

PATIENT HAND HYGIENE PROJECT IMPROVES QUALITY MEASURES IN AN ORTHOPEDIC SURGICAL POST-OPERATIVE UNIT

Presentation Number 6-150 presented at the 2015 Association for Professionals in Infection Control and Epidemiology Annual Conference. AJIC 43 (2015) S18-S73.

Issue: Patients hospitalized due to post-orthopedic surgical procedures have a decreased ability to leave their beds or are completely immobile. These patients did not have a convenient method to wash hands, especially before eating. We recognized the importance of initiating an intervention to provide a simple method for hand hygiene and improve the patient experience at the bedside.

Project: A product needs assessment was conducted prior to evaluation of current hand hygiene products available for use at the bedside. Products evaluated included those with at least 60-70% ethyl-alcohol to meet guidelines for hand-hygiene in healthcare facilities. It was also important to provide a product that would not need to be frequently replenished. A packet of twenty 65.90% ethyl-alcohol wipes containing was chosen for these patients after evaluating several patient appropriate hand hygiene products. Patients were instructed to use the hand-wipes before eating, drinking, and after elimination. An unexpected product shortage was experienced during our one year examination of outcomes.

Results: Unexpected outcomes were noted after instituting the patient hand hygiene product. Our Hospital Consumer Assessment of Healthcare providers and systems (HCAHPS) scores improved in the "cleanliness of the hospital environment". From the Red Zone (two quarters prior to intervention) to the Green Zone during all three quarters after implementing the patient hand-wipes. An unexpected shortage was experienced during the next two quarters, which resulted in another Red Zone quarter. Satisfaction scores improved to another Green Zone quarter when product was restocked. The unit also experienced an increase in employee hand hygiene during the intervention period.

Lessons Learned: Implementation and consistency of a bedside hand hygiene program for patients with lowered mobility can enhance the overall patient experience during their stay in the hospital.

Patient Hand Hygiene Project Improves Quality Measures in an Orthopedic Surgical Post-Operative Unit

Bonnie Walrath, RN, BSN, Clinical Manager

ABSTRACT

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BACKGROUND

The goals of the Orthopedics & Joint Replacement Center at Saint Francis Hospital include post-surgical comfort, zero infections, speedy recovery and patient satisfaction. Process improvement projects with collaboration across many departments has been a key component of many successful interventions to reduce infections and improve patient satisfaction within our surgical orthopedic patient population. These projects play an important role in becoming a recognized leader within the region. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey is routinely used to measure our patient's experience. Scores displayed here are based on interviews from Tulsa, OK - HCAHPS Plus for the selected time period(s). Each unit's score is an average from patients interviewed and based on Value-Based Purchasing Phone Adjusted Thresholds. The "green" score is above average and "red" score is below average.

ISSUE

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PROJECT

A product needs assessment was conducted prior to evaluation of current hand hygiene products available for use at the bedside. Products evaluated included those with at least 60-70% ethyl-alcohol to meet guidelines for hand-hygiene in healthcare facilities. It was also important to provide a product that would not need to be frequently replenished. A packet containing twenty 65.9% ethyl-alcohol wipes containing was chosen for these patients after evaluating several patient appropriate hand hygiene products. Patients were instructed to use the hand-wipes before eating, drinking, and after elimination. Due to circumstances beyond the unit's control, the product was not always available. Unexpected product shortages were experienced during to total year and a half examination of outcomes.

- ▶ Patient hand hygiene collaborative project was implemented on 5 North Ortho Unit beginning in 3rd Quarter 2013
- ▶ Posters supporting the importance of hand hygiene were placed on the unit

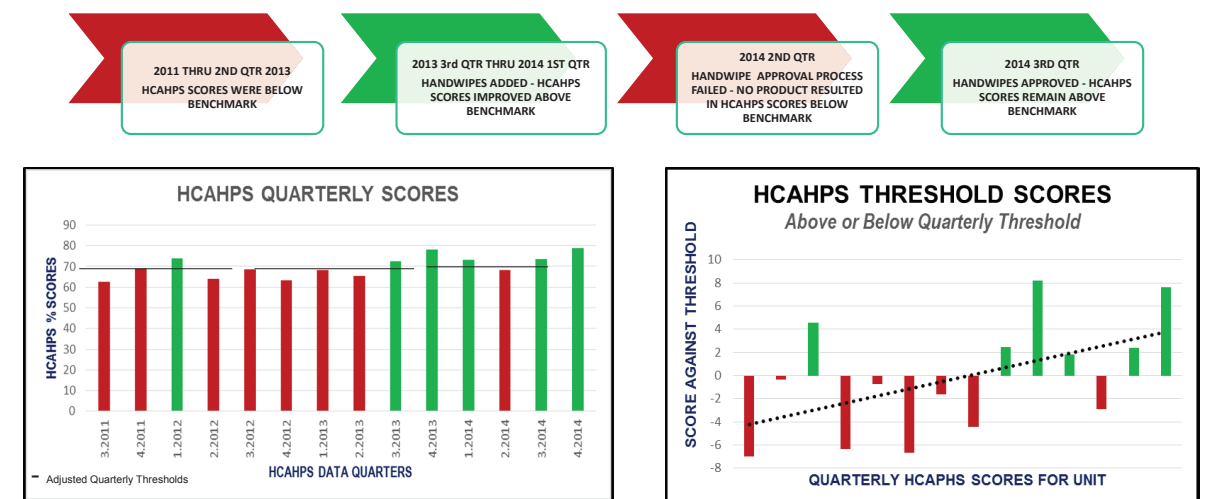


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RESULTS

- ▶ HCAHPS scores were noted in **GREEN ZONE** when patient Handwipes were available
- ▶ HCAHPS scores were noted in **RED ZONE** when patient Handwipes were NOT available



★ **EMPLOYEE HAND HYGIENE COMPLIANCE INCREASED AS AN UNEXPECTED OUTCOME**

LESSONS LEARNED

- ▶ Implementation and consistency of a bedside hand hygiene program for patients with lowered mobility can enhance the overall patient experience during their stay in the hospital.
- ▶ "Cleanliness of the hospital environment" may include a much broader patient experience than what is supposed.

