

HANDWASHING FOR LIFE'S

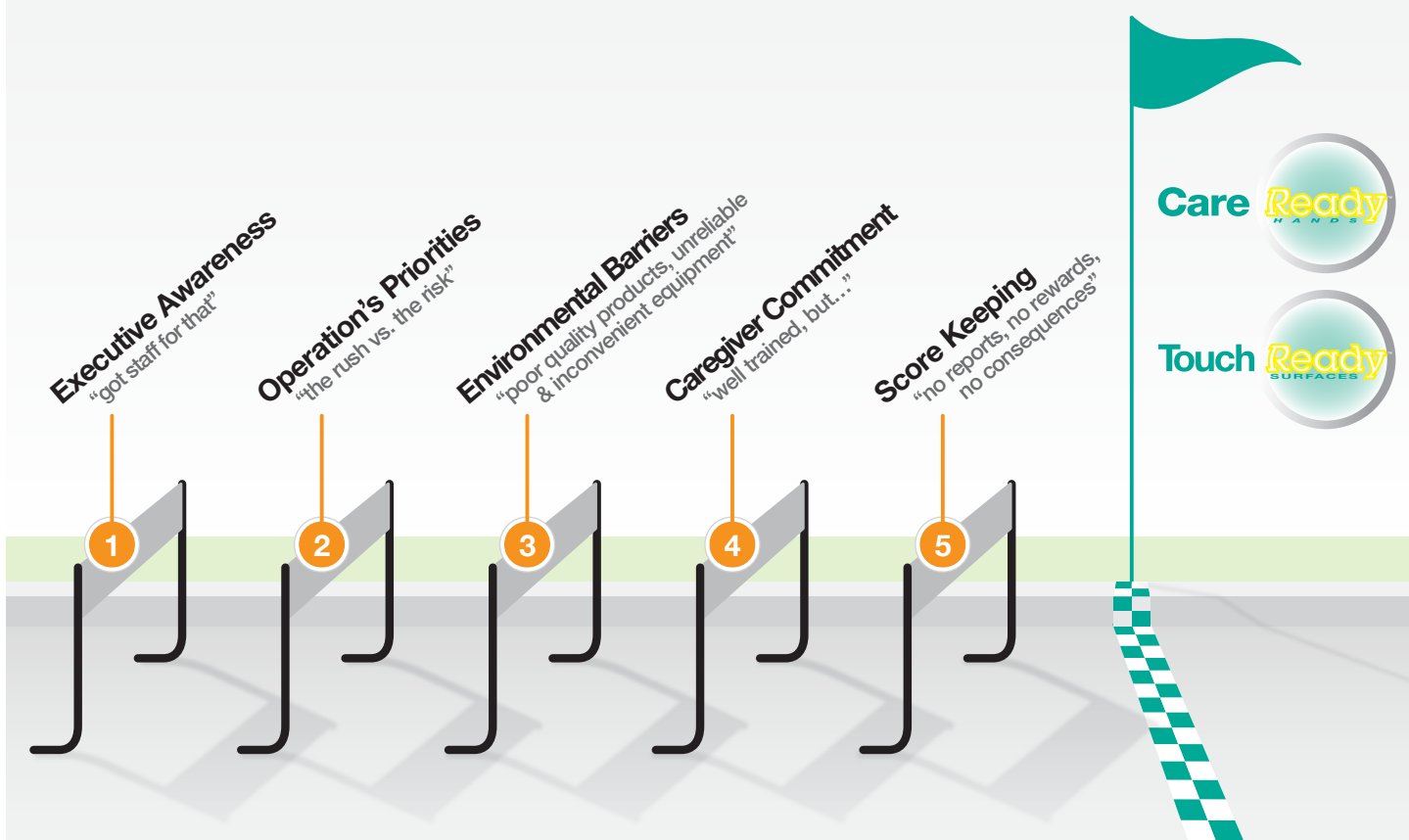
Risk Assessment Workshop

AN INTERNAL
MULTI-DEPARTMENT
COLLABORATION

HANDWASHING FOR LIFE'S

The 5 Handwashing Hurdles

WINNING WITH THE HANDSON™ SYSTEM



OVERCOMING UNDERWASHING



handwashingforlife® healthcare

The 5 Handwashing Hurdles

ESTABLISHING OUR HANDWASHING RISK

Hurdle 1: Executive Awareness “got staff for that”

Are executives aware that handwashing compliance is likely a lot lower than that reported to the Joint Commission? Have we unwittingly shifted our good record regarding outbreaks into our current culture giving us an unwritten reason for accepting risky hand hygiene practices? Knowing that we have a good legal team behind us, are we not challenging low compliance rates? Consider conducting a Handwashing For Life Circles of Success workshops to engage the C-suite.

Rate importance: High Moderate Low

Hurdle 2: Operation's Priorities “the rush vs. the risk”

Frequent handwashing competes with productivity for staff time. Financial rewards are more often tied to efficiency. Both the manager and each member of the staff need agreed standards for both the quality and frequency of handwashing.

Rate importance: High Moderate Low

Hurdle 3: Environmental Barriers “poor quality products, unreliable & inconvenient equipment”

Inconvenient handsinks and unreliable equipment deter frequent and timely handwashes. Install time-saving, health protecting electronic faucets and touch-free dispensers. Install deep-bowl design handsinks within steps of key caregiver stations. Empty soap and paper towel dispensers are common sources of process breakdown. If the soap is not task-formulated and unfriendly to skin, frequent washing is unlikely. Paper toweling that disintegrates on wet hands is another deterrent to frequent handwashing. Better soaps and paper towels pay dividends in compliance and risk reduction.

Rate importance: High Moderate Low

Hurdle 4: Caregiver Commitment “well trained, but...”

