



# **Hand Hygiene Guided Cohort Targeted Solutions Tool (TST)®**

## **Session 3 –Hand Hygiene Observers and Data Collection**

**March 5, 2014**

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# Objectives

- Primary: To establish clear understanding of the project milestone's expectations and deliverables for training observers and collecting data.
- Secondary: To provide individual project progress, updates and learning, specifically from previous step.
- Other: To collaborate with other participating organizations in learning and achieving the same goal of improving Hand Hygiene compliance and reducing healthcare-associated infections.

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# Agenda



<u>Time Frame</u>	<u>Topic</u>	<u>Presenters/Facilitators</u>
5 mins	Check in: <ul style="list-style-type: none"> <li>• Introduction (Name/Title &amp; Role for this Project/ Organization)</li> <li>• Review of the Objectives and Ground Rules</li> </ul>	Emily
15 mins	Selecting Hand Hygiene Observers If you have already selected your observers, who have you identified for: <ul style="list-style-type: none"> <li>• Hand hygiene anonymous observers “secret-shoppers”?                —Why have you selected these individuals?</li> <li>• Just-in-time coaches (JIT)?                —Why have you selected them for this role?</li> </ul>	Project Leads
15 mins	Training HH observers and just-in-time coaches <ul style="list-style-type: none"> <li>• Data collection methodology</li> <li>• Training components</li> <li>• Differences in responsibilities</li> </ul>	Ziad
15 mins	Data Collection <ul style="list-style-type: none"> <li>• Two phases of data collection</li> <li>• Components of data collection form</li> <li>• Representative sample</li> <li>• Ongoing data collection throughout project</li> </ul>	Ziad
5 mins	<u><b>Question:</b></u> If you are in the Sustain phase from previous units you worked on, are you training new data collectors as needed?	Emily/Project Leads
5 mins	Closing Remarks <ol style="list-style-type: none"> <li>1. Next deliverables</li> <li>2. Action steps: WWW</li> </ol>	Emily
	Optional: Individual questions & comments	

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# Review of Ground Rules

- 
1. Full participation by project team.
  2. Start on time. End on time.
  3. All ideas welcome.
  4. One conversation at a time. Please announce your name before speaking.
  5. Don't leave the call with unanswered question(s).
  6. Anything else to add?

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# Selecting Hand Hygiene Observers

If you have already selected your observers, who have you identified for:

- ▶ Hand hygiene anonymous observers “secret-shoppers”?
  - Why have you selected these individuals?
- ▶ Just-in-time coaches (JIT)?
  - Why have you selected them for this role?

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# Session1: Start Phase Checklist



	Reviewed the definitions and descriptions in <b>Start – Overview</b>
	Named your project(s) in <b>Start – Project Scope – Name Your Project</b>
	Identified the project area in <b>Start – Project Scope – Name Your Project.</b> <ul style="list-style-type: none"> <li>• Name the pilot project area</li> <li>• Describe the specialty of the area</li> </ul>
	Identified Scope Agreement in <b>Start – Project Scope – Scope Agreement</b>
	Selected HAI outcome metrics you will track in <b>Start – Project Scope – HAI Outcome Metric</b>
	Completed the project charter in <b>Start – Project Scope – Project Tools</b>
	Completed the Stakeholder Analysis in <b>Start – Project Scope – Project Tools</b>
	Determined your core project team and invited them to join the project in <b>Start – Project Access</b>

