Sprint Details

• No data submission required for the sprints
• One hour, initial webinar taking a deep dive into each UP Intervention
• One hour, midway, facilitated call discussing application of the interventions into practice
Sprint Details

• A single tollgate due at the end of each sprint that provokes thought around:
  ➢ current policy
  ➢ changes needed
  ➢ policy review processes
  ➢ barriers
  ➢ addressing drift
Sprint Details

• An estimated time commitment would be 4-12 hours per sprint.
• Time commitment is really dependent upon how in-depth you choose to take the interventions throughout the sprint.
• The sprints will give you tools to use and allow you to begin thinking through the interventions and how application may look within your facility.
Up Coming Sprints

<table>
<thead>
<tr>
<th>PROJECT/EVENT</th>
<th>UP SPRINTS</th>
<th>ORGANIZER</th>
<th>DELIVERABLES</th>
<th>WEBINAR</th>
<th>CALL</th>
<th>TOLLGATE</th>
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- Yellow squares indicate project deliverable dates

- **SCRIPT UP**
  - Starting: 10/19/2019
  - Ending: 11/19/2019
  - Deliverables: 10/19/2019
  - Webinar: 11/13/2019
  - Call: 11/18/2019
  - Tollgate: 11/30/2019

- **SOAP UP**
  - Starting: 12/3/2019
  - Ending: 01/18/2019
  - Deliverables: 12/24/2019
  - Webinar: 01/20/2019
  - Call: 01/24/2019
  - Tollgate: 01/30/2019

- **GET UP**
  - Starting: 01/21/2019
  - Ending: 02/22/2019
  - Deliverables: 01/22/2019
  - Webinar: 02/06/2019
  - Call: 02/22/2019

- **WAKE UP**
  - Starting: 02/25/2019
  - Ending: 03/29/2019
  - Deliverables: 02/26/2019
  - Webinar: 03/13/2019
  - Call: 03/29/2019

- **OCTOBER**
  - 12, 23, 30

- **NOVEMBER**
  - 19, 26, 30

- **DECEMBER**
  - 26, 30

- **JANUARY**
  - 22

- **FEBRUARY**
  - 29

- **MARCH**
  - 31
Welcome

- Barbara DeBaun, RN, MSN, CIC
- Cynosure Health
Missouri Hospital Assn HIIN
SOAP UP
Barbara DeBaun, RN, MSN, CIC
Cynosure Health
December 4, 2018
The UP Campaign reminds us to ask these important questions:

- Did my patient **WAKE UP** enough to **GET UP**?
- Did I **SOAP UP** to prevent infection?
- Did I **SCRIPT UP** to make sure my patient is on the right medications?
SOAP UP
The goal is to be sure all clinical staff and visitors have clean hands to protect patients from infections.
Hand Hygiene Pioneers

Ignaz Semmelweis

Florence Nightingale
Hand Hygiene is not ‘new’ news

1980’s: first nationally endorsed HH guidelines

We get it right less than half of the time
Polling Question

- In general, patients at my hospital would do the following if a staff member forgot to perform hand hygiene:
  - Say nothing
  - Speak up immediately
  - Say something, but not directly to the staff member
We need to get it right!

• Protect our patients from HAI by performing HH.
• Promote patient and family engagement - give them permission to “speak up for clean hands.”
• Promote patient HH for patients.

http://www.cdc.gov/handhygiene/patients/index.html
SOAP-UP Must Do’s - beyond your current plan

- Prompt Peer Performance
- Track Quietly and Trend Loudly
- Drive Drift Down
MUST DO # 1
Prompt Peer Performance

Maybe we should talk.
Polling Question

- In general, staff at my hospital would do the following if a staff member forgot to perform hand hygiene:
  - Say nothing
  - Speak up immediately
  - Say something, but not directly to the staff member
Polling Question

- We have developed a verbal ‘reminder’ for staff to use to prompt another staff member to perform hand hygiene
  - Yes
  - No
  - No, but thinking about it
Scripting Messages to Improve Practice
What are your messages?
Some Examples

