

LRGHealthcare

C.H.A.M.P.S.



Hand Hygiene at LRGH and FRH

- Lakes Region General Hospital
 - ~100 beds, ~125 Active Staff Docs, ~60 Allied Health, ~ 400 Nursing
- Franklin Regional Hospital
 - 25 bed CAH, ~25 Active Staff Docs, ~15 Allied Health, ~ 100 Nursing
- ASCs at Hillside and the Laconia Clinic
- Affiliated practices

Hand Hygiene at LRGH and FRH

- High Five for a Healthy NH
- Directed by Infection Control & Prevention
- But ownership across nursing, housekeeping, medical staff
- Observations using the “secret shopper” technique
- Results shared with services, staff, departments, administration, BoT
- Posted in nurses’ work rooms, doctors’ lounges

Hand Hygiene at LRGH and FRH

- Made sure new sinks installed in visually available places with touchless controls
- Made sure Alcare available for every room and visible
- Recurring point of discussion at Leadership, unit meetings, Med Exec
- Encourage MedTeams approach of everyone reminding co-workers



**“Don’t even THINK
about touching me
with those dirty paws.”**

We asked
patients to ask
their care
givers if they
had washed
their hands



Hand Hygiene at LRGH and FRH

- Results showed improvement but slower than we would like and variable by unit, by observation period
- Culture of peer reminders didn't really take off



I saw that!!

Now go back and wash your paws



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Hand Hygiene at LRGH and FRH

- We were questioned if observers could be interveners
- Rejected to preserve the data. Good numbers are important but more important is making real improvement

This is my
“I-can’t-believe-you-didn’t
clean-your-hands” stare



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**Clean Hands Are
Making Patients Safe**

CHAMPS

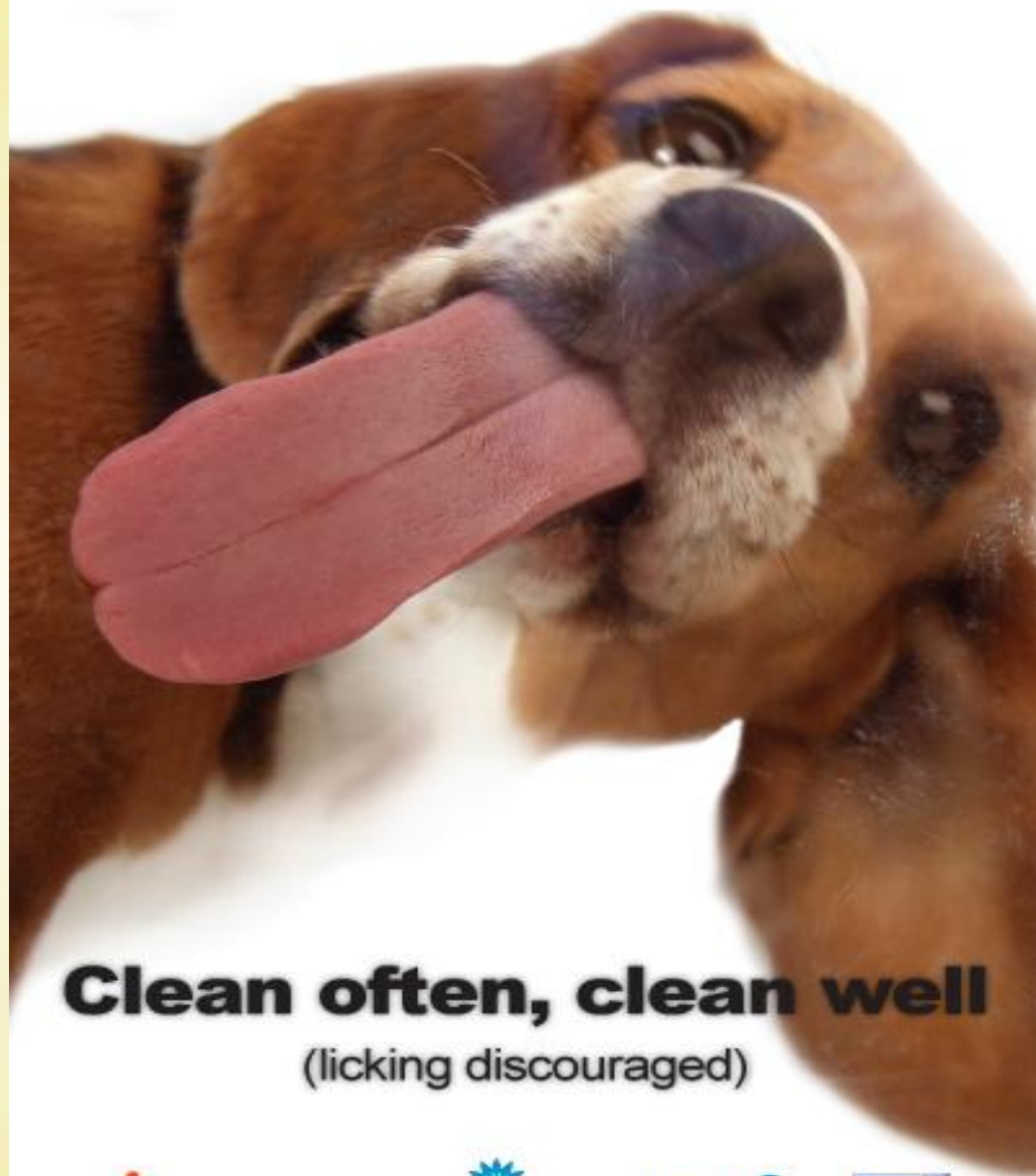
- Each patient care unit has a CHAMP
 - Nursing Units
 - Surgical Services
 - EDs
- Usually a nurse, sometimes an aide
- Don't collect data
- Have shown interest in hand hygiene as a way to improve care and patient satisfaction

