

SOAP UP to Drive Harm DOWN

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North Dakota Webinar Series

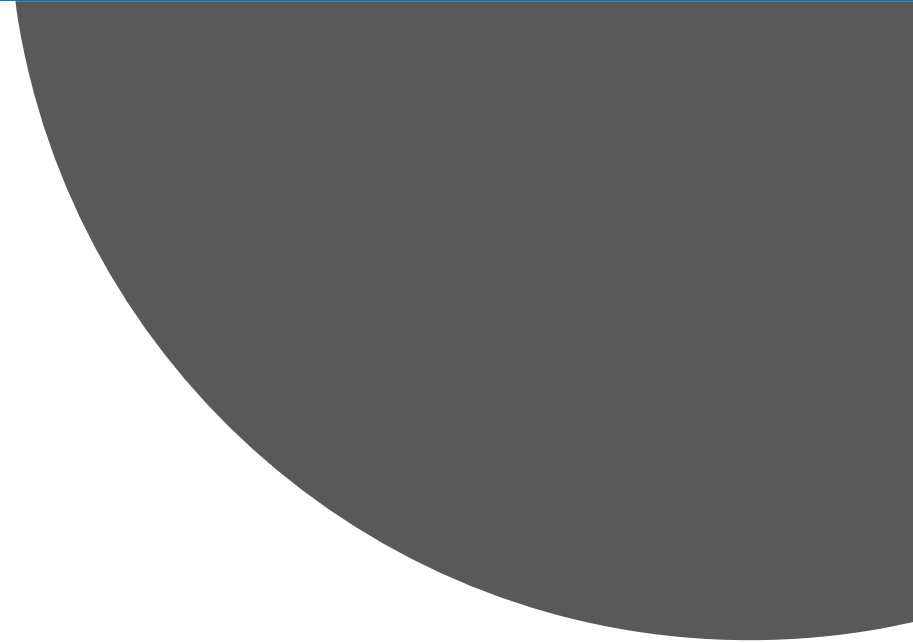
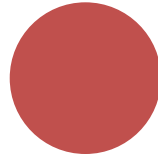
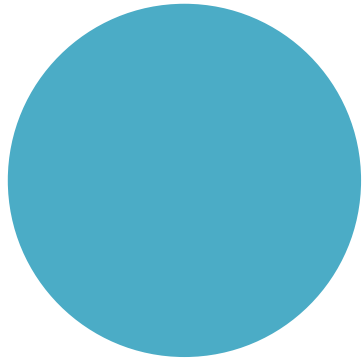
April 12, 2018



Polling Question

- My role is:
- Quality Leader
- Nursing Leader
- Infection Prevention
- Physician
- Front-line staff
- Other- please chat in your role





Why the UP Campaign?

4 Key Components



American Hospital
Association

HRET
HEALTH RESEARCH &
EDUCATIONAL TRUST

The UP Campaign reminds us...



- 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



CDI



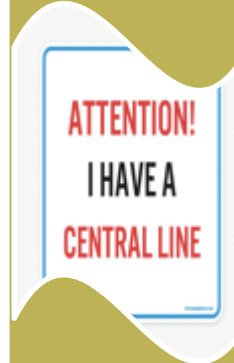
CAUTI



SSI



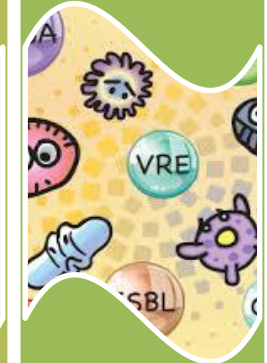
VAE



CLABSI



Sepsis



MDRO

S O A P - U P



Hand Hygiene Pioneers

Ignaz Semmelweis



Florence Nightingale



HH is Old News

1980's: first nationally
endorsed HH guidelines

We get it right less than half of
the time



**CENTERS FOR DISEASE
CONTROL AND PREVENTION**



American Hospital
Association

HRET
HEALTH RESEARCH &
EDUCATIONAL TRUST

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



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.



MUST DO's



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



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?