- All hands-on deck
- Dr. Hands is on the phone for you
- Do you need a hand?
- Touchdown/fumble
- High five
- SOAP UP
- Gel-in
- Gel-out
MUST DO #2
Track Quietly and Trend Loudly

Hand Hygiene and Healthcare-Associated Infections
Polling Question

- We collect hand hygiene data by:
  - Secret shoppers
  - Staff observe each other
  - Electronic badge technology
  - Patients/families observe and record
  - Other (chat in response)
Track Quietly and Trend Loudly

- **HH Compliance**
- **HAI**

Timeline:
- **January**: SOAP UP Started
- **March**: Scripting education
- **April**: New observers trained
Polling Question

- We do the following with our hand hygiene observation data:
  - Nothing, we just collect it
  - Share it at committee meetings, but that’s it
  - Post it in public areas for the world to see
  - Post it in private places like staff break rooms
The 5 Stages of Grief

1. Those numbers couldn’t be accurate. Must be another department bringing my numbers down!
2. Well that isn’t right that radiology non-compliance makes my unit look bad!
3. If you can just come and see that my unit is different, that is why our numbers are low!
4. I can’t believe how non-compliant we are!
5. Our staff is speaking up for hand hygiene!

1. Denial
2. Anger
3. Bargaining
4. Depression
5. Acceptance
MUST DO #3
Drive Drift Down
Polling Question

- This describes our facility best:
  - We have improved hand hygiene compliance and sustained the improvement
  - We improved our hand hygiene compliance for a while, but improvement didn’t sustain
The right balance

Important to get the balance right. Both extremes have their pitfalls.
## Shared Accountability

### Instructions:
- Do not share with anyone that you are conducting the audit.
- Observe all staff-nurses, physicians, RT’s, housekeeping staff, etc. (see other side of form for Staff Codes).
- Observe for 30 minutes. This may be broken up in small increments of time. OR,
- Observe at least 15 staff members.

**Unit/Department:**

**Indicate below what activity was observed and check the one box that applies to that activity.**

<table>
<thead>
<tr>
<th>Person Entered the Room for Direct Contact with the Patient or Environment</th>
<th>Did You See Him/Her Use Soap or Alcohol Gel When Entering the Room?</th>
<th>Person Exit the Room After Direct Contact with the Patient or Environment</th>
<th>Did You See Him/Her Use Soap or Alcohol Gel When Exiting the Room?</th>
<th>Person Exit the Room with Gloves On After Direct Contact with the Patient or Environment</th>
<th>Did You See Him/Her Use Soap or Alcohol Gel After Removing Gloves?</th>
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<tbody>
<tr>
<td>Hand Hygiene Supplies (Soap, Hand Sanitizer, Towels) Are Adequate</td>
<td>Yes</td>
<td>No</td>
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<td>Total # of Staff Observed</td>
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*Adapted with permission from Stanford Health Care, Palo Alto, CA*
What Works?

- Observation and surveillance of HH assesses compliance but it doesn’t always impact.
- Unscheduled observation by trained observers.
- Intervene immediately if a breach in HH is observed.
- Scripts for reminding peers.
- Promote culture of safety.
Is it a barrier or an excuse?
Brainstorming
Brainstorming Exercise

**Barriers**
- Not convenient
- Skin irritation
- Consequences of inaction
- Based on limited information
- Therapist's presence

**Excuses**
- Time
- MD
- Busy
- Full hands
- Forget
- MD
- Called out of town
- For some reason
- Apologies
- She's been here
- Lack of time
- Not here anymore
Multi-voting
Consensus Building

Normalized deviant behavior
Cignoring bad behavior
SOAP UP Check Point

To reduce CDI, CAUTI, CLABSI, SSI, Sepsis, MDRO and VAE:

- Do you display hand hygiene (HH) compliance results in highly visible places at the department/unit level?
- Have you implemented scripting to remind other team members to perform HH when it is not observed?
- Do you have a system in place that holds all team members accountable to the HH expectations?
CHECK POINT

SOAP UP

To reduce: CAUTI, CDI, CLABSI, Sepsis, SSI and VAE and MDRO

- Are the harms associated with inadequate hand hygiene known?
- Is there a strong desire to improve hand hygiene?
- Do you have a hand hygiene policy and procedure?
- Have staff been educated regarding performance expectations and the policy and procedure specifics?
- Do you have adequate supplies available to perform hand hygiene?
"Boring" Signs

Your 5 Moments for Hand Hygiene

1. BEFORE TOUCHING A PATIENT
   - Clean your hands before touching a patient when approaching a bed.
   - To protect the patient against harmful germs and on your hands.

