Hand Hygiene Guided Cohort Targeted Solutions Tool (TST)®

Team Building and Leveraging Change

Date: February 5, 2014

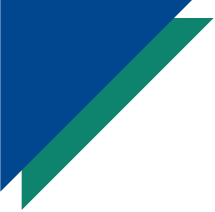**Joint Commission Center for Transforming Healthcare**

Review of Ground Rules

1. Full participation by project team.
2. Start on time. End on time.
3. All ideas are welcome.
4. One conversation at a time. Please announce your name before speaking.
5. Don't leave the call with unanswered questions.

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Objectives

- <u>Primary:</u> To establish clear understanding of the project milestone's expectations and deliverables, specifically with gaining support and setting up for project's success.

- <u>Secondary:</u> To provide individual's project progress, updates and learning.

- <u>Others:</u> To collaborate with other participating organizations in learning and achieving the same goal of improving Hand Hygiene compliance and reducing healthcare-associated infections.

Time Frame	Agenda	Presenters /Facilitators
3 mins	**Check in:** • Introduction • Review of the Ground Rules and Objectives	Emily Ziad
12 mins	**Selected Pilot Area** • Describe the unit(s)/setting(s) that you have selected to implement the hand hygiene initiative. • Any particular reason to why you chose this particular area?	**Project Leads**
12 mins	**Leadership Support** Looking at your organizational structure and level of leadership commitment. **Team Discussion:** • Do you have a representative from the C-suite/executive level as part of your core team? • What best approach do you have for engaging senior leadership, particularly to gain their support for this initiative? • What obstacles or successes have you encountered when working with senior leadership?	Ziad **Project Leads**
12 mins	**Stakeholder Analysis:** Engaging project stakeholders in the process from the beginning and identifying key roles/individuals through Stakeholder Analysis. **Team Discussion:** • Have you performed the stakeholder analysis? (Poll Question) • Which groups of staff did you find were most easily engaged? Which groups were most difficult to engage? • If you did not do a stakeholder analysis, do you feel that identifying these groups earlier would have made a difference in your approach?	Ziad **Project Leads**
12 mins	**Team Building and Completing a Project Charter:** The Core Team is led and supported by key stakeholders of your organization. **Team Discussion:** • How did you identify members of your teams? • Do you have any interdisciplinary members of your team (people other than IPs)?	Ziad **Project Leads**
5 mins	**Closing Remarks** 1. Next deliverables 2. America's Essential Hospitals new website updates	Emily

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4

Selected Pilot Area

- Describe the unit(s)/setting(s) that you have selected to implement the hand hygiene initiative.

- Any particular reason to why you chose this particular area?

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Leadership Support

- Representative from the C-suite/executive level
- Supports and inspires others to support the project
- Provide high-level oversight for the project and become more heavily involved should any issue resolution be necessary
- Approves needed resources for implementation of solutions

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Team Discussion

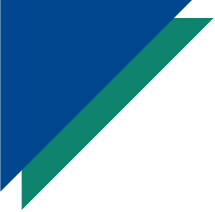▸ Do you have a representative from the C-suite/executive level as part of your core team?

▸ What best approach do you have for engaging senior leadership, particularly to gain their support for this initiative?

▸ What obstacles or successes have you encountered when working with senior leadership?

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Stakeholder Analysis

- It is important to engage key stakeholders in the process from the beginning and throughout
- Helps identify roles/individuals key to project success
- Weighs their support on the project
- Gauge where you need them to be
- Generate an action plan to bridge the gap between support and push-back

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Team Discussion

◤ Have you performed the stakeholder analysis? (Poll Question)

◤ Which groups of staff did you find were most easily engaged? Which groups were most difficult to engage?

◤ If you did not do a stakeholder analysis, do you feel that identifying these groups earlier would have made a difference in your approach?

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Team Building

The Core Team
- 3-7 individuals who work in project area
- meet regularly and commit to achieve the project's deliverables
- Are supported by key stakeholders

Key Stakeholders
- <u>Executive Sponsor</u> (representative from the C-suite/executive): supports and inspires others to support the project
- <u>Clinical Champion</u>: influence or lead improvement initiatives and spread successes to other patient care areas
- <u>Process Owner</u>: leader at the project's patient care area (ex: director, manager, supervisor)
- <u>Project Leader</u>: manages the day-to-day project activities, helps gain support from stakeholders
- <u>Subject Matter Experts</u>: individuals who are knowledgeable about specific areas or topics and can provide guidance

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Team Building Strategies

- Having a project charter:
  - States project purpose and business case
  - Reminds group of mission, project parameters, key champions and contributors

- GRPI- Goals Roles Processes Interpersonal
  - Easy to use model
  - Discuss perceptions of the goals, roles, group processes, and interpersonal dynamics of the group
  - Opportunity to clarify information

- Stakeholder Analysis

- Other strategies: Consensus decision-making

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Team Discussion

◢ How did you identify members of your teams?

◢ Do you have any interdisciplinary members of your team (people other than IPs)?

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Project Charter

- Serves as a contract

- Formal consensus from all project stakeholders on the project definition, scope, goals and completion dates.

- Allows clear understanding of project scope and requirements.

- Helps identify who supports the team's work and who can help remove barriers to success.

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Projects | **Start** | **Baseline** | **Improve** | **Sustain**

Overview | **Project Scope** | **Project Access** | **Training**

Hand Hygiene 3 South

Tutorial | Page Help

Getting Started

The **Start** section focuses on laying the groundwork for a successful project. Here is a brief explanation of the sub-sections under **Start**:

Project Scope: At a high level, this is what is included in your project. Select an area of your organization to focus your hand hygiene improvement effort and give your project a name. Decide if you will be following our recommended project parameters. Select the specific Hospital-Associated Infection(s) you would like to track. Familiarize yourself with some of the basic project tools such as the project charter and stakeholder analysis form.

Project Access: Add and administer members of your project team that will be accessing the TST$^{®}$.

Training: Select your data collectors and access the online and downloadable training tools to assist your data collectors in accurately collecting your hand hygiene data. Learn the difference between an observer and a just-in-time coach.

Amber Miller, M.S.N., R.N.
Exempla Healthcare

Required Reading

- Defining hand hygiene
- How long will it take?
- What is wash in, wash out?
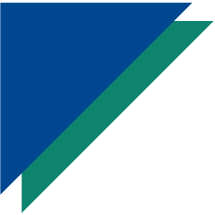- Selecting data collectors
- Selecting just-in-time coaches

Additional Links

- World Heath Organization (WHO) guidelines
- Centers for Disease Control & Prevention (CDC) guidelines
- Wash in and out and WHOs 5 moments for Hand Hygiene

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14

Next call schedule:

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Next steps

What	Who	When	Status

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