MUST DO #2

Track Quietly and Trend Loudly

Hand Hygiene and Healthcare- Associated Infections

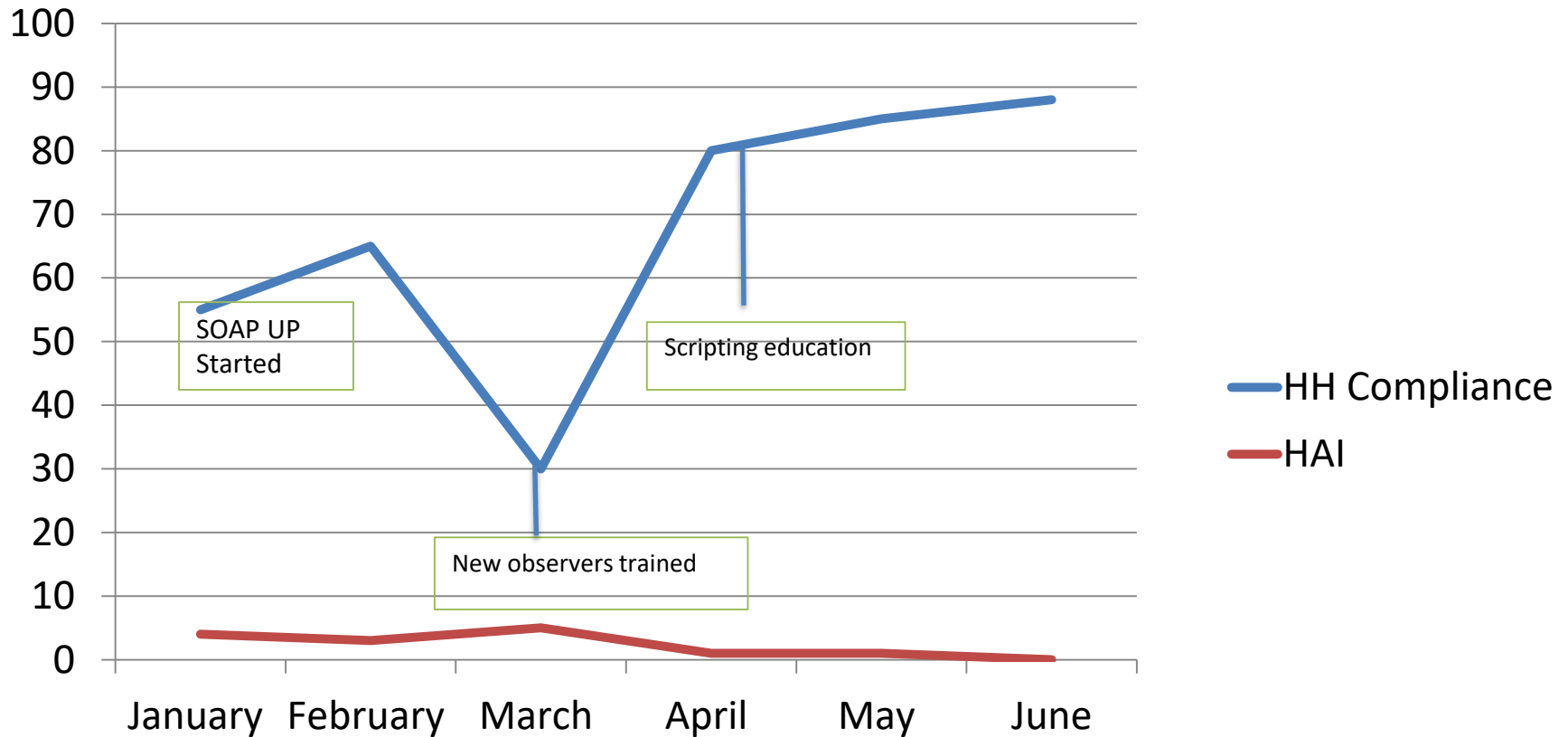


Polling Question

- 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



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



SOAP-UP Must Do #2

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!