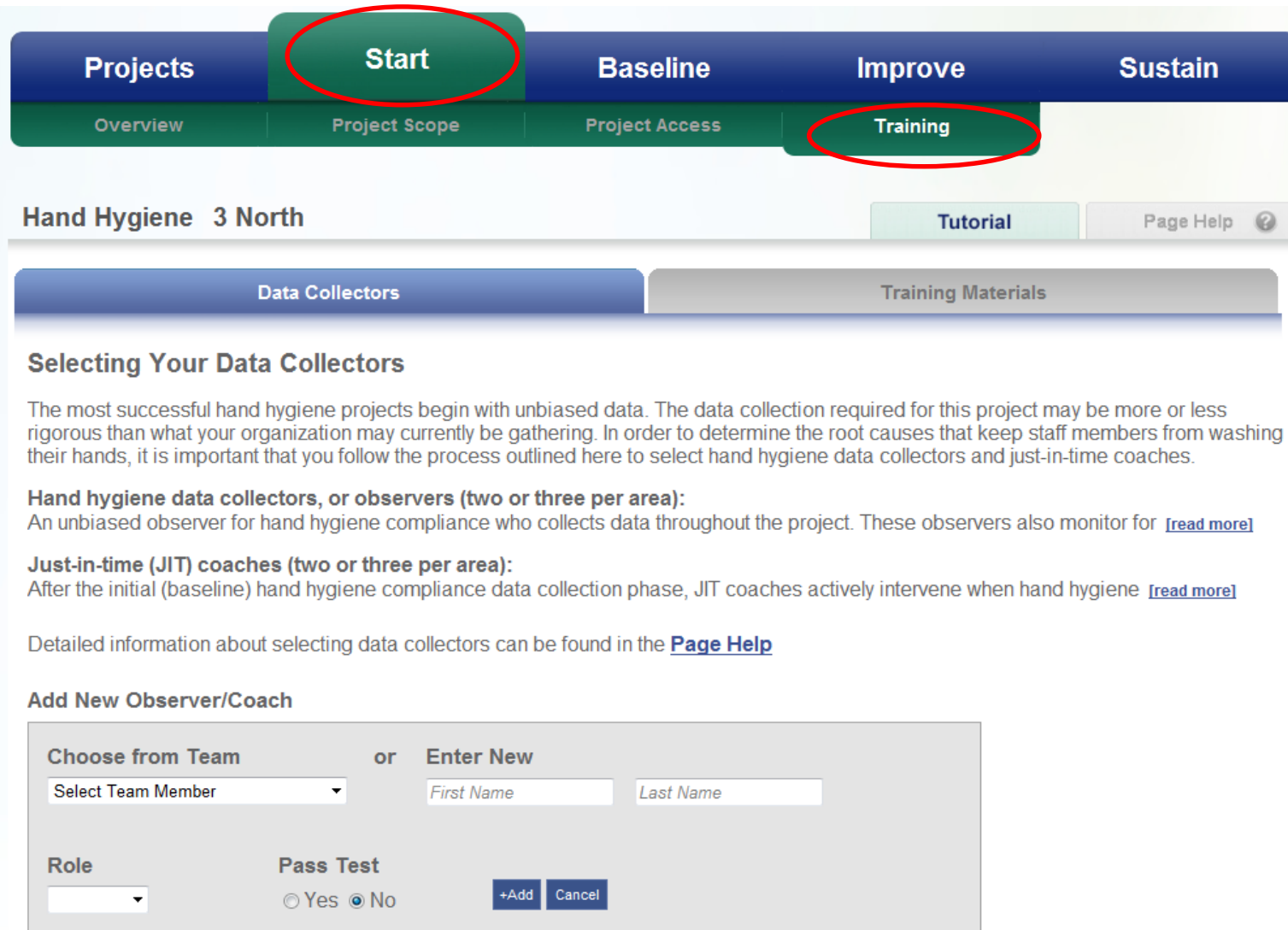
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# Data Collection Method

	HH data collector (observer)	Just-in-time coach
<b>Purpose</b>	To be an unbiased observer for hand hygiene compliance	To collect data, intervene, and coach staff when hand hygiene non-compliance is observed
<b>Data Collected</b>	Hand hygiene compliance data is used for establishing the baseline Hand Hygiene performance	Data collection will begin after the baseline data has been collected and the compliance data shared with staff
	“Secret shoppers”: anonymous observers collected data on physical barriers of non-compliance without influencing the observed behaviors	JIT coaches capture non-observable cultural barriers by interviewing health care providers after an observed instance of non-compliance
<b>Who</b>	Examples include: housekeeping, lab staff, chaplains, volunteers	Examples include: unit managers, charge nurses, infection control practitioners, executives/leadership, and quality coaches or unit-based educators

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# Overview of Step 2: Training Observers and Coaches