When staff doesn't want to wash, they won't. They are more influenced by example than training. Check hiring policies to see if the core qualities needed for potential safety are being specified. Then turn to training with plenty of personalization and visualization. Staff turnover taxes training resources and is one of the more common excuses for poor handwashing compliance. Set turnover standards within training capabilities to assure patient safety standards are met.

Rate importance: High Moderate Low

Hurdle 5: Score Keeping “no reports, no rewards, no consequences”

Even good managers have limits to their span of control. Control is best enhanced by motivating staff with measured behaviors. Consider adding electronic compliance monitoring technology to document and reward the winners, complimenting current observational information.

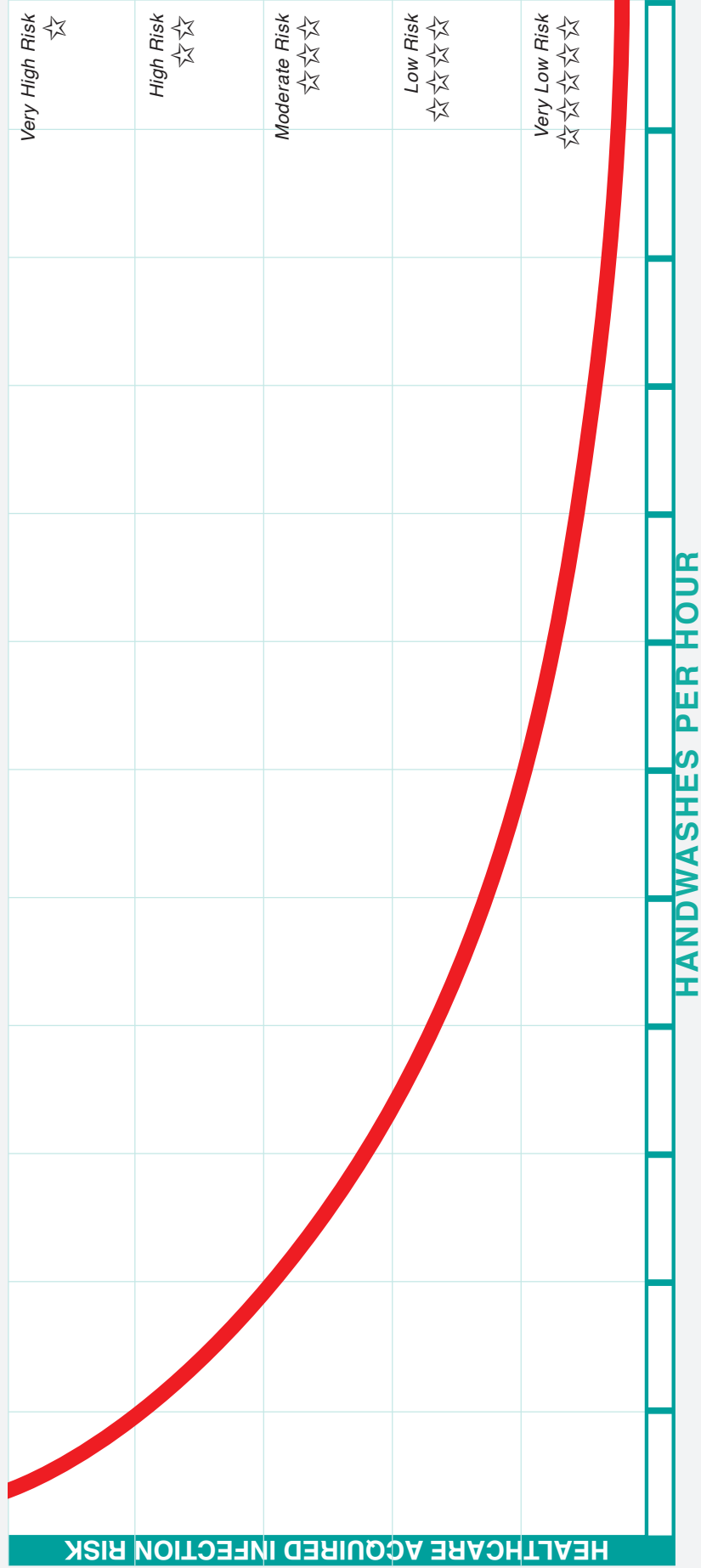
Rate importance: High Moderate Low

Risk-Frequency Estimator

Estimating Our Handwashing Frequency Requirement



Place an [x] where you are today... An [o] where you'll be soon!