Denial



Anger



Bargaining



Depression



Acceptance

MUST DO #3

Drive Drift Down

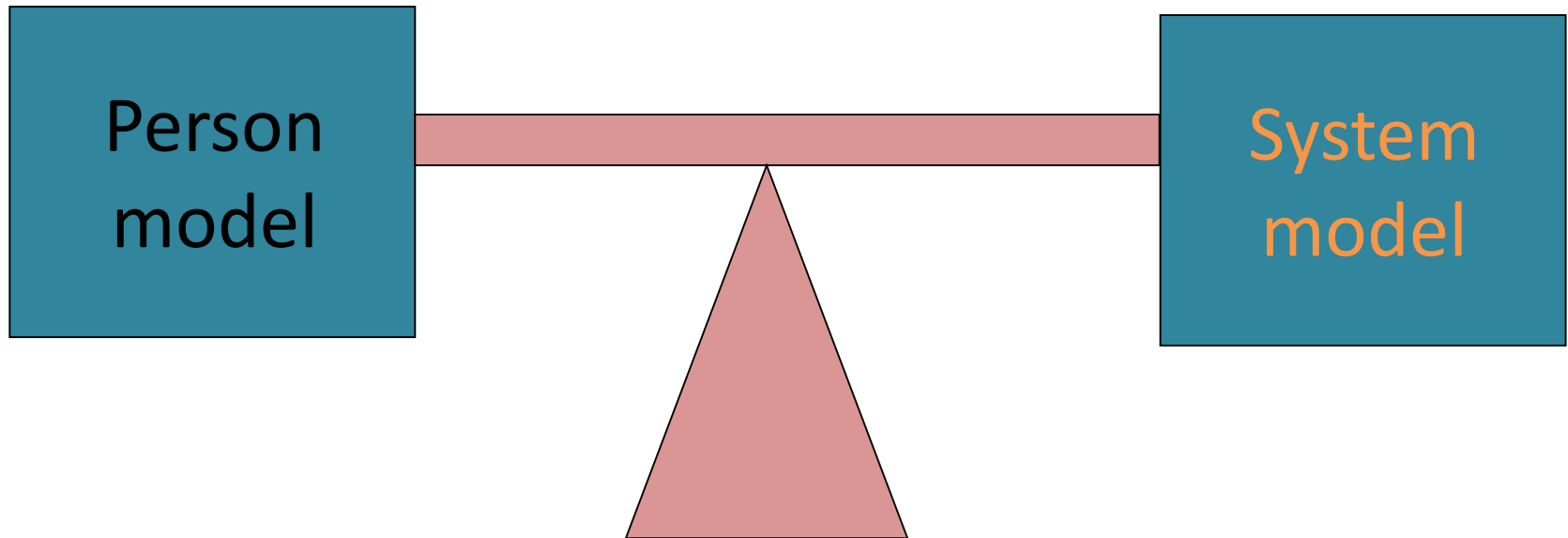


Polling Question

- 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 _____ Date _____ Time _____

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

PERSON ENTERED THE ROOM FOR DIRECT CONTACT WITH THE PATIENT OR ENVIRONMENT	HAND HYGIENE SUPPLIES (SOAP, HAND SANITIZER, TOWELS) ARE ADEQUATE		DID YOU SEE HIM/HER USE SOAP OR ALCOHOL GEL WHEN ENTERING THE ROOM?		PERSON EXITED THE ROOM AFTER DIRECT CONTACT WITH THE PATIENT OR ENVIRONMENT	DID YOU SEE HIM/HER USE SOAP OR ALCOHOL GEL WHEN EXITING THE ROOM?		PERSON EXITED THE ROOM WITH GLOVES ON AFTER DIRECT CONTACT WITH THE PATIENT OR ENVIRONMENT	DID YOU SEE HIM/HER USE SOAP OR ALCOHOL GEL AFTER REMOVING GLOVES?	
	Yes	No	Yes	No		Yes	No		Yes	No
Enter Staff Code					Enter Staff Code			Enter Staff Code		
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
11.										
12.										
13.										
14.										
15.										
Total # of Staff Observed	Total		Total	Total	Total # of Staff Observed	Total	Total	Total # of Staff Observed	Total	Total

