

# NYC H+H Systemwide Hand Hygiene Program

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**Presented by:**

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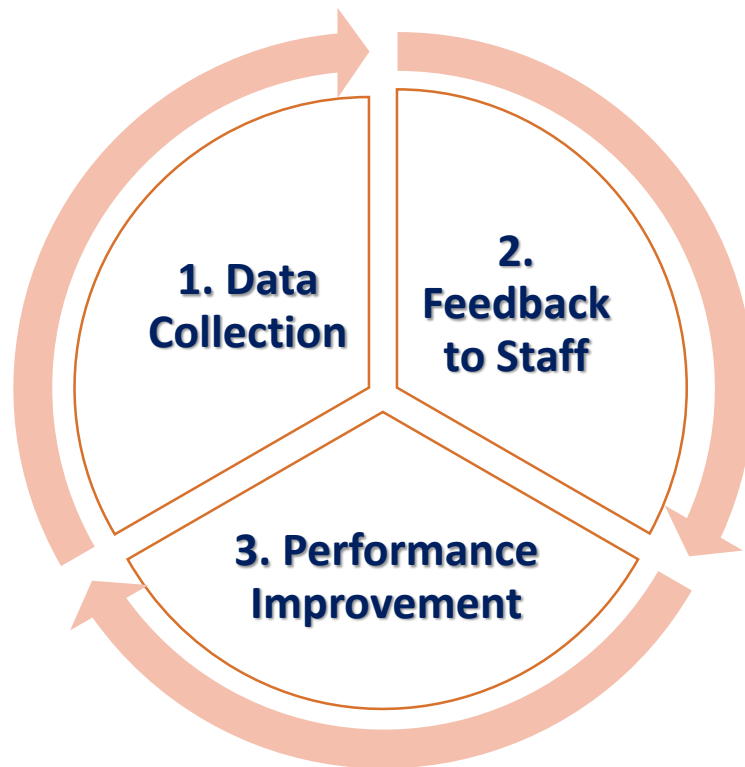
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# NYC H+H's

## Standardized Hand Hygiene Observation Program

# There are 3 key parts to the Hand Hygiene Observation Program



ALL 3 Parts Require a Multidisciplinary Approach





## Elements

Direct observations meet all of the following criteria:

- Identify compliance
- Observations determine correct technique was performed
- Observations within a unit are conducted daily, weekly and monthly across all shifts and on all days of the week
- Observations capture a representative sample of the different roles of individuals who touch patients



## Element

- Unit-level hand hygiene compliance data fed back staff at least monthly for improvement work
- Unit-level hand hygiene compliance data used for creating **unit-level action plans**



# Leapfrog - Feedback



## Element

- At least every 6 months, feedback of hand hygiene compliance data, with demonstration of trends over time, given to leadership
- Leadership held directly accountable for hand hygiene performance through performance review



# Hand Hygiene Observation Program – Roles

## Facility Hand Hygiene Champion

**Suggested:** Chief Quality Officer, Patient Safety Officer, Chief Nursing Officer, Chief Medical Officer

**Recommended number of Champions:** 1-2

## Facility Hand Hygiene Administrator

**Suggested:** Facility Designee (e.g., Infection Prevention Director, Quality Director)

**Recommended number of Administrators:** 1-2

## Hand Hygiene Coach

**Suggested:** HN, Department Heads, Quality/ Performance Improvement , Infection Preventionist

**Recommended number of Coaches:** 1-2 per unit/ area

## Hand Hygiene Observer

**Suggested:** Front line staff (e.g., staff nurse, dietician, environmental service aide, social worker, respiratory therapist, unit clerk)

**Recommended number of Observers:** 4-5 per unit/area

## Standardized Hand Hygiene Program



Access Category	Enter Observations	Delete Observations	Add and Delete Observer and Facility Admin User Access	Can View Facility and Corporate Reports	Can View Unit Reports	Can Export Data
Observer/Coach	Yes	No	No	Yes	Yes- but can not see "Observer Column"	No
Facility Administrator	Yes	Yes- for facility assigned only	No Responsible for notification of user additions and deletions to Corp Hand Hygiene and Corp HR	Yes	Yes- for facility assigned only	Yes- for facility assigned only
System Administrator ( <a href="mailto:CorpHandHygiene@nychhc.org">CorpHandHygiene@nychhc.org</a> )	Yes	Yes- for all facilities	Yes- for all facilities	Yes	Yes- for all facilities	Yes- for all facilities





- Training Module for Observers and Coaches is available in PeopleSoft ELM.
- Hand Hygiene **Champion** assists in designating Hand Hygiene **Coaches** and provide data collection expectations.
- Hand Hygiene **Coaches** will designate Hand Hygiene **Observers** and assign training and provide data collection expectations.



- After completing the PeopleSoft ELM training module and passing the post test with a score of  $\geq 80\%$ , a certificate will be awarded to user.
- User must Email the certificate to [CorpHandHygiene@nychhc.org](mailto:CorpHandHygiene@nychhc.org) to be granted access to the hand hygiene database.
- Access will expire annually and user will need to retake training to be granted access again.

# Data Collection Expectations



## Hand hygiene observation assignment includes:

- Units (e.g., ED beds 1-10)
- Days of the week
- Tour
- Minimum number of observations required per observer (Example: 4 per shift, if 5 observers on unit)

# Demo Database

## Sign In

Corp User ID

Password

Sign In

Welcome to  
Hand Hygiene  
Database

Live Your Healthiest Life.  
NYC  
HEALTH+  
HOSPITALS