ME THE SCIENCE

The truth about hand hygiene

### PATIENTS

How to ask questions and protect yourself

### CLEAN HANDS COUNT CAMPAIGN

Materials to promote hand hygiene

# Indiana State Department of Health

## ISDH HOME

- About the Agency
- Meetings & Events
- Newsroom
- Contact Us

## DIVISIONS

- Health Care Quality & Regulatory
- Health and Human Services
- Healthy Hoosiers Foundation
- Public Health Performance Management
- Public Health Protection & Laboratory Services
- Tobacco Prevention & Cessation
- Center for Deaf and Hard of Hearing Education
- Long Term Care
- Vital Records
- Women, Infants & Children (WIC)
- Epidemiology Resource Center (ERC)
- PUBLICATIONS & BROCHURES
- Newsletters
- Brochures
- Reports
- Rules

ISDH Home > About the Agency > Health Information by Topic - A-Z >> > Handwashing Campaign

## HANDWASHING CAMPAIGN

Keeping your hands clean is one of the most important ways you can avoid getting sick and spreading germs to others. Many illnesses often happen due to unwashed or improperly washed hands. Many illnesses (such as salmonellosis, hepatitis A, and shigellosis) can be spread from person to person by individuals who fail to wash their hands after using the toilet and then pass the bacteria or virus by handling food, shaking hands, or touching other objects. Many respiratory illnesses (such as influenza, RSV, and pneumonia) can be spread if the bacteria or virus gets into another person's mouth and is swallowed, that person then becomes sick. Proper hand washing is everyone's responsibility.

- For Kids
- For Adults
- For Healthcare Workers

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Page last reviewed: September 16, 2016

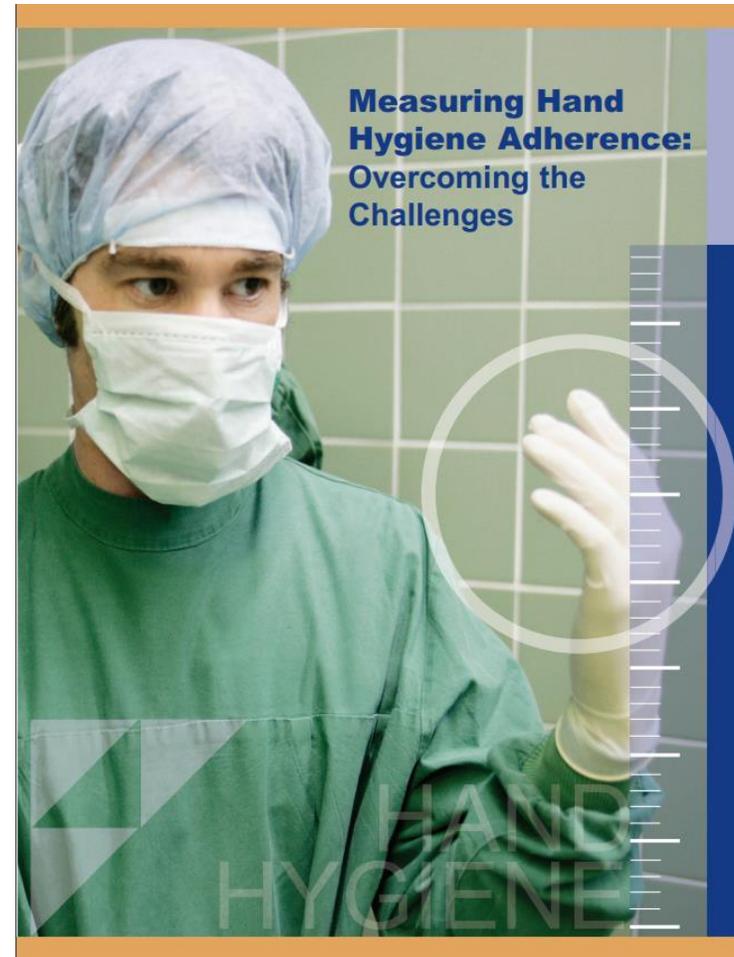
## Online Services

- Indiana Death Registration System (IDRS)
- Indiana Immunization Registry
- Food Protection Complaint Form
- MyVaxIndiana
- Nurse Aide Registry
- Radiography License Renewal
- Forms IN.gov

[MORE ONLINE SERVICES >](#)  
[SUBSCRIBER CENTER >](#)

## Top FAQs I Want To...

1. Apply for a Birth/Death Certificate
2. Register for the IDRS
3. Quit smoking
4. Find information on recent food recalls
5. Get a Flu Shot