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



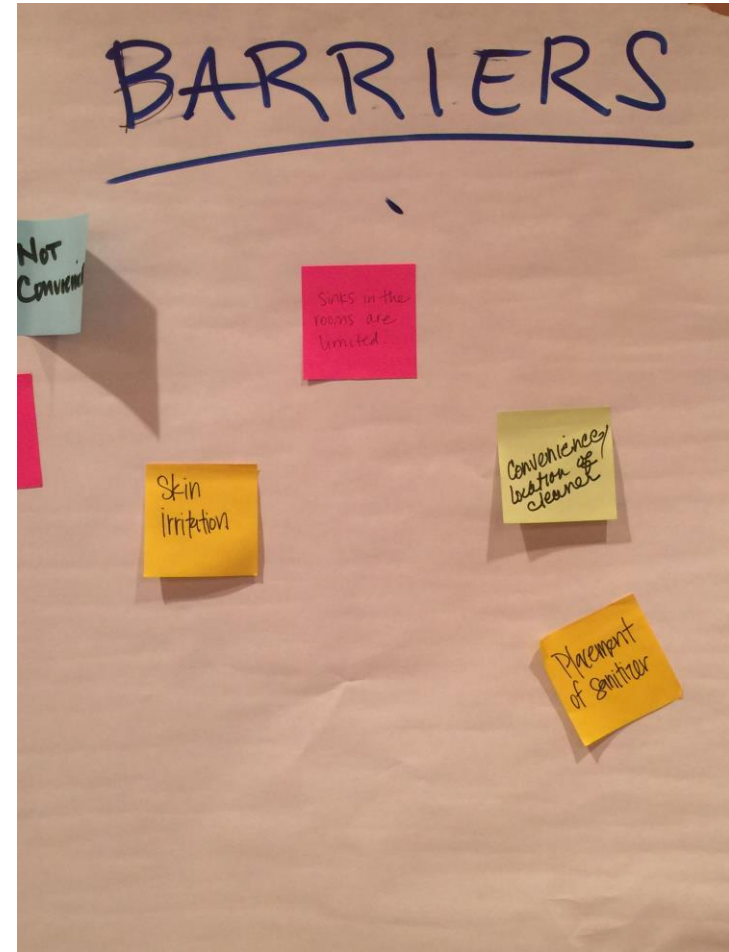
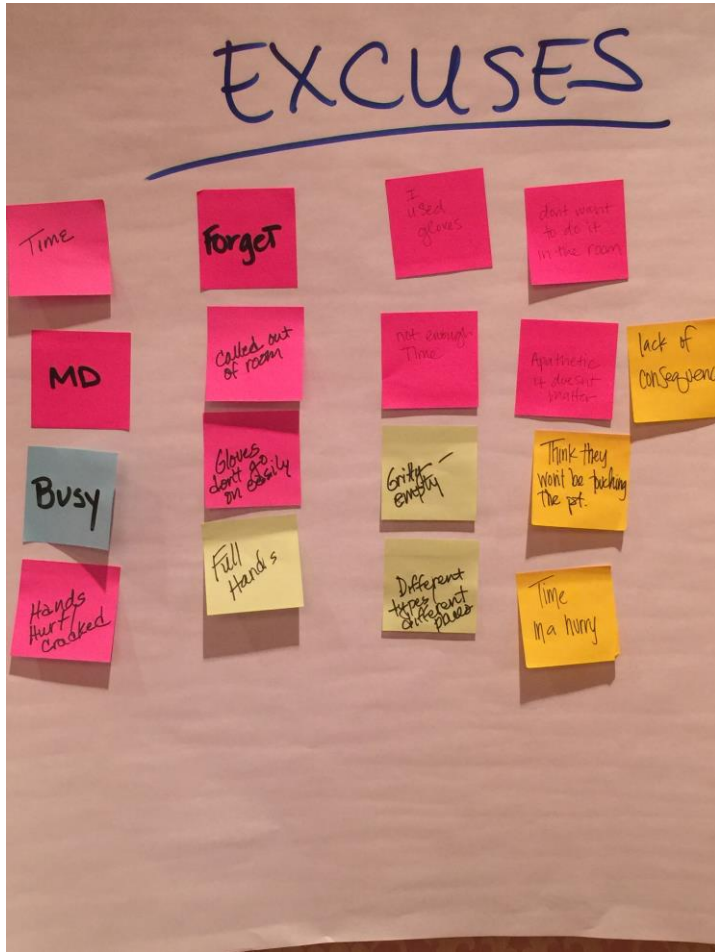
Is it a barrier or an excuse?



