



Indiana Patient Safety Center

of the Indiana Hospital Association

SOAP UP Hand Hygiene

August 8, 2017

Agenda

- Welcome, Introductions & Housekeeping
- SOAP UP Webinar #1 Recap
- Hospital Features
- SOAP UP Call to Action
- SOAP UP Campaign Resources & Support
- Hand Hygiene Webinar Series Continues

Indiana's Bold Aim



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

7.18.17 Webinar Recap

- 321 attendees
- Multiple disciplines represented
- Focus:
 - * Indiana hospital hand hygiene survey results
 - * Hospital features – re: data collection strategies
 - * Support and Resources

Polling Question Responses

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

- | | |
|---|-----|
| 1. Auditor understanding of process | 7% |
| 2. Consistency of audits | 50% |
| 3. Time required to conduct audits | 27% |
| 4. Analysis of data results | 4% |
| 5. Communicating results to staff for meaningful change | 13% |

Lessons Learned – Peer Sharing



- Validate observers - intentional training
- Observe units other than “home base”
- Standardize education while also permitting individual creativity and innovation
- “All Hands on Deck” – hand hygiene belongs to everyone as the role of the Infection Preventionist is changing
- Have FUN!

Lessons Learned – Peer Sharing

- Keep measurement simple
- Leverage technology when possible
- Incorporate surveillance with existing processes
- Empower staff to provide immediate, on-the-spot peer performance feedback and education – use hand signals



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

Chat in how you have responded to the July SOAP UP Call to Action

Access to Series Materials



UP CAMPAIGN

Improving patient safety doesn't have to be complicated.

In fact, in an ever-changing health care environment, in which best practices and intervention methods shift frequently, the HRET HIIN UP Campaign was designed to make it easy to keep patients safe and providers sane.

By focusing on three areas of patient care, the UP Campaign helps providers reduce harm in Indiana hospitals.



WAKE UP!
Reducing unnecessary sleepiness and sedation through opioid and sedative safety plans



GET UP!
Mobilizing patients to recover faster through progressive mobility plans



SOAP UP!
Implementing appropriate hand hygiene to reduce the spread of infection

UP CAMPAIGN

Simplify safe care and streamline interventions. Reduce multiple forms of harm with simple, easy-to-accomplish activities. Consolidate basic interventions that cut across several topics to decrease harm.



The goal of the UP campaign is to simplify safe care and streamline cross-cutting interventions to reduce the risk for multiple patient harms. IHA will be focusing on each component of the campaign throughout the year.

- SOAP UP - 3rd quarter 2017
 - SOAP UP Webinar Information Sheet
 - SOAP UP Resource Page
 - SOAP UP social media for hospital use
- GET UP - 4th quarter 2017
- WAKE UP - 1st quarter 2018



IHA SOAP UP Webinar Series

To help launch IHA's SOAP UP efforts for 3rd quarter, we will be hosting a webinar series. Please join us for each of the webinars below or view the complete printable flyer.

- July 18 at 3 p.m. ET
 - Topic: Indiana Hospital Survey Results and Reliable Data Collection
 - [Download slides or view the recording](#)
- August 8 at 3 p.m. ET
 - Dial-in: 888-441-7458
 - [Participant link](#)
 - Topic: Hand Hygiene Culture and Speaking Up
- September 5 at 3 p.m. ET
 - Dial-in: 888-441-7458
 - [Participant link](#)
 - Topic: Accountability: Connecting Practice to HAI and Costs to Organization
- September 19 at 3 p.m. ET
 - Dial-in: 888-441-7458
 - [Participant link](#)
 - Topic: Connecting Hand Hygiene and Sepsis

If you're interested in more information about how you can implement the UP Campaign at your hospital, contact Annette Handy.

For additional UP Campaign resources, [visit the UP Campaign website](#).

