



Talk to the Hand

Straightforward dialogue about hand hygiene compliance.



hhreports.com

Contents:

JC's CMHH..... 1

WHO Global Challenge..... 2

New Patient Empowerment Brochure:
"One Patient, One HCW, One Question".....2

Patient Empowerment and Hand Hygiene
Measurement Plan Part I..... 3

Patient Involvement and Patient Safety..... 4

Partnership Feature: Ecolab.....4

Right: HOW TRUE! (No offense, but from personal experience, I often felt like the gorilla when trying to get the message across to administrators, CDC, JC, IHI, State Reporting, etc!)



Stevenson, New Yorker

"They expect so much, and we have so little resources and time!"

Joint Commission - Consensus Measurement in Hand Hygiene (CMHH)

In 2006, I brought to your attention the JC's CMHH project, and encouraged many of you to complete the survey. The goal of this project is to develop an educational monograph that will articulate promising methods for measuring hand hygiene that have met three basic attributes.

- The method is clearly described with detailed collection and reporting instructions and definitions.
- The method has been used in practice and shown to be feasible.
- The accuracy and reliability of the method have been evaluated.

RESULTS: Over 200 methods were submitted representing 16 countries. Of the 200, a little over 100 met the criteria and were sent to the panel for review and scoring.

Approximately 37 promising methods were identified and the submitters notified in July 2007.

Our product measurement method was selected, we received the letter (at right), and have submitted the additional information. We will be notified in Nov. /Dec. if our method will be included with the monograph.

NOTE: Please keep in mind the following information provided by the JC. No endorsements are required to use any of the methods and procedures in the monograph. It is a resource for the ICP and his/her team.

Dear Dr. McGuckin,

We appreciate your completion of The Joint Commission's CMHH project's survey and sending us your signed submitter's agreement, the copy of your measurement tool, and a copy of the data as you display it. The Expert Advisory Panel for the CMHH project has reviewed your submission and requests some additional information from you. Please see the attached form for the additional information the panel has requested and return the form with your information to me by e-mail, mail or fax by July 27, 2007. The panel will reevaluate your submission with the additional information you provide. Please contact me at (630) 792-5616 or lkusek@jointcommission.org with any questions.

Thank you in advance for your continued interest in our project and for sending us the additional information requested.

Sincerely,

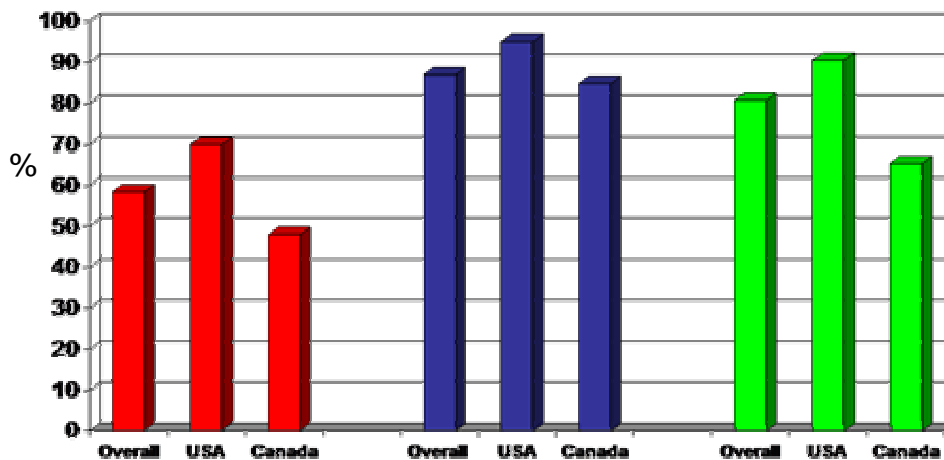
Linda Kusek, RN, BSN, MPH
Associate Project Director
Division of Quality Measurement and Research

WHO Global Challenge

During the past six months, I have been collaborating with Julie Storr, Project Manger for WHO Global Challenge and Dr. Pittet on patient empowerment as it relates to hand hygiene. The goal is to develop a model for patient empowerment. In order to achieve this goal, we conducted a survey to determine attitudes and practices in various countries on the issue of patient's being able to ask HCWs about hand hygiene. We are now in Phase II of the survey, but our findings for Phase I clearly showed that HCWs must be the driving force behind patient empowerment.