Brainstorming



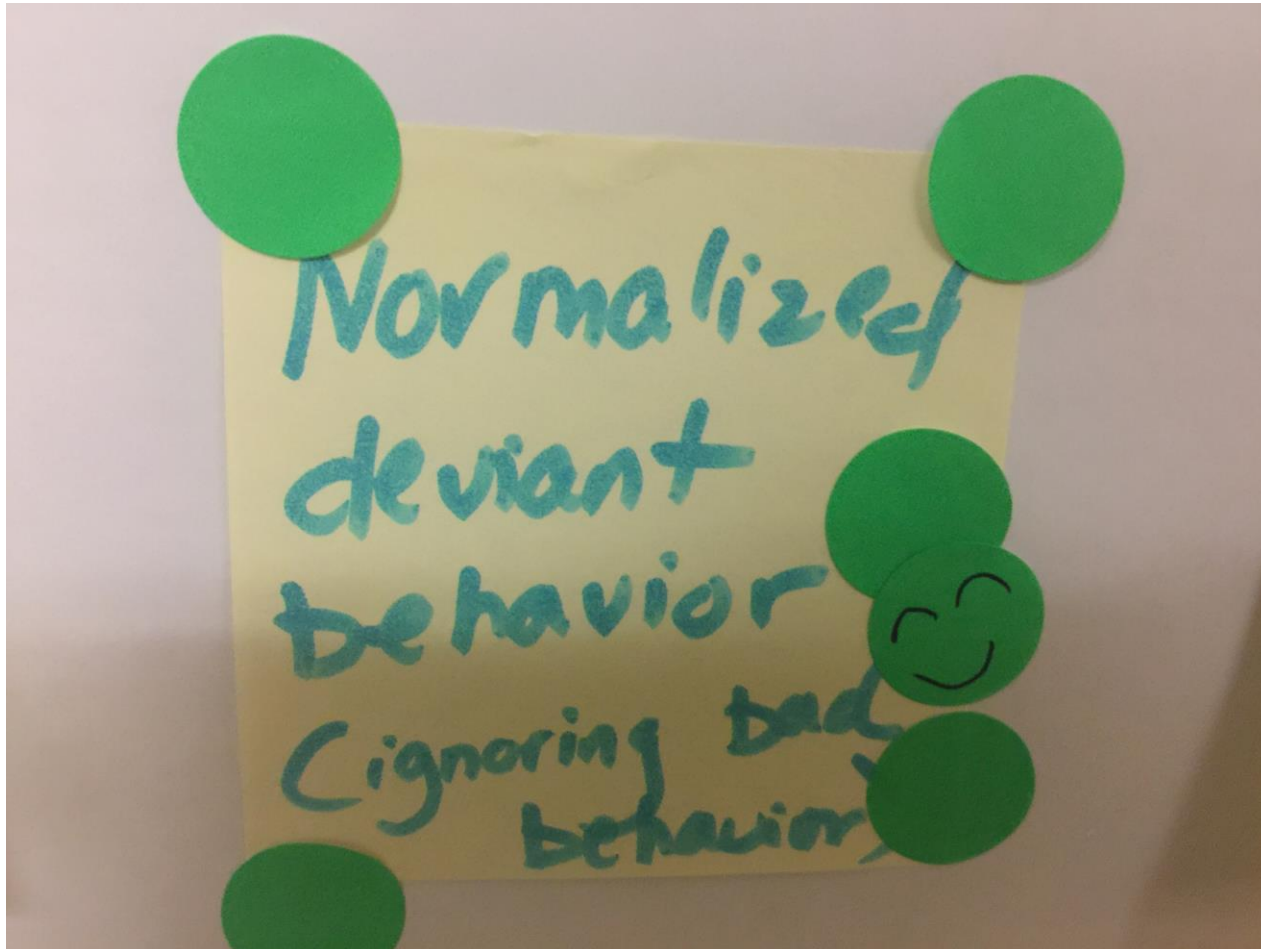
Brainstorming Exercise



Multi-voting



Consensus Building



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

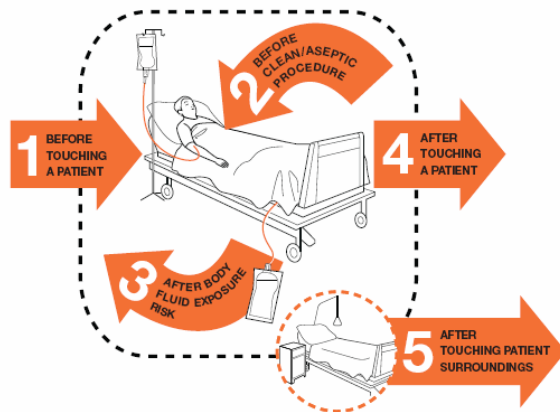
To reduce: **CAUTI, CDI, CLABSI, Sepsis, SSI and VAE** and MDRO

- ☐ 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	WHEN?	Clean your hands before touching a patient when approaching him/her.
		WHY?	To protect the patient against harmful germs carried on your hands.
2	BEFORE CLEAN/ASEPTIC PROCEDURE	WHEN?	Clean your hands immediately before performing a clean/aseptic procedure.
		WHY?	To protect the patient against harmful germs, including the patient's own, from entering his/her body.
3	AFTER BODY FLUID EXPOSURE RISK	WHEN?	Clean your hands immediately after an exposure risk to body fluids (and after glove removal).
		WHY?	To protect yourself and the health-care environment from harmful patient germs.
4	AFTER TOUCHING A PATIENT	WHEN?	Clean your hands after touching a patient and his immediate surroundings, when leaving the patient's side.
		WHY?	To protect yourself and the health-care environment from harmful patient germs.
5	AFTER TOUCHING PATIENT SURROUNDINGS	WHEN?	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.
		WHY?	To protect yourself and the health-care environment from harmful patient germs.



Patient Safety
A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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May 2009



Emotional Signs



Funny Signs



Credible Signs



got soap?

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CNS

 NEW ENGLAND BAPTIST
HOSPITAL

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.

Do Signs Change Behavior?



Cute/Fun/Catchy Videos



Dramatic Videos



Produced by Dale Lieu, MD
Kaiser Permanente, San Diego



SOAP-UP: Make It Fun!!!