<https://www.ihaconnect.org/patientsafety/Initiatives/Pages/UP-Campaign.aspx>

Sign up to receive the latest health care news, events and resources from IHA **REGISTER >**

PARTNER SITES:
> [HealthierIndiana.org](#)
> [MyCareNSight.org](#)
> [IHAHarmony.org](#)

 **Indiana Hospital Association**
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Engaging Hospital Teams



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

Engaging Patients & Families

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



Engaging the Community



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



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Culture & Speaking Up for Safety

Global Survey 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

Think Tank Prompt from July

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?

Chat in how your team is tackling these aspects to hand hygiene success



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Hospital Features

Indiana University Health Blackford Hospital



- 15 bed, Acute Care, Critical Access Hospital
- Located in Hartford City
- Member of the Eastern Indiana Patient Safety Coalition
- Affiliate of Indiana University Health System

Multidisciplinary Team Involvement

Respiratory Therapy Supervisor: Laura Spaulding, RRT

Staff Nurse: Myra Freel, RN

Infection Preventionist: Sherrie Chapman, RN

Quality Nurses: Angie Kieffer, RN & Marci Pittenger, RN

Guest Relations Supervisor: Nickey Wilson

Director of Nursing Practice: Tobey Jones, RN



Program Highlights: “Be A Lifesaver”

- System Initiative: Sept 2015
- Anonymous Observations: System Metric
- Peer to Peer Observations: internal process
- Peer Coaching
- Transparency with Results: posted weekly by timeclocks
- Life Preserver Display: swimming with the sharks
- Patient Engagement: AIDET, hand gel, rounding, white boards
- Leadership Involvement
- Physician Involvement: most improved
- Glow Germ Demonstrations



Anonymous Observations

- Established process enhanced with new System Initiative
- Designated observers from each department including non-clinical.
- Required 30 observations each observer/month: Moments 1 and 5 only (entering and exiting only).
- Validation of Peer to Peer Observations
- Results posted monthly at entrances to clinical units for public viewing



Peer to Peer Observation

 Blackford Hospital

Peer Hand Hygiene Observation

#1 Upon entry into the patient zone/room, before touching patient
 #2 Before clean/aseptic procedure
 #3 After body fluid exposure
 #4 Upon exit of patient zone(not room)
 #5 Upon exiting patient room, regardless if contact with pt. or environment occurred

Person Observed: For "other" write in the ancillary role (i.e. RT, Lab, CNT, PT, etc.)