The screenshot shows a web application interface for a project titled "Hand Hygiene 3 North". The top navigation bar has five tabs: "Projects", "Start", "Baseline", "Improve", and "Sustain". The "Start" tab is selected and highlighted with a red circle. Below this, there are four sub-tabs: "Overview", "Project Scope", "Project Access", and "Training". The "Training" sub-tab is also selected and highlighted with a red circle. The main content area is titled "Hand Hygiene 3 North" and includes a "Tutorial" button and a "Page Help" link. Below this, there are two tabs: "Data Collectors" (selected) and "Training Materials". The "Data Collectors" tab contains the following content:

### Selecting Your Data Collectors

The most successful hand hygiene projects begin with unbiased data. The data collection required for this project may be more or less rigorous than what your organization may currently be gathering. In order to determine the root causes that keep staff members from washing their hands, it is important that you follow the process outlined here to select hand hygiene data collectors and just-in-time coaches.

**Hand hygiene data collectors, or observers (two or three per area):**  
An unbiased observer for hand hygiene compliance who collects data throughout the project. These observers also monitor for [read more](#)

**Just-in-time (JIT) coaches (two or three per area):**  
After the initial (baseline) hand hygiene compliance data collection phase, JIT coaches actively intervene when hand hygiene [read more](#)

Detailed information about selecting data collectors can be found in the [Page Help](#)

### Add New Observer/Coach

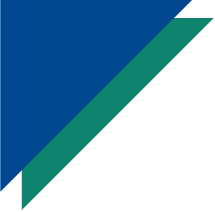
Choose from Team or Enter New

Select Team Member

Role  ☐ Yes ☒ No



# Training Components

- 
- Three main components to training both data collectors and JIT coaches:
    - Classroom education
    - View scenario videos and practice with the data collection form
    - Written scenario-based testing
  
  - While training is same for both, it is recommended that they are trained separately

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# HH Observers

- Be in a position where they can secretly observe staff while performing their regular job duties.
- Not seem out of place during their time on the unit.
- Collect data that is representative of the patient population. In most cases, this will involve night shift and weekend data collection.

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# JIT Coaches

- ▶ Provide coaching to various staff whenever possible.
- ▶ Collect data about two weeks.
- ▶ Coach on all shifts so that all staff benefit from coaching and have the opportunity to share their contributing factor information.
- ▶ Discover the most important root causes across all shifts and staff.
- ▶ Give staff positive reinforcement for performing good hand hygiene practices

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## Session 2: Training Observers Phase Checklist



	<b>Selected your hand hygiene data collectors and JIT coaches and entered their information in <a href="#">Start – Training – Data Collectors</a></b>
	<b>Viewed scenario videos and practiced with the data collection form in <a href="#">Start – Training –Training Materials</a></b>
	<b>Conducted written scenario-based testing for HH observers and JIT coaches and all have passed with 90% or higher in <a href="#">Start – Training –Training Materials</a></b>
	<b>Provided data collectors and JIT coaches with the tools they will need in <a href="#">Start – Training –Training Materials</a></b>

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# Data Collection

## Done in two phases:

- during the Baseline phase
- in the Improve phase

## Two types of data collected:

- Anonymous observations: collect the baseline data over a two or three week period
- Just-in time coaches: after baseline begin collecting data for about two weeks

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# Data Collection Form

Hand Hygiene Observation and Contributing Factor Form										Date of observations:										Collected by:		Role (circle one): Observer Coach		Unit:								
Instructions: 1. Use a separate row for each entry or exit. 2. When there is a defect (wash in/out=no), check any applicable observed contributing factor. 3. The "observed by asking" section is for JIC coaches only. 4. Emergency situations are EXCLUDED from the data collection process.										Possible Contributing Factors to Washing										Observable		Non Observable										
Circle role of health care professional observed																																
Observation Number	Check box if observed during rounds	Enter hour of observation in 24-hour (military) time	RN = Nurse	NA = Nursing Assistant	MD = Doctor	RT = Respiratory Therapy	PT = Physical Therapy	Diet = Dietary Technician	Lab = Lab Technician	HSK = Housekeeping	CM/SW = Case Mgmt / Social Worker	Pharm = Pharmacist	Rad = Radiology Tech	all others please identify in comments	Entry or exit?	Did person wash?	Dispenser location	Dispenser empty	Dispenser broken	Equipment shared	Hands full supplies	Hands full meds	Improper use of gloves	Follow person entry or exit	Frequent entry or exit	Isolation area (gown + gloves)	Lack of immediate feedback	Distractions or forget	Perception HH not required	Perception of skin irritation	Other contributing factor	Comments
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22											
1			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
2			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
3			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
4			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
5			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
6			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
7			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
8			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
9			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														
10			RN	NA	MD	RT	PT	Diet	Lab	HSK	CM/SW	Pharm	Rad	Other	EN	EX	Yes	No														