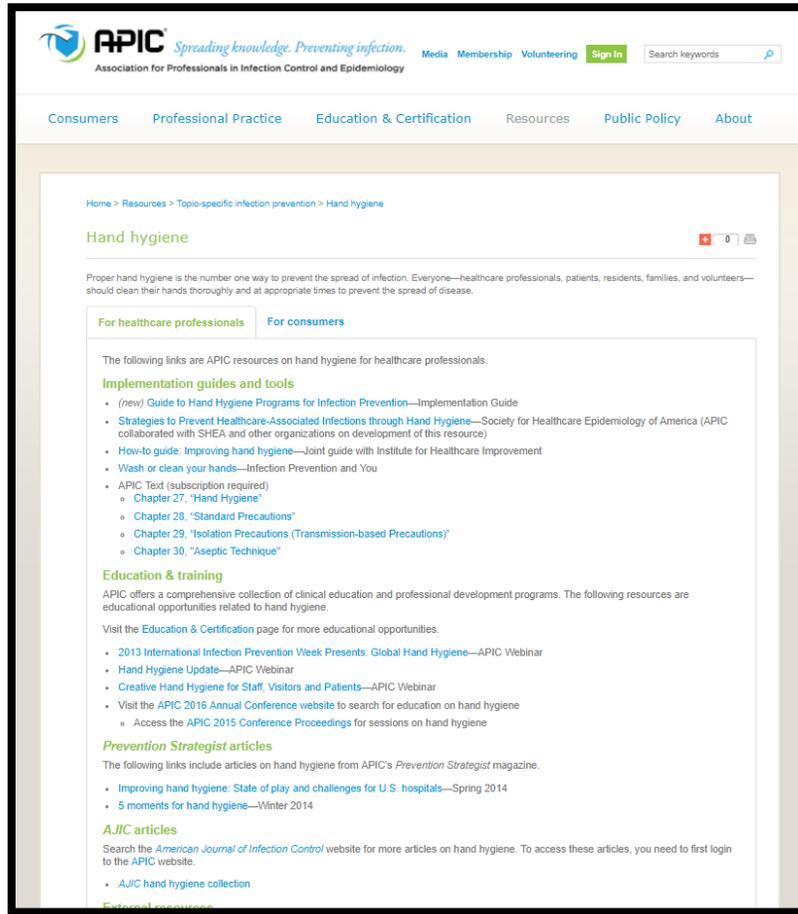


This monograph was authored by The Joint Commission in collaboration with the following organizations:

- The Association for Professionals in Infection Control and Epidemiology, Inc.
- The Centers for Disease Control and Prevention
- The Institute for Healthcare Improvement
- The National Foundation for Infectious Diseases
- The Society for Healthcare Epidemiology of America
- The World Health Organization World Alliance for Patient Safety

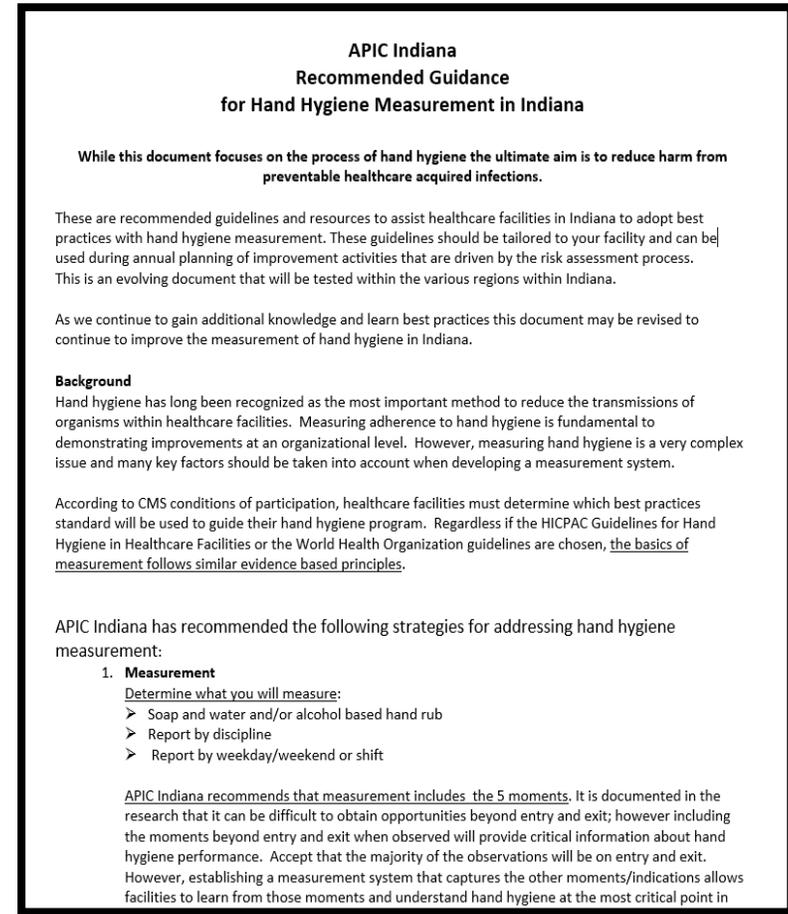
This monograph was supported in part by an unrestricted educational grant provided by GOJO Industries, Inc., Akron, Ohio