Thanks to Elkhart Health, IN



Don't be afraid to be silly

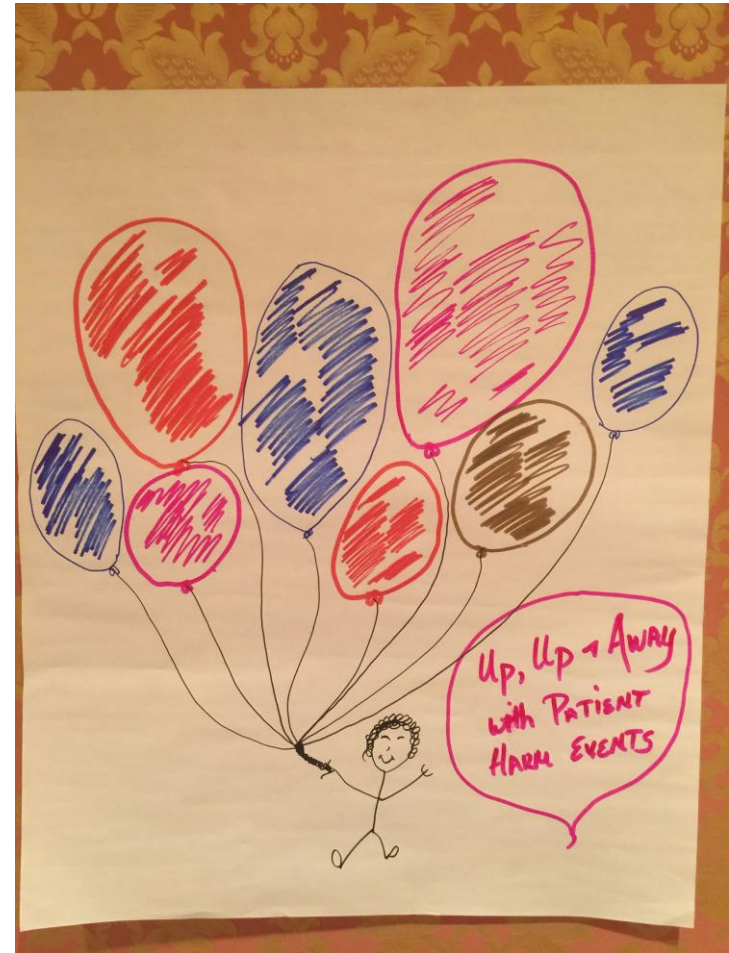
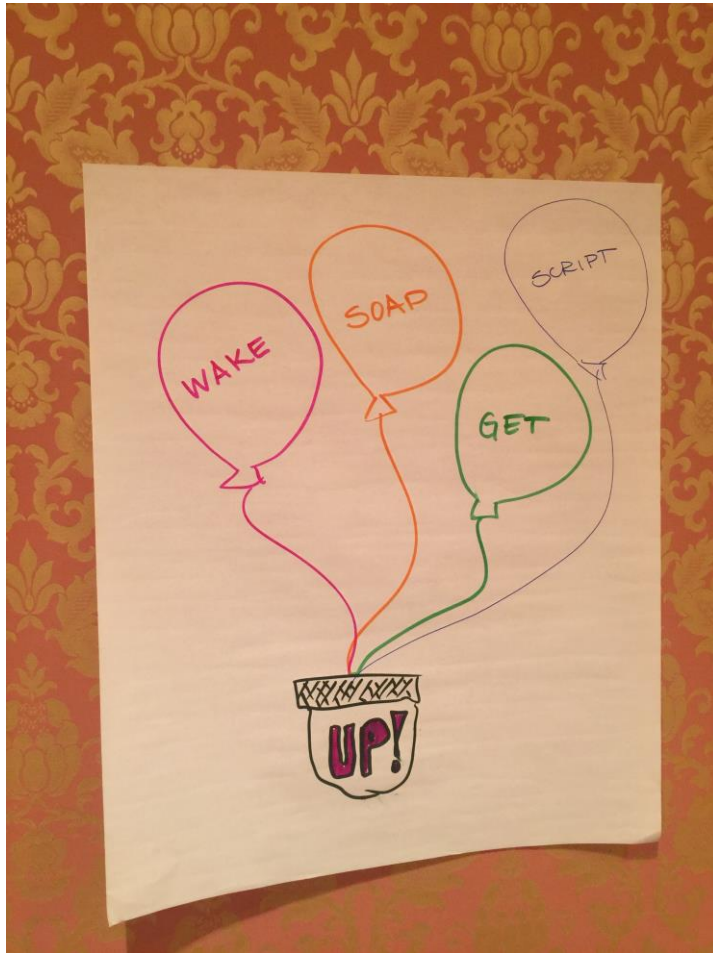


Where in the world is Handi Sani-tizer?