2. BEFORE CLEAN ASYPTIC PROCEDURE
   - Clean your hands before entering the procedure area.
   - To protect the patient against harmful germs, including those on your hands.

3. AFTER BODY FLUID EXPOSURE RISKS
   - Clean your hands before leaving the area or after contact with body fluids.
   - To protect yourself and the patient against harmful germs.

4. AFTER TOUCHING A PATIENT
   - Clean your hands after touching a patient and their patient's environment.
   - To protect yourself and the patient against harmful germs.

5. AFTER HANDLING PATIENT SURROUNDINGS
   - Clean your hands after handling the patient or their surroundings.
   - To protect yourself and the patient against harmful germs.

World Health Organization | Patient Safety | SAVE LIVES
Clean Your Hands

American Hospital Association
Advancing Health in America
Emotional Signs

You could kill him with your bare hands.

Washing hands saves lives.
Funny Signs

- Stick hands in water for a second or two.
- Wave hands around, and maybe wipe them on your pants or hair.

Hand washing tips provided by

Billy
Age 6
Credible Signs

got soap?

Amy Harrington, RN, CNI

Linda Braune RN, BSN, CNOR, CNIV

Deborah Mulloy, RN, MSN, CNOR, PerOperative CNS

Raquel A. Amoldani, RN, CNI

Routine Handwashing - use Soft N Sure soap, wet skin - apply soap and wash for 10-15 seconds.

Antiseptic Hand rub - use Cal Stat alcohol-based hand rub - apply and rub until hands are dry.

Lotion - use Lotion Soft Skin Conditioner to keep hands in good condition.

New England Baptist Hospital

AHA CENTER FOR HEALTH INNOVATION

American Hospital Association
Advancing Health in America
Do Signs Change Behavior?
Cute/Fun/Catchy Videos
Dramatic Videos

Produced by Dale Lieu, MD
Kaiser Permanente, San Diego
Thanks to Elkhart Health, IN
Don't be afraid to be silly
Where in the world is Handi Sanitizer??
Fun, simple and easy
Campaign Slogan Creativity

Thanks to Idaho SHA
Pins from Kentucky SHA
Augusta Health, VA
Engage/Innovate

It’s all in your hands.
Fight the spread of germs. Wash your hands or use gel.

AHA CENTER FOR HEALTH INNOVATION

American Hospital Association
Advancing Health in America
Red Rules
Thanks for being a Lifesaver

You’re a “LifeSaver!”
Connecting the Dots
Hand Hygiene Targets/Goals
Make Germs Visible

Wash your hands with soap and water for at least 15 seconds or use the alcohol hand gel and rub hands until dry – before AND after you touch your patient OR their environment.

These germs might not hurt you, but they can hurt your patients.

Your patients will thank you.
Science Project

When all else fails to get their attention:

To all my teacher friends this is the grossest yet coolest experiment. I did this while teaching about germs and how they spread. You use three pieces of bread. You let all the kids see you put a piece of bread in a baggy with a glove on hence "controlled" then you wash your hands and put a piece of bread in a baggy for "clean" last but definitely not least you pass a piece of bread around and let every kid in class touch it then you put it in a baggy and label it dirty. Watch how the bread changes over time due to germs. It is so cool and a great way to teach the importance of hand washing 😊
Goals

SIMPLE

EASY

FUN
Next Steps and Expectations: what will YOU test in your facility?
Do we have time to open the lines?
What’s Next

• Midway Interactive Discussion
  ➢ Wednesday, December 19  10:00 a.m. CT
  ➢ Register
• Tollgate Due
  ➢ January 18, 2019
THANK YOU!
Contact Information

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