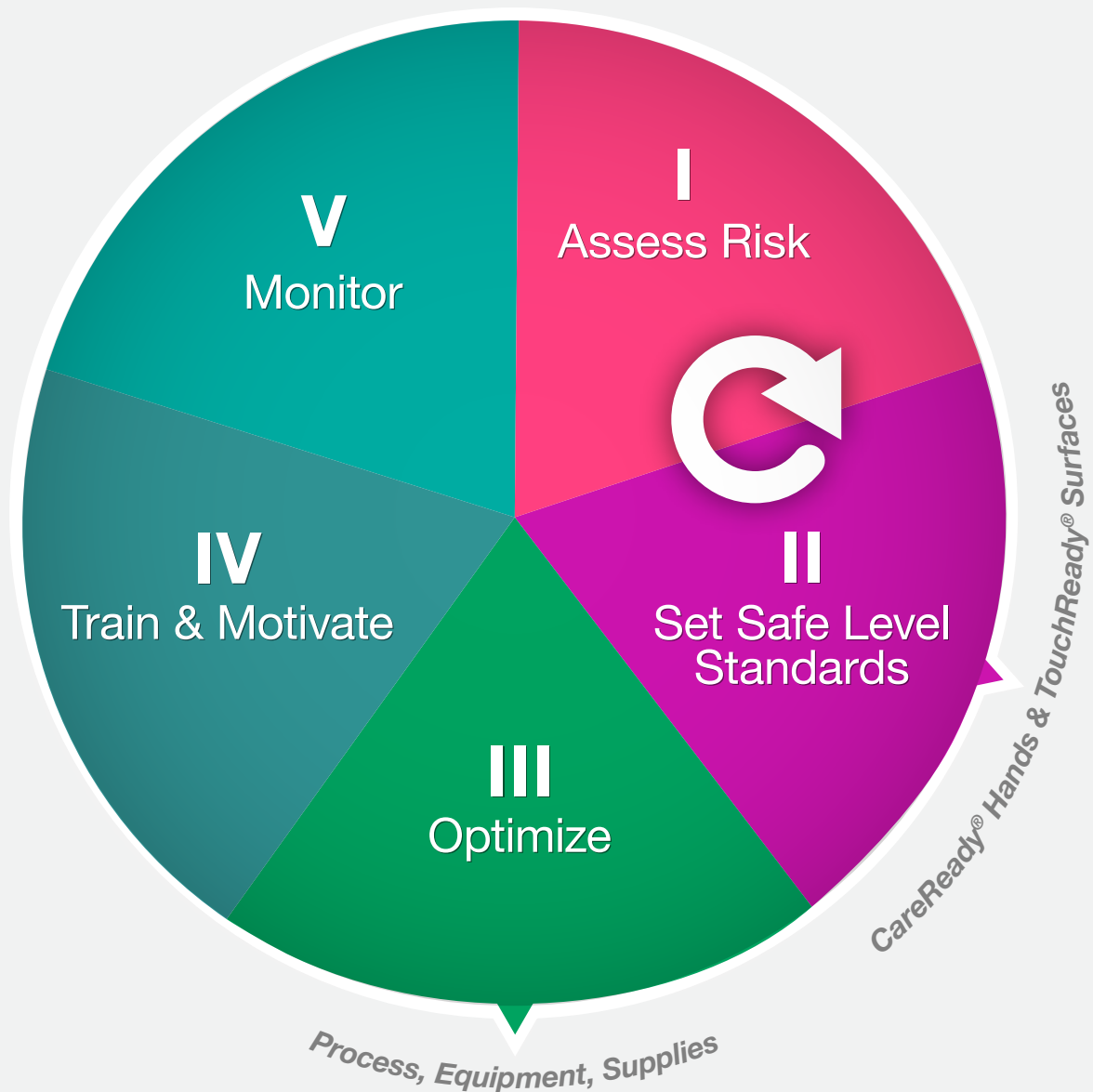
Our Handwashing Frequency Standard: Events per Hour Events per Shift