Two Roles

1. "To support best practice by acknowledging when good hand hygiene is observed. This is important for motivating staff and will also help continue to raise awareness of this important issue."

Two Roles

2. "To remind (in a cheerful, positive manner) any healthcare worker who is not practicing good hand hygiene to: **'Don't Forget Your Hands'**. This is done in a non-threatening way as a reminder from one HCW backing up another."



Clean often, clean well
(licking discouraged)



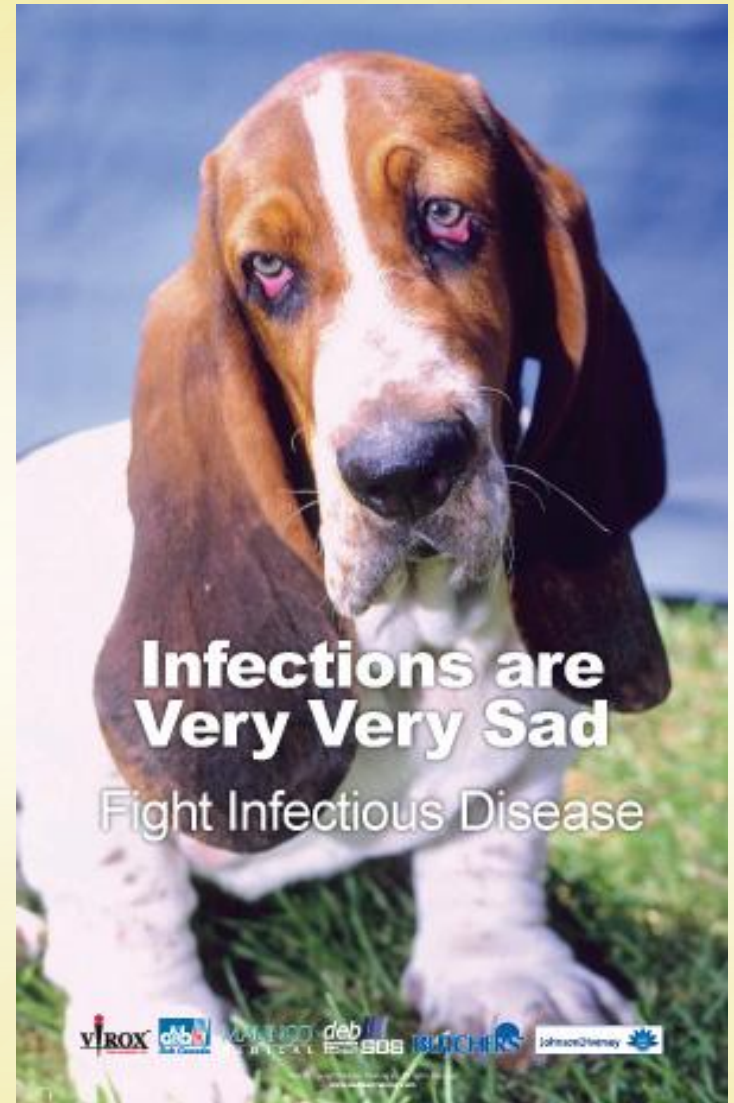
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CHAMPS Start-up

- Started in ED – an area of opportunity
- January 2011 Patient care units, Surgical Services, Medical Imaging
- Publicized in Newsletter, Pulse, Pod meetings, Leadership, staff meetings
- Envisioned periods of time where CHAMP would be an observer
- Morphed into ongoing part of their normal day

Results

- Initially CHAMPS reported feeling “awkward”
- At times “their ‘reception’ wasn’t always positive”
- Occasionally manager had to intervene
- One provider referred to Dr. Dacuycuy, now has become a champion himself encouraging others to wash



Results

- Steady improvement in attitudes toward hand hygiene
- Better reception to reminders
- Less defensiveness
- Numbers still have variability but trend is continued improvement
- New ICU – staff moved Alcare to inside room so patient would see HCW cleaning hands

Next

- Increasing number of CHAMPS on each unit
- Increasing number of aides as CHAMPS as they work with greater number of staff
- Naming specific physicians as CHAMPS
- Continuing to tie hand hygiene to patient satisfaction as part of our HCAHPS initiative

Next?

