Holding Ourselves Accountable for Preventing Infections in the Hospital

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Accountability Defined

- Responsibility for one’s own actions; this is a principle of professional practice that is obligatory for health care providers.

Elements of an Effective Accountability System

- **Established standards** in the form of policies and procedures that clearly convey standards of performance in safety and health to employees.

- **Resources** needed to meet the standards, such as effective training, and adequate oversight of work operations.

- **A measurement system** which specifies acceptable performance.
Elements of an Effective Accountability System  *(continued)*

- **Consequences** both positive and negative.
- **Application at all levels**

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Health Care Associated Infections

- Are the eighth leading cause of death in the US
- Account for 20% of ICU costs
- May persist for years in patients who survive the initial infection
- Can be reduced by consistent application of well understood practices
- Have multi agency federal and state attention
Preventing Health Care-Associated Infections: *Hand Hygiene and Beyond*

- It was shown over 150 years ago that the hands of healthcare workers (HCW’s) are the main vector for transmission of nosocomial pathogens, and that hand disinfection can reduce Health care associated infections (HAI) rates.
Preventing Health Care-Associated Infections: *Hand Hygiene and Beyond*

- Prior to the development of our new program we had already
  - *Educated routinely*
  - *Placed reminder posters in patient rooms and hallways*
  - *Provided alcohol-based hand rub in key areas throughout the hospital*
  - *Measured compliance*
  - *Provided compliance rates to all associates*
Nevertheless, acceptable levels of compliance with recommended hand hygiene practice were difficult to achieve and sustain.
Birth of the **You Bugged Me** Program

- Researched best practice programs
- Nursing Evidence Based Council voted on the, **You Bugged Me** program
- Strong administrative support
The **You Bugged Me** Program

- Trained observers from every clinical unit utilizing the John’s Hopkins training program
- Developed a feed-back process for both associates and physicians
  - *Cards for associates:* **High Five** & **You Bugged Me**
  - *Transparent reports on physicians*
- Hospital-wide education on hand hygiene guidelines and consequences for non-compliance
The **You Bugged Me** Program

- Planned for monthly unit based report cards
- Planned for validation of the trained observers
The You Bugged Me Program

- Actions taken for non-compliant associates include:
  - 3 cards = presentation to staff on your unit related to hand hygiene
  - 5 cards = do a research project related to hand hygiene
  - 7 cards = present your research project to the Evidence-Based Nursing Council
  - 10 cards = meet with the nursing director and the CNO/COO
The **High Five** Program

- **Actions taken for compliant associates include:**
  - *5 cards* = *name in a monthly drawing for free movie tickets or gift certificate to a local restaurant*
  - Anyone eligible for the monthly drawing will be included in a year end drawing for a large gift
  - *Unit with best compliance will get a pizza party every month*
Physician Accountability

- Reports on hand hygiene compliance, both positive and negative
- Reports listing individual provider names, presented to the MEC on a regular basis
- Peer to Peer contact for those providers who demonstrate poor compliance
The You Bugged Me Program

- Go live date was February 1, 2012
- February was the “free” month for associates
- The consequences to be upheld with cards starting March 1, 2012
- Nursing planning to potentially roll this same program out for other safety initiatives, such as patient falls
“Stopping the epidemics spreading in our hospitals is not a problem of ignorance - of not having the know-how about what to do. It is a problem of compliance - a failure of an individual to apply that know-how correctly.”

- Atul Gawande
Thank You.
Questions?