OVERCOMING UNDERWASHING



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The 5 HandsOn™ Steps



OVERCOMING UNDERWASHING

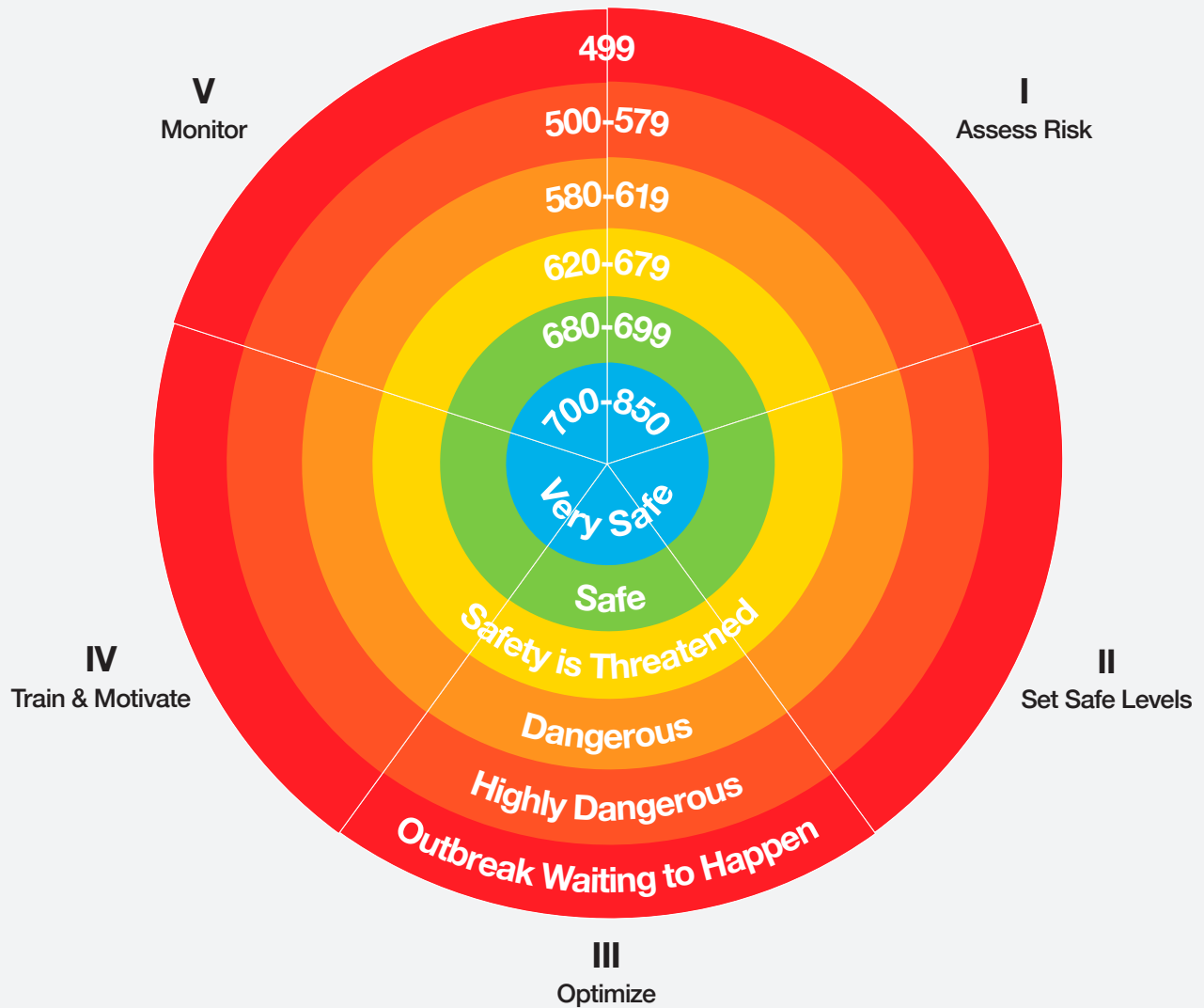


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HANDWASHING FOR LIFE'S

Circles of Success

APPROXIMATION & BASELINE PHASE



OVERCOMING UNDERWASHING

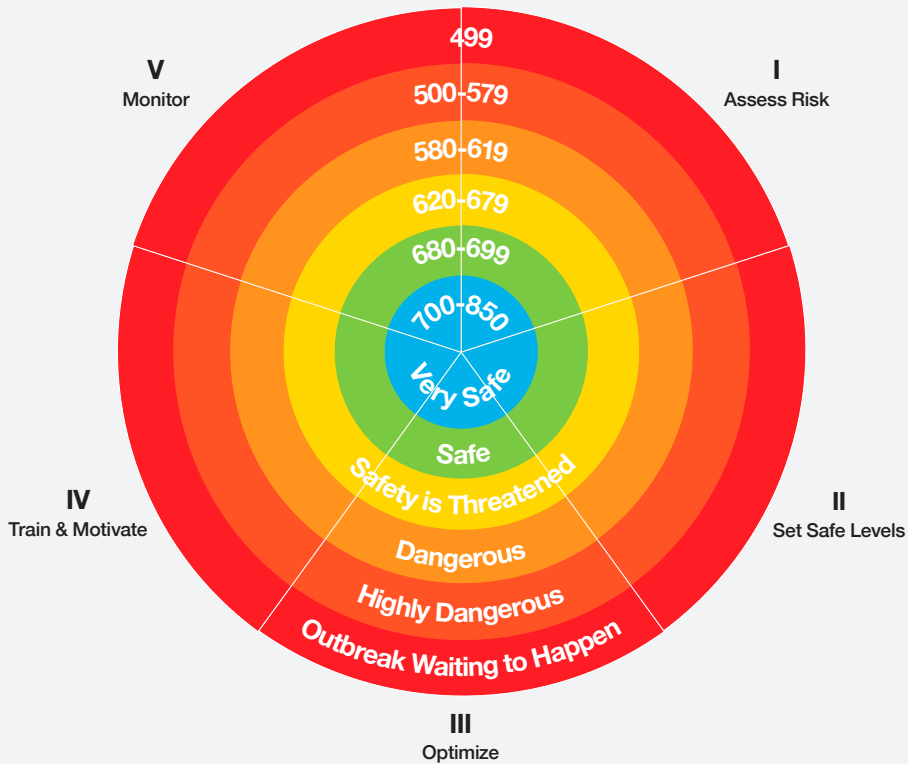


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HANDWASHING FOR LIFE'S

Circles of Success

COMPUTING YOUR HANDWASHING RISK CREDIT SCORE



Carry over individual section scores:

I Assess Risk

II Set Safe Levels

III Optimize

IV Train & Motivate

V Monitor

**Your
Handwashing Risk
Credit Score**

Subtotal: ÷ 5 =

OVERCOMING UNDERWASHING



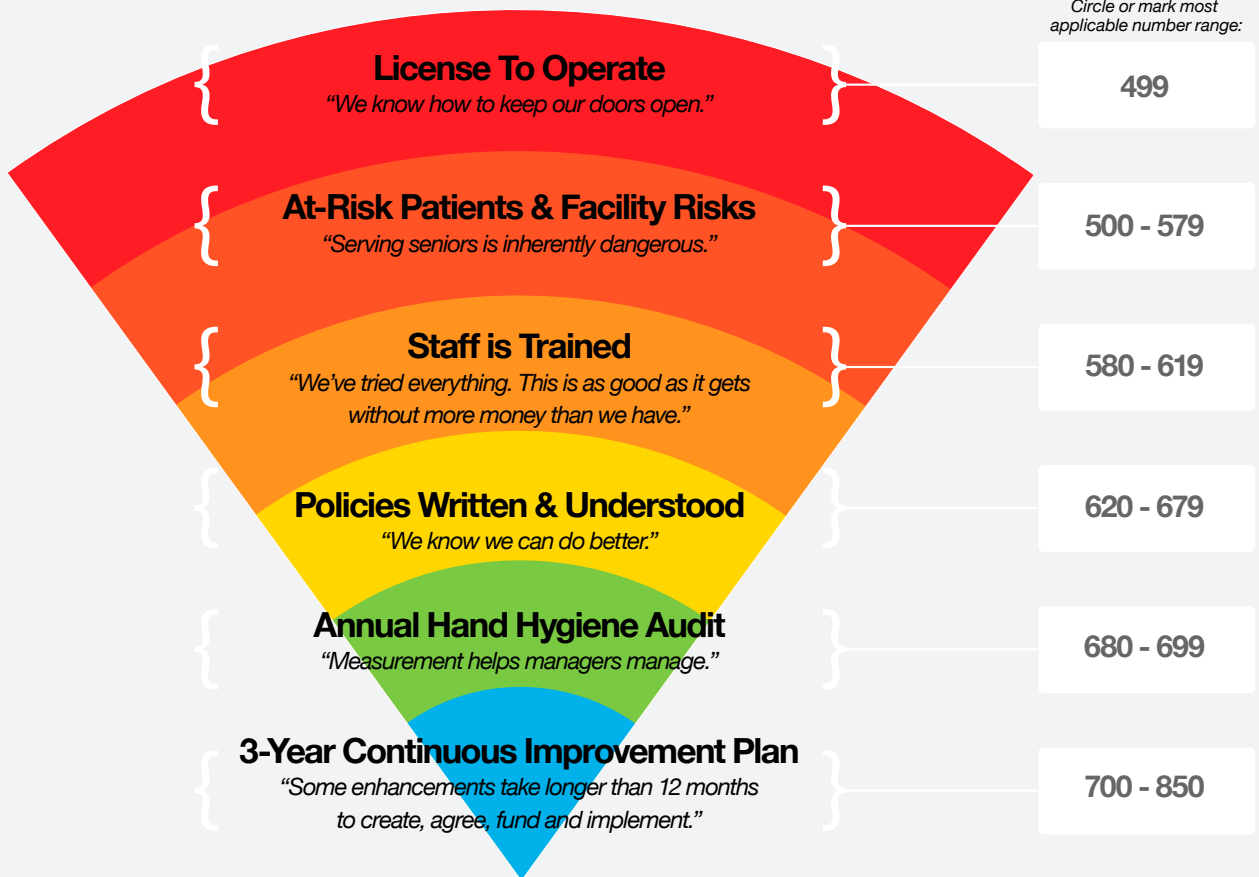
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Circles of Success