Contributing Factors	
6. Dispenser location is not in path of person or is obstructed or hidden	15. Admissions or discharge process
7. Dispenser is empty	16. Isolation area (gown + gloves when required)
8. Dispenser is broken	17. Lack of immediate feedback to person for hand hygiene compliance
9. Equipment shared or disposal area (use of equipment shared between patients i.e. vital sign machine, portable x-ray, etc)	18. Distractions/forgets/lack of knowledge/chose not to wash
10. Hands full: supplies or equipment (e.g., food trays, lab supplies)	19. Perception that if nothing is touched in the patient care area hand hygiene is not necessary
11. Hands full meds	20. Perception of skin irritation or dislike of alcohol-based hand rub
12. Gloves (e.g., improper use of or not washing before or after putting gloves on or off)	21. Other
13. Person entering or exiting followed someone who did not wash	
14. Frequent entry and exit of patient area	

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# Data Collection Form

Center for Transforming Healthcare™																											
Hand Hygiene Observation and Contributing Factor Form																		Date of observation: 1		Collected by: 2		Role (circle one): Observer Coach 3		Unit: 4			
Instructions: 5																		Possible Contributing Factors to Washing									
																		Observable					Non Observable				
Observation Number Check box if observed during rounds Enter hour of observation in 24-hour (military) time RN = Nurse NA = Nursing Assistant MD = Doctor RT = Respiratory Therapist PT = Physical Therapist Lab = Laboratory Technician HSK = Housekeeping all others please specify in comments Circle role of health care professional observed Entry or exit? Did person wash? Dispenser location Dispenser empty Dispenser broken Equipment shared Hands full supplies Hands full needs Improper use of gloves Follow person entry or exit Frequent use of gloves Admittance or discharges process Isolation area (gown + gloves) Lack of immediate feedback Distracted or forgot Perception HH not required Perception of skin irritation Other contributing factor																											
																		Comments									
																		23									

The top of the form provides the following information:

- 1 Date of observation, if this is a third shift use the date that the shift began
- 2 Collected by (name or initials)
- 3 Role of data collector (HH observer or JIT coach)
- 4 Unit name
- 5 Instructions for completing the form

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# Representative Sample

- Taking into account the following attributes that define the patient care environment:
  - By healthcare provider type
  - By shift or time of day
  - By day of week (weekday vs. weekend)
  
- Having a large enough sample

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# Collecting Data Throughout the project

- ▶ Data should be collected throughout the project, at a smaller scale in Sustain phase
- ▶ JIT coaching should be used as an intervention and to sustain success

## ▶ Question:

If you are in the Sustain phase from previous units you worked on, are you training new data collectors as needed?

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# Session 3: Baseline Phase Checklist



	Collected and entered baseline compliance data (at least 100 representative samples) in <b>Baseline – Data Collection</b>
	Entered HAI data in <b>Baseline – HAI Data</b>
	Reviewed you unit's baseline and hand hygiene results in <b>Baseline – Analyze – Summary of Findings</b>
	Viewed the charts that show your unit's hand hygiene baseline compliance in <b>Baseline – Analyze – Charts:</b> <ul style="list-style-type: none"> <li>• <u>The contributing factors for non-compliance</u></li> <li>• <u>The differences in compliance between groups</u></li> <li>• <u>HAI and compliance rates</u></li> </ul>
	Reviewed the baseline data with your project team
	Informed HCP of the project by meeting with leadership and shared baseline compliance data
	Mobilized your JIT coaches to collect additional data on contributing factors
	Continued to collect hand hygiene observation data and entered it in <b>Baseline – Data Collection</b>
	Completed contributing factor data collection (done by the JIT coaches) and entered it in <b>Baseline – Data Collection</b>

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# Next call & Project Schedule

## Date:

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# Next steps



What	Who	When	Status

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# QUESTIONS OR COMMENTS?



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