NPSF 13 addresses this point and clearly notes that the empowerment of patients must be active and encouraged. In 2006, we reported our findings (McGuckin, et. al. _Consumer Attitudes About Health Care-Acquired Infections and Hand Hygiene, Amer J Med Qual 2006;21:342-346) that 80% of consumers said they would ask their HCW to wash/sanitize their hands if their HCW asked them.

Our preliminary results from Phase I of the WHO Global survey had similar results. The following graph will show you how compliance to asking HCWs changes when the HCW encourages the patient. **Note: This should be excellent evidence for colleagues out there that are hesitant about empowering patients.**



RED: If your doctor, nurse or other person providing healthcare to you, DID NOT ASK or invite you to remind them to wash/sanitize their hands before examining you, would you feel comfortable asking them to wash/sanitize their hands?

BLUE: If your doctor, nurse or other person providing healthcare to you ASKED or invited you to remind them to wash/sanitize their hands before examining you, would you feel able to do this?

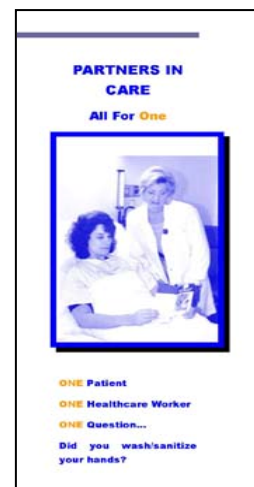
GREEN: If you saw your doctor or nurse taking care of the patient next to you and then coming to you without washing or sanitizing their hands, would you ask them to do so?

New Patient Empowerment Brochure

In 1997, when I developed and authored Partners In Your Care, it was a first attempt to get patients involved. However, over the last few years as a result of my consumer survey and the WHO challenge, I realized that the content of Partners In Your Care no longer addressed the needs or components of patient empowerment and NPSG 13. It was a good starting point, but it is now time to move to the next phase of empowerment. Therefore, with the help of colleagues and consumers, we have developed and authored an empowerment brochure that bridges the patient and HCW as **Partners in Care: All for One®**

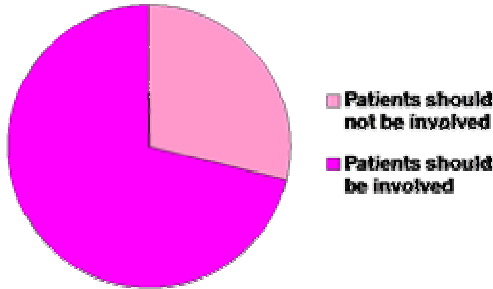
One Patient
One HCW
One Question:
Did you Wash/Sanitize your Hands?

More information is available at www.hhreports.com and follow the link to patient education brochure



Patient Empowerment and Hand Hygiene Measurement Plan Part I – Patient Empowerment – The Evidence

This will be a two part review of what I consider the two essential components of a hand hygiene compliance program: Patient Empowerment and Hand Hygiene Measurement.



29% Patients believed they should not be involved in hand hygiene.

71% Patients believed they should be involved!

Source: National Patient Safety Agency

We know patients want to be involved so what is the evidence that involving patients can increase hand hygiene compliance?

Between 1997-2007, we published five peer review articles, using patient empowerment as the intervention in various health care settings. The table below summarizes our results for each study. In addition to the peer review articles, we have several thousand data points representing hundreds of hospitals in US and Canada that are using patient empowerment as a major component of their compliance program. Data from these sites show that hand hygiene compliance can increase and be sustained when patients are part of the intervention.