I ASSESS RISK

What We See & Hear:



Circle or mark most applicable number range:

499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:

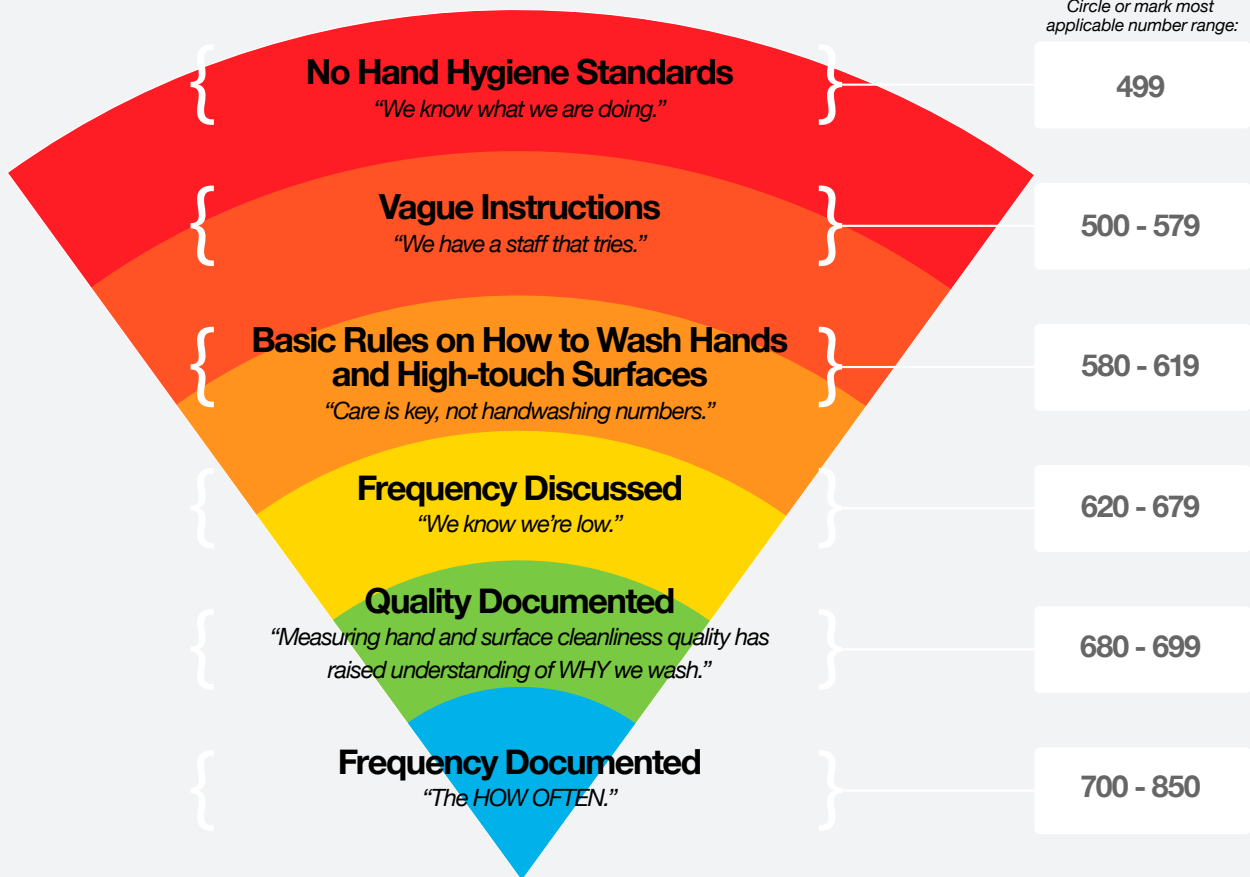


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Circles of Success

II SET SAFE LEVELS

What We See & Hear:



Circle or mark most applicable number range:

499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:



+ PROGRADE +
Handwashing Assessment

is the Proficiency Grading component of the Hands-On System.