Campaign Slogan Creativity



Pins from Kentucky SHA



Augusta Health, VA



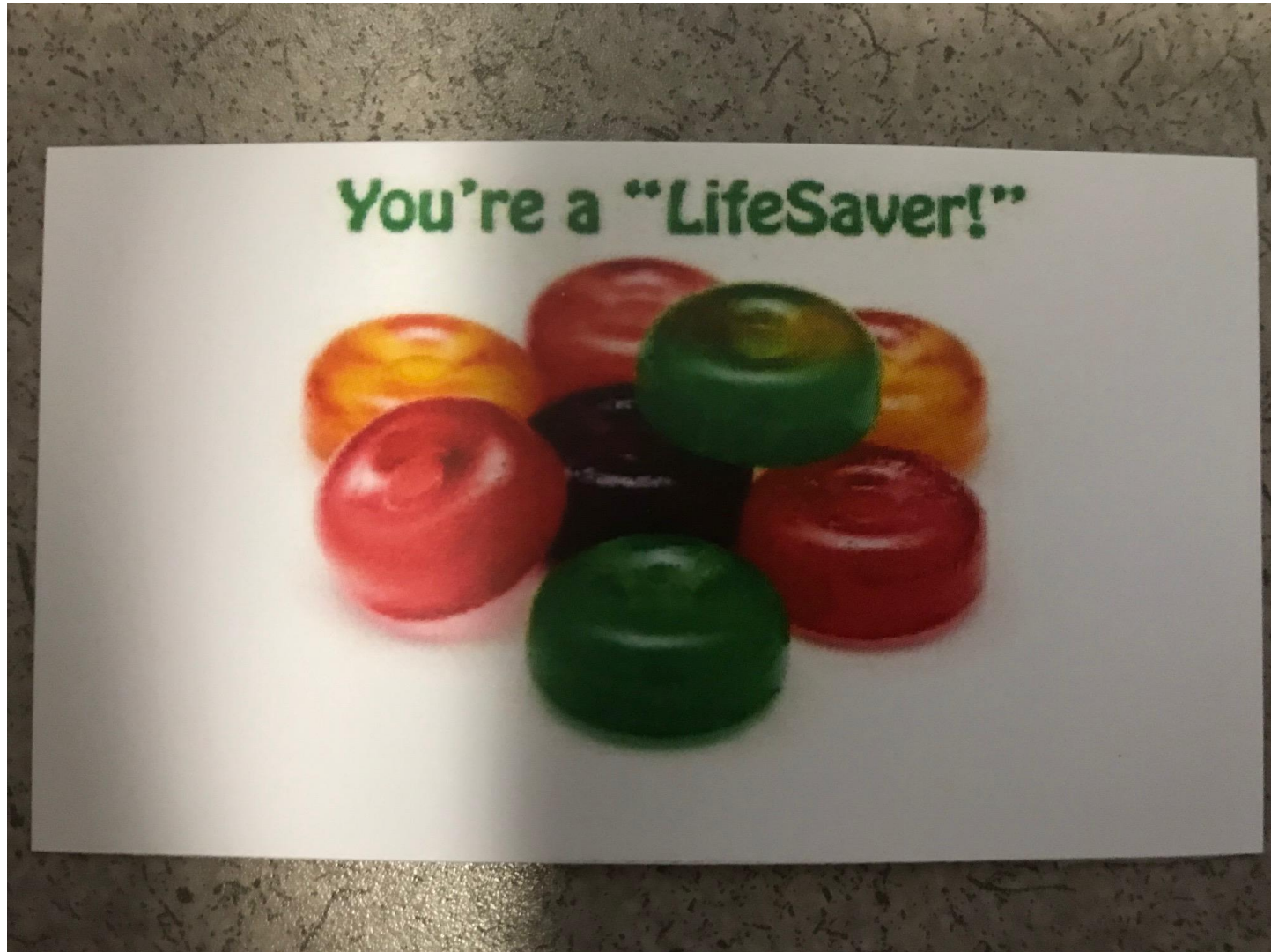
Engage/Innovate



Red Rules



Thanks for being a Lifesaver



Hand Hygiene Targets/Goals



Make Germs Visible

PYXIS KEYBOARD



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

MED ROOM DOOR HANDLE



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.

Your patients will thank you.



Glo-Germ



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 😊



Time to Talk





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