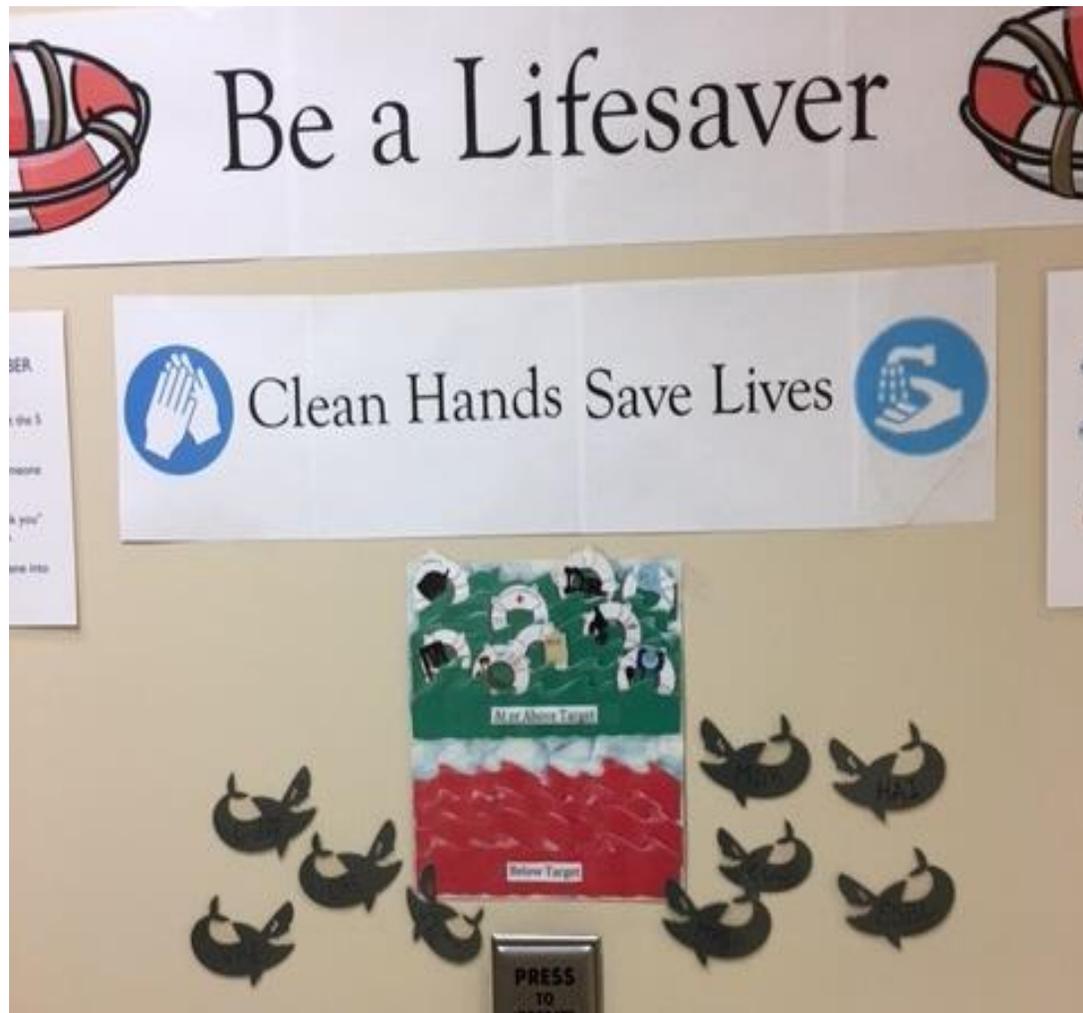
UNIT				#1	#2	#3	#4	#5	Comments/ Coaching performed as needed
	RN	MD	Other	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
	RN	MD	Other	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
	RN	MD	Other	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N

Observer's Name _____ Shift: 7A - 7P 7P - 7A Day of week _____

- Includes all staff who are routinely on the clinical units
- Engages non-clinical staff
- Observe Moments 1 through 5 as appropriate
- Encourages Peer Coaching: hand signal



Hallway Display



- Pictorial display of Peer results
- Each discipline's "Life Preserver" is placed in the "Green Waves" or "Red Waves".
- The sharks are the Super Bugs!
- Located in employee hallway for all to see. Updated weekly.

(It's a plus to know someone who scrapbooks!)

