

Improving Hand Hygiene Compliance using Electronic Monitoring

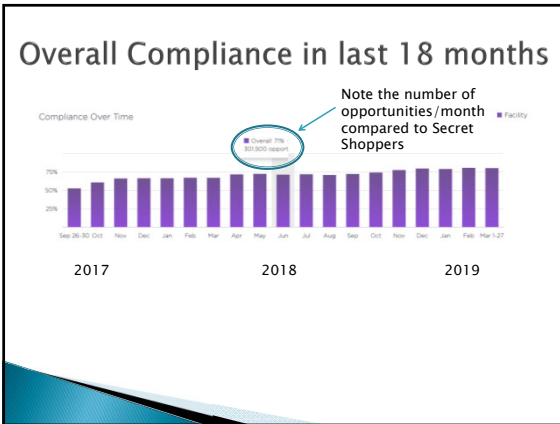
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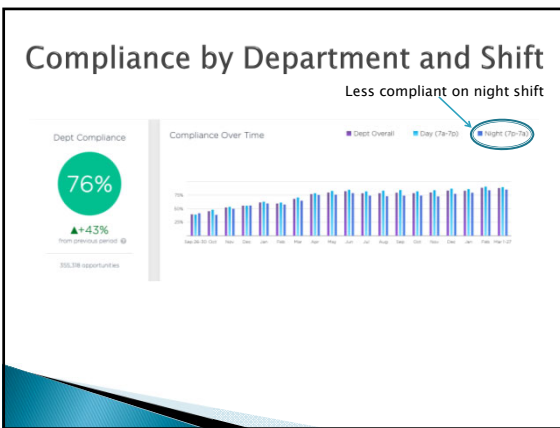
Timeline of Implementation

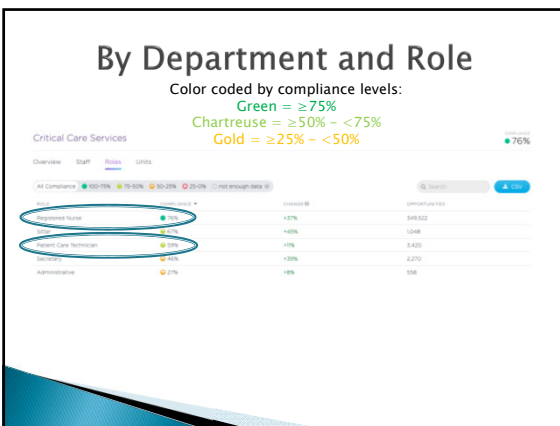
- ▶ In 2015 my 375-bed suburban Chicago hospital collaborated with new company based in Chicago started by engineers
- ▶ Became a β -site, since 2nd hospital on board and received a decreased price
- ▶ The entire year of 2015 and much of 2016 was a learning process for both parties
- ▶ The system was considered ready for use in late 2016 and initial compliance was **23%**

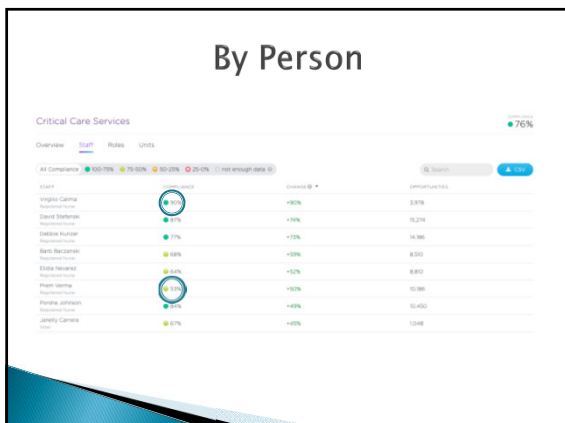
Components of the System











Learnings

- ▶ Up until now, positive reinforcement has been used to correct performance. May need to adjust.
- ▶ Managers get their data as well as others for comparison and that helped increase compliance. Unit and employees get “judged” during annual performance reviews.
- ▶ IP “owns” the system but need several departments to assist: Human Resources for badge IDs, Facilities for hub placements, IT for communication issues, & Administration for goals

Conclusion

- ▶ Pros:
 - Accuracy without Secret Shopper bias
 - 24/7/365 Monitoring with >1 million observations/year
 - Data analysis is easy and “almost” real-time
 - Works with any soap and sanitizer product (drip plate)
- ▶ Cons:
 - Can “game” the system if wear glove and put product on hands, then remove glove
 - Healthcare worker (HCW) needs to WEAR badge
 - Only monitors hand hygiene (HH) entry and exit
 - HCW needs to use HH twice if leaving and directly entering next room, which requires education

I'm never going back
to Secret Shoppers
again!