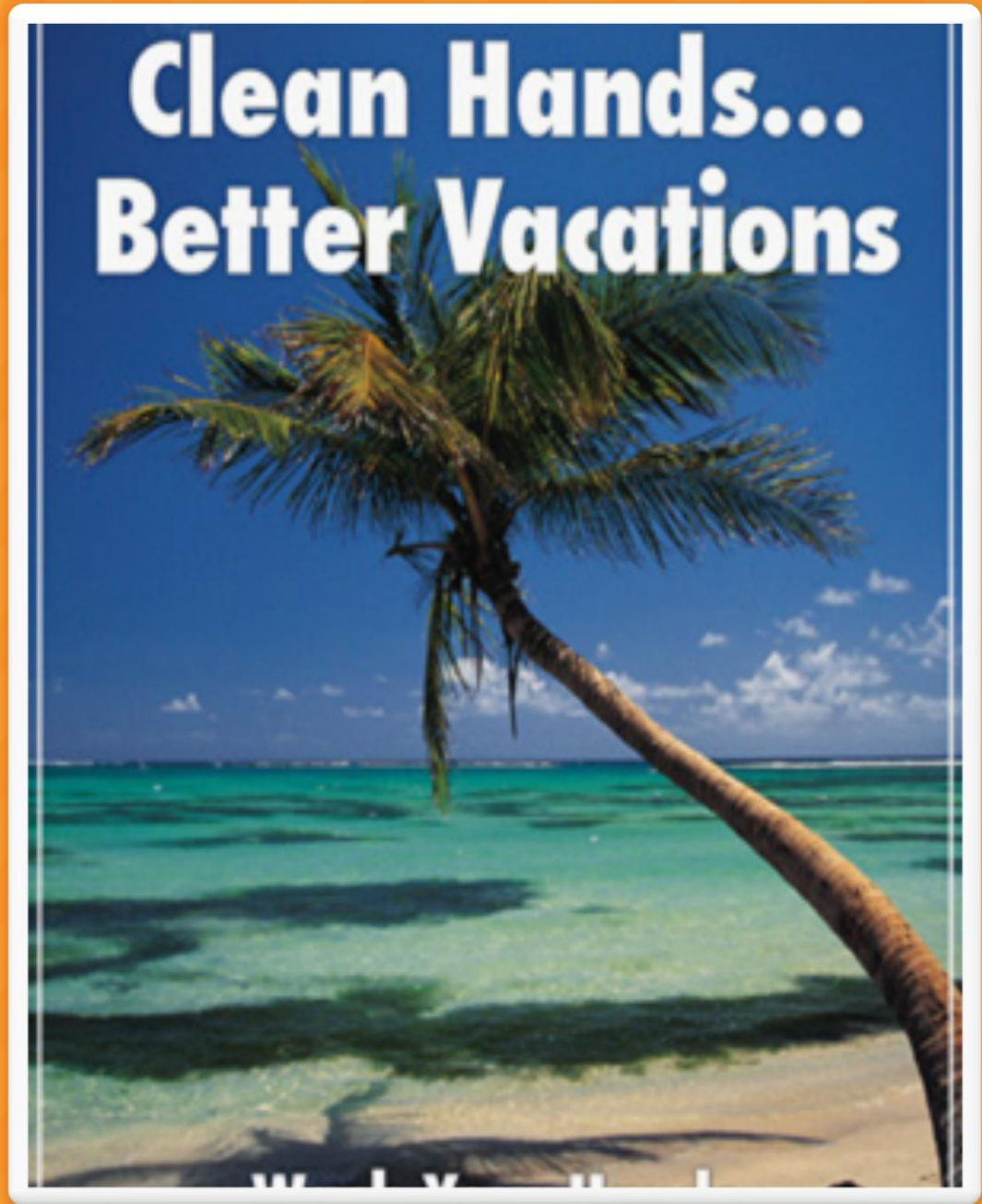


Next?

**Clean Hands...
Better Job**



Next?



Next?

A close-up photograph of a grey t-shirt with embroidered text. The words "Clean hands" are in green, "are" is in green, and "Sexy!" is in red. The text is set against a yellow oval background. The t-shirt is slightly wrinkled and folded.

Clean
hands
are
Sexy!

Wash Your Hands • www.sexy-hands.com

Webber Training Inc. • www.webbertesting.com

Two hands are held up, palms facing forward, with fingers slightly spread. The hands are positioned in the center of the frame, with the text overlaid on them. The background is a bright yellow with a black border.

BECAUSE YOU CARE
WASH 'EM
BEFORE YOU CARE

QUESTIONS?