Elkhart General Hospital

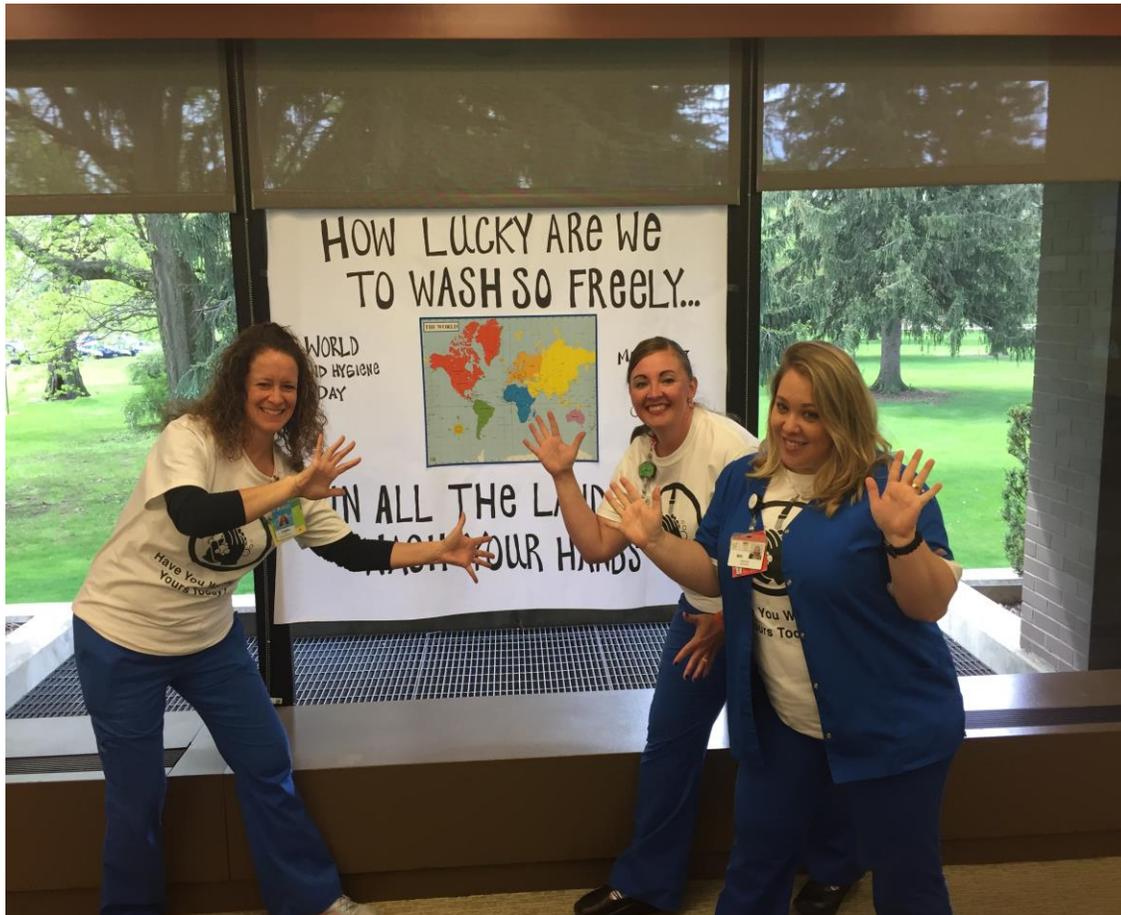
- 296 Bed, Acute Care Hospital
- Located in Elkhart
- Member of the North Central Indiana Patient Safety Coalition
- Affiliate of Beacon Health System



Elkhart General Hospital



World Hand Hygiene Day



Where in the World . . . Is Handie Sani-Tizer?



Testing Hand Hygiene Skills



Hand Hygiene Safety Culture & Speaking Up - Call to Action

- Evaluate how you are engaging both clinical and non-clinical personnel in a FUN WAY!
- Conduct a small test of change to provide immediate, non-punitive performance feedback not only when hand hygiene is not conducted but also when it IS done
- Implement a new visual strategy to communicate success and opportunities to front-line staff



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UP Campaign

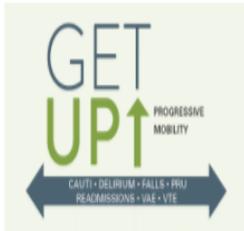
IHAconnect.org/Quality-Patient-Safety

UP Campaign



WAKE UP:

Reducing unnecessary sleepiness and sedation through opioid and sedative safe



GET UP:

Mobilizing patients to recover faster through progressive mobility plans



SOAP UP:

Implementing appropriate hand hygiene to reduce the spread of infection

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.

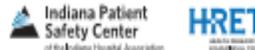
O **OWN**
Your role in preventing HAIs.

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.