# Association for Professionals in Infection Control and Epidemiology - APIC



The screenshot shows the APIC website interface. At the top, the APIC logo is followed by the tagline "Spreading knowledge. Preventing infection." and the full name "Association for Professionals in Infection Control and Epidemiology". Navigation links include "Media", "Membership", "Volunteering", and "Sign In". A search bar is present. Below the navigation, there are tabs for "Consumers", "Professional Practice", "Education & Certification", "Resources", "Public Policy", and "About". The main content area is titled "Hand hygiene" and includes a breadcrumb trail: "Home > Resources > Topic-specific infection prevention > Hand hygiene". A sub-header "Hand hygiene" is followed by a brief introductory paragraph. Below this, there are two tabs: "For healthcare professionals" (selected) and "For consumers". The "For healthcare professionals" section lists various resources under "Implementation guides and tools", "Education & training", "Prevention Strategist articles", and "AJIC articles".

<https://apic.org/>



The screenshot shows a document titled "APIC Indiana Recommended Guidance for Hand Hygiene Measurement in Indiana". The document states that its focus is on the process of hand hygiene with the ultimate aim of reducing harm from preventable healthcare acquired infections. It provides recommended guidelines and resources for healthcare facilities in Indiana to adopt best practices. The document is an evolving one, to be tested and revised as more knowledge is gained. A "Background" section explains that hand hygiene is a critical method to reduce transmissions, but measuring adherence is a complex task. It notes that CMS conditions require facilities to determine best practices, and that APIC Indiana's recommendations align with evidence-based principles. The document lists strategies for addressing hand hygiene measurement, starting with "1. Measurement", which includes determining what to measure (e.g., soap and water, alcohol-based hand rub) and reporting methods (by discipline or by shift). It concludes by recommending that measurement include the 5 moments, as documented in research, to capture critical information about hand hygiene performance.

<http://apicin.org/index.php>

[IHAconnect.org/Quality-Patient-Safety](http://IHAconnect.org/Quality-Patient-Safety)

# IHA Resource Sheet



## SOAP UP

SOAP UP promotes appropriate hand hygiene to reduce the spread of infection.

Effective hand hygiene decreases the risk of infection and can help prevent several harm events: CDI, CAUTI, CLABSI, MDRO, Sepsis, SSI and VAE



There are many resources available at [HRET-HIIN.org](http://HRET-HIIN.org), including those below, to help your organization address these harm events and engage with the UP Campaign.

SOAP UP Resources	
Topic	Link
Introduction to the UP Campaign	<a href="https://www.youtube.com/watch?v=E1rCQ8nCVI4">https://www.youtube.com/watch?v=E1rCQ8nCVI4</a> or <a href="http://www.hret-hiin.org/Resources/up_campaign/17/up_campaign_presentation_generic.pdf">http://www.hret-hiin.org/Resources/up_campaign/17/up_campaign_presentation_generic.pdf</a>
Catheter-Associated Urinary Tract Infection (CAUTI)	<a href="http://www.hret-hiin.org/topics/catheter-associated-urinary-tract-infection.shtml">http://www.hret-hiin.org/topics/catheter-associated-urinary-tract-infection.shtml</a>
C. Difficile (CDI)	<a href="http://www.hret-hiin.org/topics/clostridium-difficile-infection.shtml">http://www.hret-hiin.org/topics/clostridium-difficile-infection.shtml</a>
Central Line Bloodstream Infection (CLABSI)	<a href="http://www.hret-hiin.org/topics/central-line-associated-bloodstream-infection.shtml">http://www.hret-hiin.org/topics/central-line-associated-bloodstream-infection.shtml</a>
Multi-drug Resistant Organisms (MDRO)	<a href="http://www.hret-hiin.org/topics/multi-drug-resistant-organisms.shtml">http://www.hret-hiin.org/topics/multi-drug-resistant-organisms.shtml</a>
Sepsis	<a href="http://www.hret-hiin.org/topics/sepsis.shtml">http://www.hret-hiin.org/topics/sepsis.shtml</a>
Surgical Site Infection (SSI)	<a href="http://www.hret-hiin.org/topics/surgical-site-infection.shtml">http://www.hret-hiin.org/topics/surgical-site-infection.shtml</a>
Ventilator-Associated Events (VAE)	<a href="http://www.hret-hiin.org/topics/ventilator-associated-event.shtml">http://www.hret-hiin.org/topics/ventilator-associated-event.shtml</a>