Does Empowerment Work for Hand Hygiene Compliance – Evidence	
Acute Care	McGuckin M, et al, Patient Education Model for Increasing Handwashing Compliance. Am J Infect Control, Vol 27(4);309-314, 1999
34% increase HH – 6 weeks	
Acute Care	McGuckin M, et al, Evaluation of Patient Empowering Hand Hygiene Programme in UK The Journal of Hospital Infection 48:222-227 2001
50% increase HH – 6 weeks	
Rehab	McGuckin M, et al, Evaluation of a Patient Education Model for Increasing Hand Hygiene Compliance in an In-Patient Rehabilitation Unit. Am J Infect Control, 32:235-8,2004
56% increase - 6 weeks	
LTC	McGuckin M, et al, Validation of a Comprehensive Infection Control Program in LTC The Director, Vol 12;1:14-17, 2004
90 less infections in 6 months	
ICU	McGuckin M, et al. The Effect of Random Voice Hand Hygiene Messages Delivered By Medical, Nursing and Infection Control Staff On Hand Hygiene Compliance in Intensive Care. Am J Infect Control, Vol 34;(10):673-675,2006
100% increase in sanitizer usage	

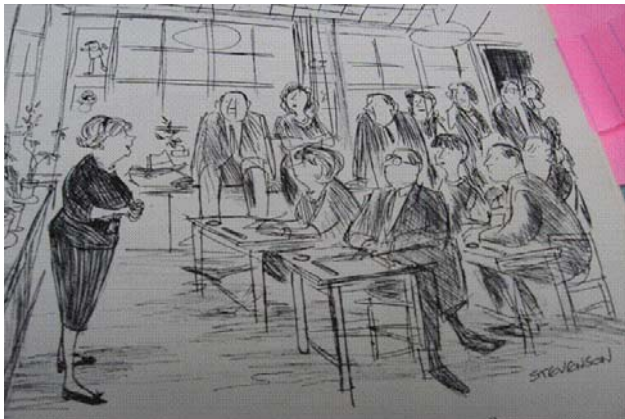
Patient Involvement and WHO Patient Safety Global Challenge (More Evidence)

As I mentioned earlier, my collaboration with the WHO has some very positive rewards, one of which is an on going literature update on patient empowerment. I would like to share this recent update with our readers as I believe it gives additional support to patient empowerment or involvement. The following is a link to a PDF on our website that will provide you with a patient safety literature update:

www.hhreports.com/downloads/PSLUSeptemberstandard.pdf

This review is for (Sept. /Oct. 2007) and when you open this link you will see the search parameters.

Remember, the first step for empowerment: Support!



“If there are no more questions, we’ll have our cookies now.”

Partnerships

The goal and mission of MMI - McGuckin Methods International is to standardize the method, measurement, and benchmarking of hand hygiene compliance.

We see industry, health care systems and state hospital associations as excellent partners to help us reach ICP's across the U.S.

Several partners have taken this opportunity to help us reach this goal and we will be recognizing different partners in our newsletter.



Ecolab is our first partner and an excellent model for other companies that have developed educational programs. As you know, Ecolab has the program *It's Okay to Ask*, which provides the ICP with a variety of educational tools for both the HCW and patient and the message of patient empowerment. However, they realized with NPSGs 7A AND 13 that there was a need to provide measurement and benchmarking. After evaluating several options, they recognized the value in partnering with an established, evidence based methodology. We are delighted to have them as a partner and thank them for helping us get the message to ICPs. If you are interested in receiving information about their program *It's Okay to Ask* and enrollment in our measurement program, contact john.bucholze@ecolab.com



Talk to the Hand is produced by Dr. Maryanne McGuckin of MMI - McGuckin Methods International as a newsletter for members and qualified associates of our Hand Hygiene Reports. More information can be found at www.hhreports.com. Contact us at data@hhreports.com. Don't forget to wash/sanitize your hands! © 2007 MMI.