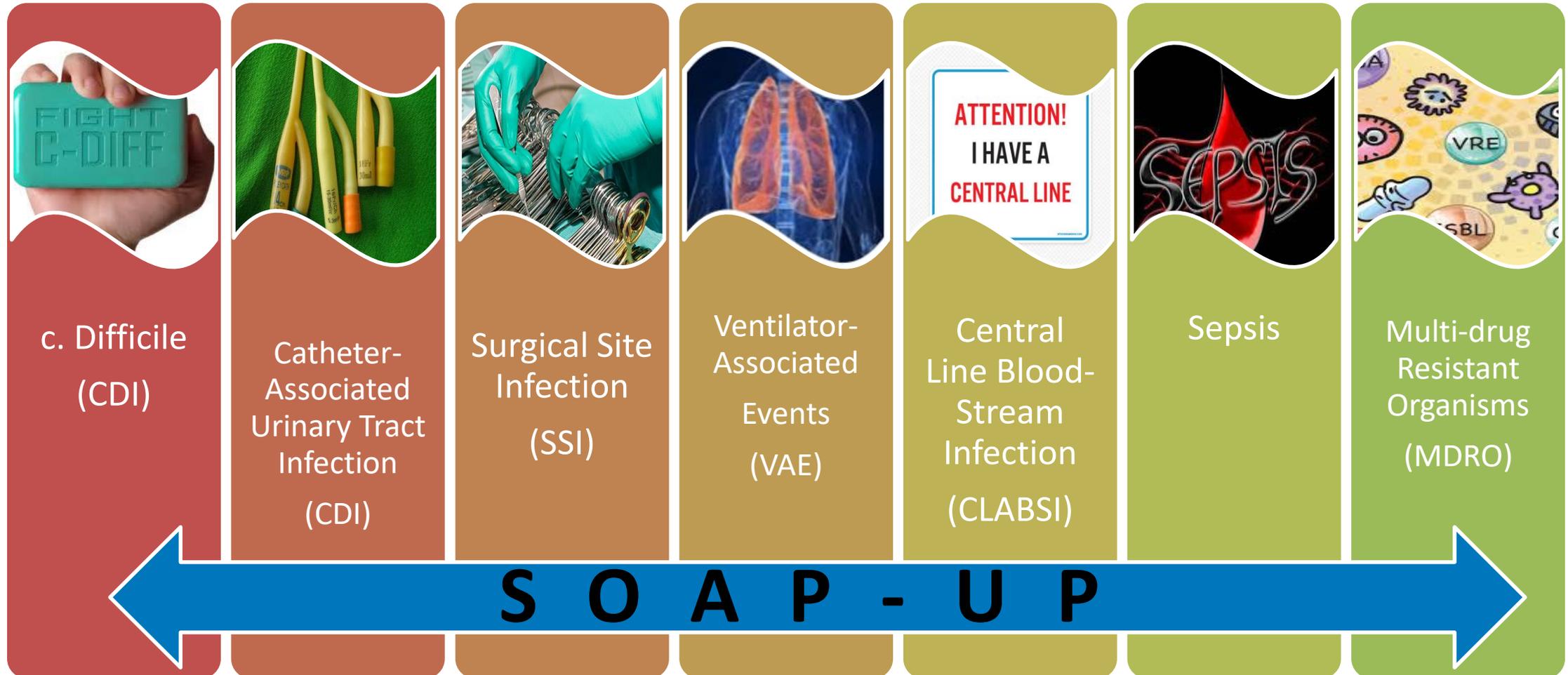
E **ENGAGE**
Patients and families to set realistic pain expectations, use of non-sedating analgesics, risks of opioids.

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

S

SCRUB

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

O

OWN

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ADDRESS

Immediately intervene if breach is observed.

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PLACE

Hand hygiene products in strategic locations.

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UPDATE

Hand hygiene products policies as needed to promote adherence.

P

PROTECT

Involve patients and families in hand hygiene.

How are you incorporating SOAP UP within your organization?