From a 100 point scale:
1 point is deducted for each unwashed spot
and 5 points deducted for each unwashed area.
Passing score is established by your manager.

Care Ready
HANDS

100

Perfect Score

-1

Spots/nails - 1 point each

-2

Spots/other - 1 point each

1 (-5)

Areas/unwashed - 5 point each

-8

Total Deductions

92

My Score

Nailbrush Used:
 Yes No



Yes I did!

Take the Hand Hygiene Pledge of Professionalism

Name: _____ Employee #: _____

Company: _____ Date: _____

(Circle One)

1. Dry, cracked, callused, cut, and/or long nails | 2. Dry, cracked | 3. Dry | 4. Healthy, rough skin | 5. Healthy, smooth

**Hands-On Safe Level Assessment
 Hand Cleaning Frequency Worksheet**

Wash	Rub/Sanitize	
		<i>Arrival</i>
		<i>Pre / Post Break</i>
		<i>Restroom Use</i>
		<i>Task Change</i>
		<i>Pre / Post Gloving</i>
		<i>Facial / Grooming /Sneeze / Cough</i>
		<i>Resident / Patient Contact</i>
		<i>Rub-ins</i>
		<i>Rub-withins</i>
		<i>Rub-outs</i>
		<i>Other</i>
		<i>Departure</i>
		Total Hand Cleaning Events (per Shift)

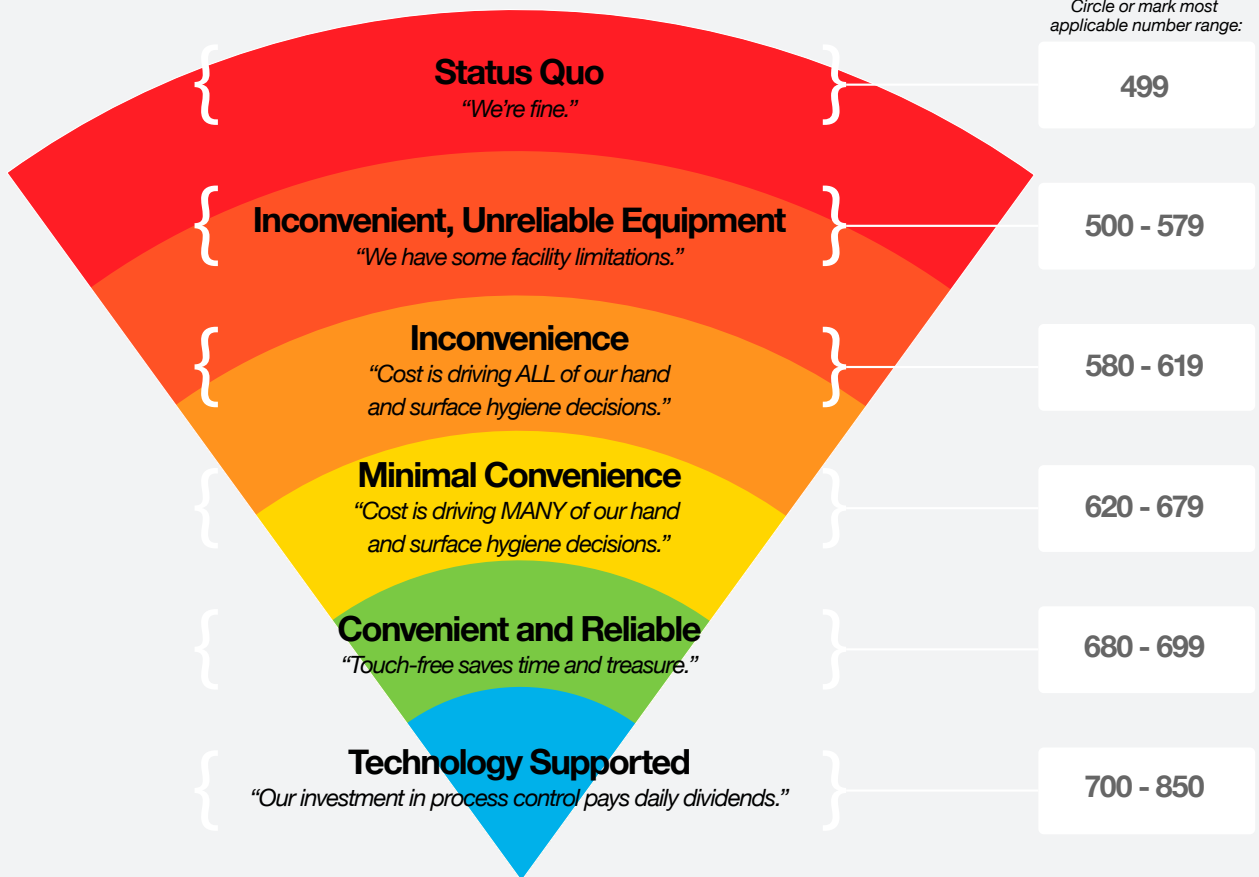
Notes & Comments:

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III OPTIMIZE

What We See & Hear:



Circle or mark most applicable number range:

499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:

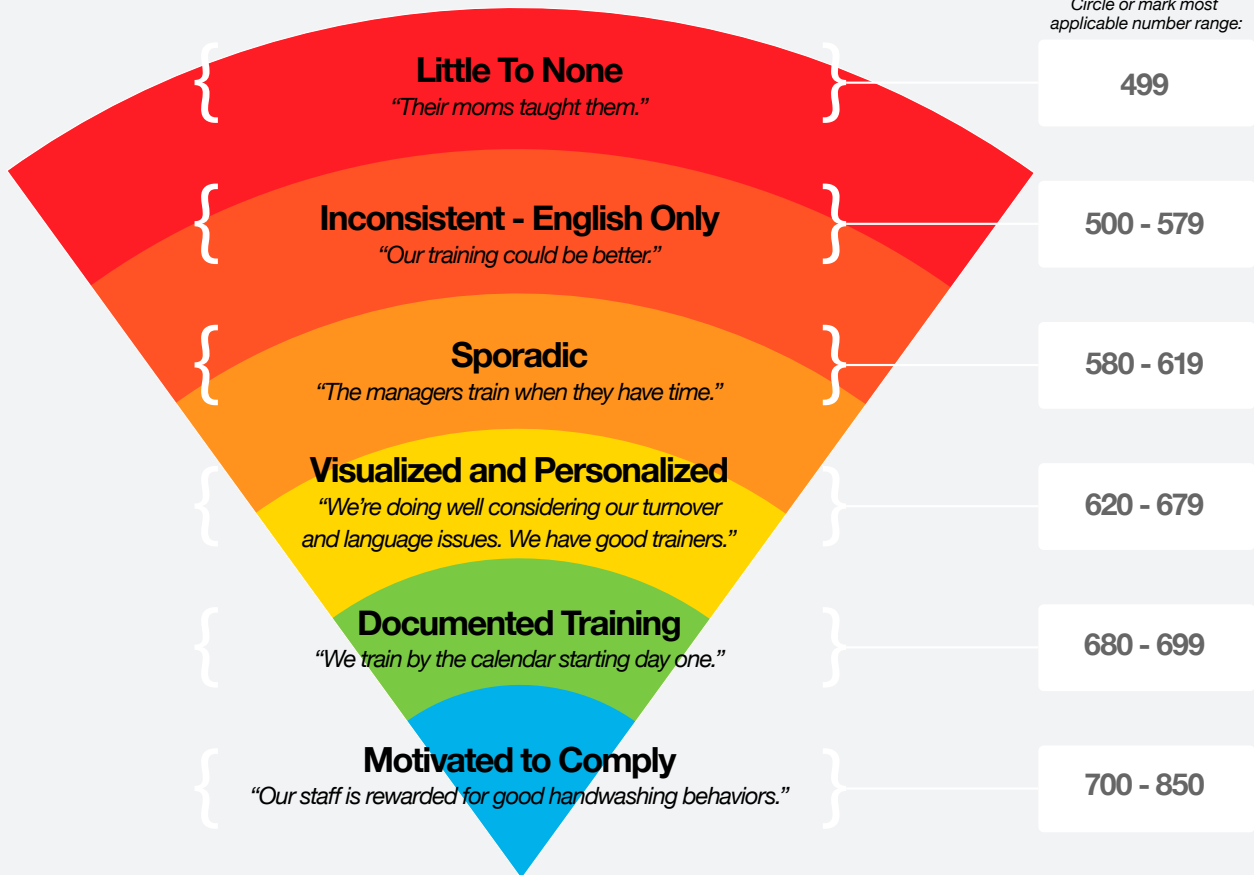


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IV TRAIN & MOTIVATE

What We See & Hear:



Circle or mark most applicable number range:

499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:

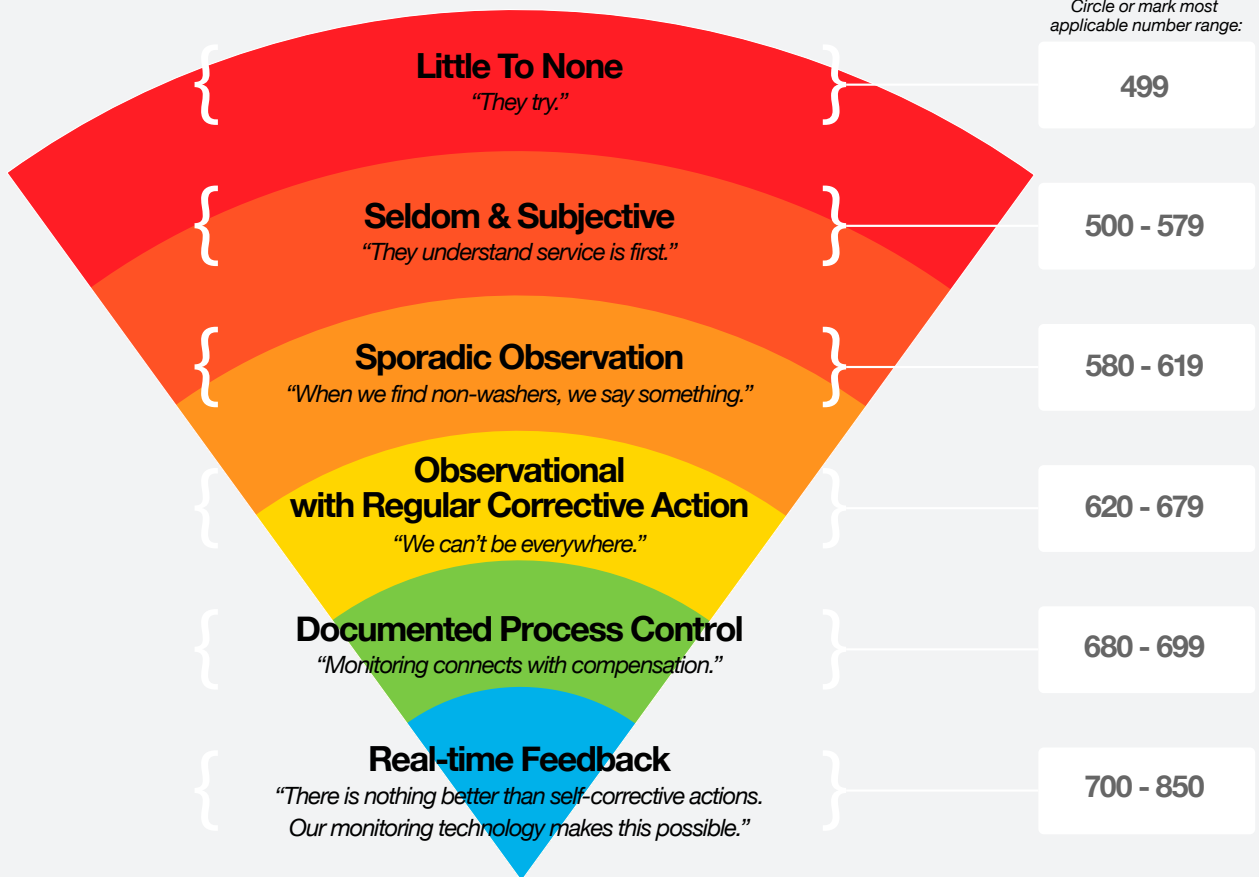


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V MONITOR

What We See & Hear:



Circle or mark most applicable number range:

499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:



Circles of Success

ESTABLISHING OUR HANDWASHING RISK

Assumptions:

1. **Healthcare providers can reduce their risk of infections** by increasing their ability to preemptively talk about the #1 unresolved risk, poor hand hygiene. C-Suite engagement is critical.
2. These discussions and assessments should be a regular component of strategic planning as well as operational budgets down to the unit level. Without measured standards and reporting there is a void in the lexicon of this risk.

Tools:

The Circles of Success is a working tool to help establish numerics by identifying an operation's Handwashing Risk Credit Score.

Poor hand hygiene is the leading contributing factor in healthcare acquired infections. The management of the #1 risk warrants specific assessment, agreed standards and a periodic reporting mechanism. Of particular interest is the monitoring of trends to catch the “near misses” rather than waiting for the crash.

The target-looking HandsOn™ graphic summarizes a scoring system modeled after the financial community's way of assessing the risk in lending money. Neither our program nor the financial one represents true science. Both are interpretations based on history. Both yield actionable numbers.

The overall circle graphic is comprised of five segments seen here as pie slices. Each “wedge” or slice represents a stage of the process we call the HandsOn System, designed to analyze and implement needed enhancements to the hand hygiene process.

Drilling down on each section, you now see six bands of risk levels from Very Safe at the core to an outer ring of OUTBREAK Waiting to Happen. Each level is accompanied by an identifying feature and something a manager might say when operating in this band.

There is also an indicative quote, something “we hear,” at this level of risk.

Collaboration:

A small team of assessors, including Operations, Infection Prevention, Environmental Services, Patient Safety and Risk Management, **rates their operation in each of the five slices**, representing the five steps to gain process control of handwashing. What level are we operating at for each section? First, select a range (example: 680-699) and then estimate a number based on where you think you sit within that range (example: 689).

This is repeated for the five steps yielding your Handwashing Risk Credit Score.

Until an operation measures and monitors handwashing, the likelihood of consistently meeting the safe Circle of Success is low. Many good hospitals and nursing homes have a risk score of 580 - 679, a range indicating either “Dangerous” or that “Safety is Threatened.” Successfully implemented monitoring is the gate to the core Circle of Success.

Check the list of best practice indicators to help estimate current risk and set up a prioritized path for continuous improvement.

Circles of Success

BEST PRACTICE INDICATORS OF CLEANLINESS CULTURE IN HAND & HIGH-TOUCH SURFACE SYSTEMS

1 HANDSINK:

- Located within a few steps of key patient/resident care points
- Splash-free deep draw design
- Touch-free hygienic faucets
- Easy actuated/Minimum touch tap handles
- Equipment reliability
- Fast drain/Fast dry
- Easy to keep clean & inviting to use
- Convenient waste receptacles

2 DISPENSERS:

- Cartridge soap & sanitizer dispensers
- Easy access to paper towels
- Electronic no-touch dispensed soap
- Electronic no-touch dispensed paper towels
- Never-empty/easy change technology
- Electronic dispensed hand sanitizer
- Long-serving/easy-change battery systems

3 SUPPLIES:

- Skin-friendly soap
- Absorbent, strong paper towels
- Norovirus-effective hand sanitizer available during high season
- Nailbrush availability, fused bristles preferred
- Nailbrush cleanliness system
- Comfortable, quality single-use gloves
- Convenient don/doff gloving

4 RESTROOM:

- Well equipped and supplied
- Well lighted
- Well monitored and maintained
- A “service needed” alert & response system
- Everything working
- No-touch dispensers

5 PUBLIC SHARED AREAS:

- Surfaces specified for ease of cleaning
- High-touch surface cleanliness system
- Effective patient-turn cleaning system
- Single-use surface wipers
- Versatile and effective spray cleaners
- Verification & monitoring systems
- Readily available hand sanitizers for the public
- Vomitus handling system

6 TRAINING:

- Personal
- Visualizing germs
- Train to standards
- Control of fingernail length
- Jewelry/rings policy
- Language independent
- Multilingual programs
- Training calendar
- Frequent feedback
- Manager example

7 MANAGEMENT:

- Everyone cares. Everyone cleans policy in action.
- System to avoid hand sanitizer, soap & paper towel outages
- Accountabilities clearly assigned & monitored
- Standards set
- Good compliance rewarded
- Poor compliance disciplined
- Monitoring and reporting systems for surface cleanliness
- Monitoring systems for handwashing - Quality & Frequency
- Hand hygiene audits and information sharing
- Posted cleanliness awards, Front-of-house & back
- Hep A staff vaccine program
- Outbreak readiness plan
- Responsive distributor supply system
- Ill worker exclusion policy
- Agreed summary statement of risk plan

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