## SOAP UP

### More Hand Hygiene Resources

#### Handwashing How-To and Education:

##### Health care Workers

- Centers for Disease Control and Prevention (CDC) #CleanHandsCount Campaign <https://www.cdc.gov/handhygiene/campaign/index.html>
- World Health Organization (WHO) Hand Hygiene: Why, How & When?: [http://who.int/gpsc/5may/Hand\\_Hygiene\\_Why\\_How\\_and\\_When\\_Brochure.pdf](http://who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf)
- Health Research & Educational Trust (HRET) Hospital Improvement Innovation Network (HIIN) UP Campaign
  - All UP Campaign Resources: <http://www.hret-hiin.org/engage/up-campaign.shtml>
  - UP Campaign PowerPoint: Soap Up slides 60 – 72: [http://www.hret-hiin.org/Resources/up\\_campaign/17/up\\_campaign\\_presentation\\_generic.pdf](http://www.hret-hiin.org/Resources/up_campaign/17/up_campaign_presentation_generic.pdf)

##### Patients, Visitors and the Community

- Association for Professionals in Infection Control (APIC) Indiana Handwashing Tips: <http://consumers.site.apic.org/infection-prevention-basics/wash-your-hands-often/>
- Mayo Clinic Handwashing Do's and Don'ts: <http://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/hand-washing/art-20046253>
- CDC Hand Hygiene Tips:
  - <https://www.cdc.gov/features/handwashing/index.html>
  - <https://www.cdc.gov/handwashing/when-how-handwashing.html>

# Social Media Messaging

- IHA has created messaging for both general public, health care providers
- Messaging provided for formats:

Twitter 

Facebook 

LinkedIn 

# Next Webinar – Aug. 8

## *What is your Hand Hygiene Culture?*

- Who owns hand hygiene at your organization?
- How is your senior leadership engaged with hand hygiene efforts?
- Does your team recognize and link hand hygiene to health outcomes?

## *How is your staff speaking up?*

- How do you provide staff with performance feedback whether individual, unit level or hospital-wide?
- How are you coaching your team to speak up for safety?
- Does your team use universal language for peer-to-peer observation findings?

# SOAP UP Webinar Series

Aug. 8 Hand Hygiene Culture & Speaking Up

Sept. 5 Accountability: Connecting Practice to  
HAI and Costs to Organization

Sept. 19 Hand Hygiene and Sepsis

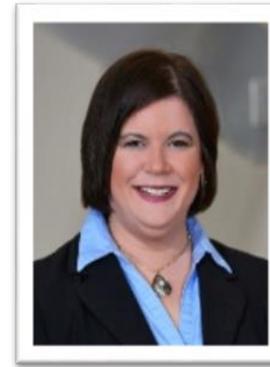
# Our IPSC Team



**Becky Hancock**  
*Patient Safety & Quality Advisor*  
317-423-7799  
rhancock@IHAconnect.org



**Annette Handy**  
*Clinical Director*  
317-423-7795  
ahandy@IHAconnect.org



**Karin Kennedy**  
*Administrative Director*  
317-423-7737  
kkennedy@IHAconnect.org



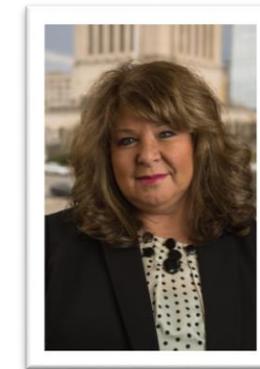
**Patrick Nielsen**  
*Patient Safety Data Analyst*  
317-423-7757  
pnielsen@IHAconnect.org



**Kim Radant** - *Special Projects*  
*Patient Safety & Quality Advisor*  
317-423-7740  
kradant@IHAconnect.org



**Cynthia Roush**  
*Patient Safety Support Specialist*  
317-423-7798  
croush@IHAconnect.org



**Madeline Wilson**  
*Patient Safety & Quality Advisor*  
317-974-1407  
mwilson@IHAconnect.org