**Indiana Patient
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Hand Hygiene Resources

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 5th
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

**CLEAN HANDS
COUNT**

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

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- 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 diarrheal 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

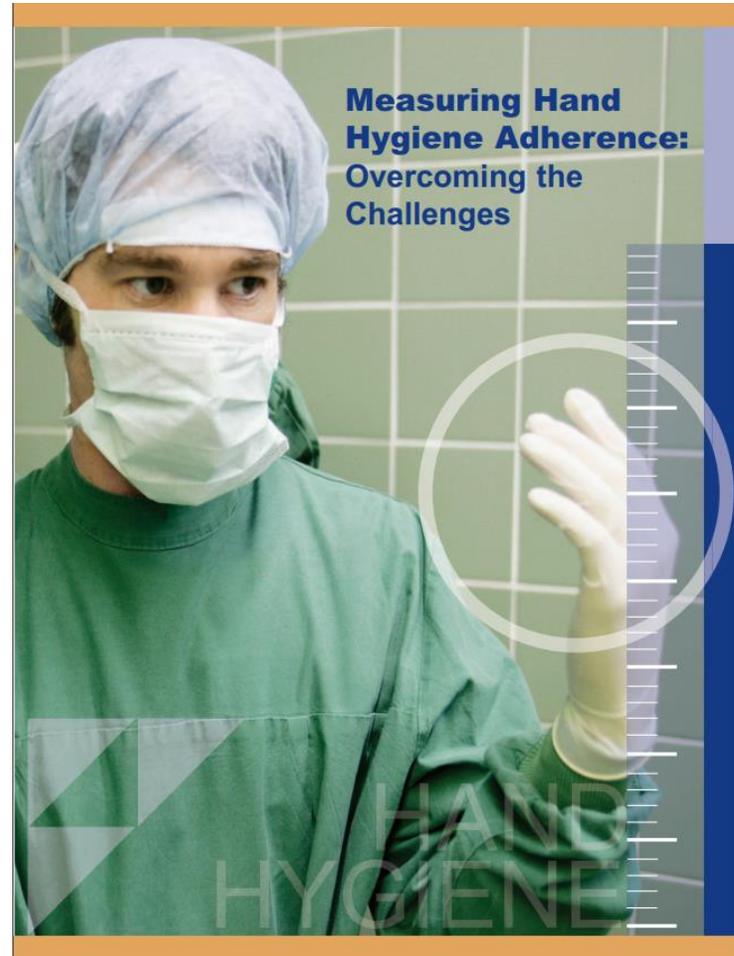
Online Services

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

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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](#)

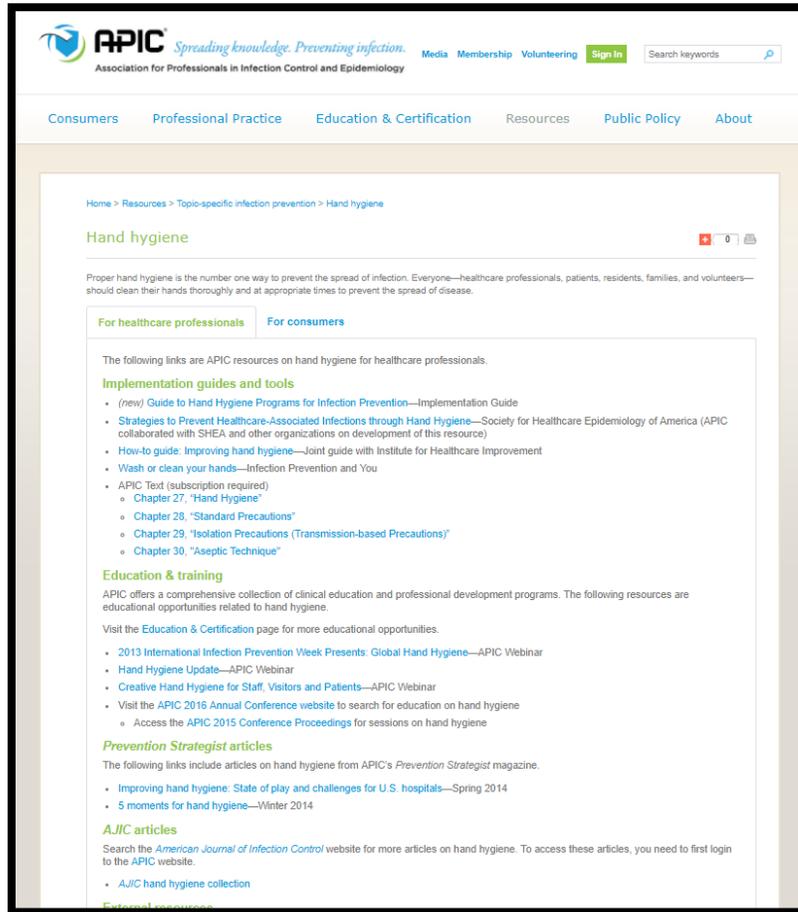


This monograph was authored by The Joint Commission in collaboration with the following organizations:

- 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

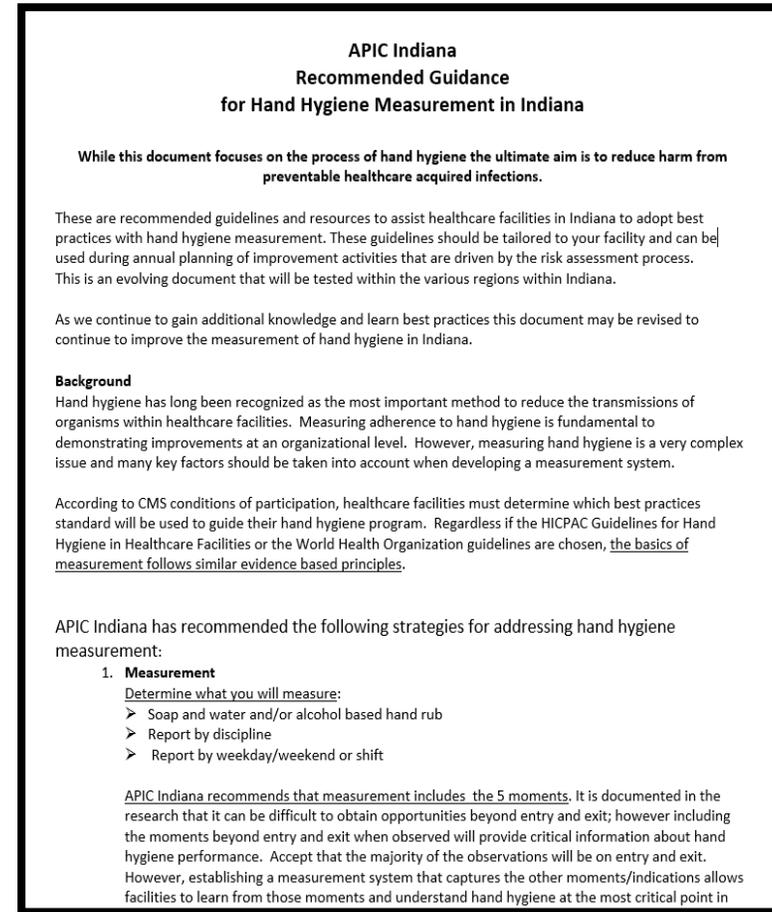
This monograph was supported in part by an unrestricted educational grant provided by GOJO Industries, Inc., Akron, Ohio

Association for Professionals in Infection Control and Epidemiology - APIC



The screenshot shows the APIC website's 'Hand hygiene' page. The header includes the APIC logo and navigation links like 'Consumers', 'Professional Practice', and 'Education & Certification'. The main content area is titled 'Hand hygiene' and provides a brief introduction: 'Proper hand hygiene is the number one way to prevent the spread of infection. Everyone—healthcare professionals, patients, residents, families, and volunteers—should clean their hands thoroughly and at appropriate times to prevent the spread of disease.' Below this, there are tabs for 'For healthcare professionals' and 'For consumers'. The 'For healthcare professionals' tab is active, showing a list of resources under 'Implementation guides and tools', 'Education & training', 'Prevention Strategist articles', and 'AJIC articles'. The 'Implementation guides and tools' section includes links to a 'Guide to Hand Hygiene Programs for Infection Prevention', 'Strategies to Prevent Healthcare-Associated Infections through Hand Hygiene', and 'How-to guide: Improving hand hygiene'. The 'Education & training' section lists various webinars and conference materials. The 'Prevention Strategist articles' section includes 'Improving hand hygiene: State of play and challenges for U.S. hospitals' and '5 moments for hand hygiene'. The 'AJIC articles' section mentions the 'AJIC hand hygiene collection'.

<https://apic.org/>



The screenshot shows the 'APIC Indiana Recommended Guidance for Hand Hygiene Measurement in Indiana' document. The title is centered at the top. Below the title, a bolded statement reads: 'While this document focuses on the process of hand hygiene the ultimate aim is to reduce harm from preventable healthcare acquired infections.' The main body of the document contains several paragraphs. The first paragraph states: 'These are recommended guidelines and resources to assist healthcare facilities in Indiana to adopt best practices with hand hygiene measurement. These guidelines should be tailored to your facility and can be used during annual planning of improvement activities that are driven by the risk assessment process. This is an evolving document that will be tested within the various regions within Indiana.' The second paragraph says: 'As we continue to gain additional knowledge and learn best practices this document may be revised to continue to improve the measurement of hand hygiene in Indiana.' The 'Background' section explains: 'Hand hygiene has long been recognized as the most important method to reduce the transmissions of organisms within healthcare facilities. Measuring adherence to hand hygiene is fundamental to demonstrating improvements at an organizational level. However, measuring hand hygiene is a very complex issue and many key factors should be taken into account when developing a measurement system.' The next paragraph states: 'According to CMS conditions of participation, healthcare facilities must determine which best practices standard will be used to guide their hand hygiene program. Regardless if the HICPAC Guidelines for Hand Hygiene in Healthcare Facilities or the World Health Organization guidelines are chosen, the basics of measurement follows similar evidence based principles.' The final paragraph reads: 'APIC Indiana has recommended the following strategies for addressing hand hygiene measurement:'. This is followed by a numbered list: '1. Measurement' with a sub-section 'Determine what you will measure:' and three bullet points: 'Soap and water and/or alcohol based hand rub', 'Report by discipline', and 'Report by weekday/weekend or shift'. The document concludes with: 'APIC Indiana recommends that measurement includes the 5 moments. It is documented in the research that it can be difficult to obtain opportunities beyond entry and exit; however including the moments beyond entry and exit when observed will provide critical information about hand hygiene performance. Accept that the majority of the observations will be on entry and exit. However, establishing a measurement system that captures the other moments/indications allows facilities to learn from those moments and understand hand hygiene at the most critical point in'.

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

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



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
- 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

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
<https://www.ihaconnect.org/patientsafety/Initiatives/Pages/UP-Campaign.aspx>
- Messaging provided for various formats:

Twitter



Facebook



LinkedIn



Next Webinar – Sept. 5

What is your process to hold teammates accountable for hand hygiene?

- How do you provide staff with performance feedback whether individual, unit level or hospital-wide?
- Do you link and share identified HAI with individuals involved with care?
- Who coaches teammates for accountability?

How are you sharing the fiscal and personal impact of HAI to your teams?

- How do you link hand hygiene to health outcomes?
- If your hospital has received value-based purchasing or hospital-acquired condition reimbursement penalties, is this shared with your team and if so, how?
- How do you personalize HAI events beyond reporting rates?

SOAP UP Webinar Series

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

Sept. 19: Hand Hygiene and Sepsis

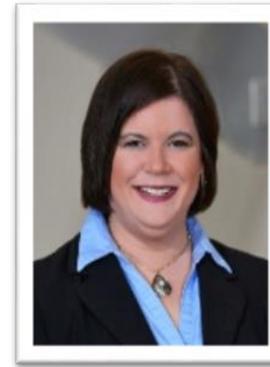
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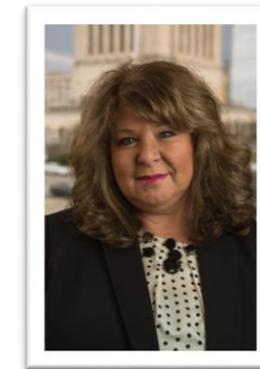
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