Teaching an Old Dog New Tricks - Environmental Cleaning Services Not So Set in Their Ways That They Can’t Be Taught Better Hand Hygiene Practices

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Background

- Hand hygiene (HH) is the single most important practice in the prevention of healthcare-associated infections (HAIs).
- However, HH is commonly suboptimal, with compliance often only 30-60%.
- In 2010, the Joint Commission Center for Transforming Healthcare launched the Targeted Solutions Tool (TST) for Hand Hygiene to aid institutions to increase HH compliance.
- After successfully deploying the TST at our medical center in 2015, we noted a remarkable improvement in overall HH.
- Unfortunately, improvements in HH across services was not uniform.
- Some services, like the environmental cleaning services (EVS), remained set in their old ways and continued to perform suboptimal HH.

Method

- We continued to engage staff using the TST model and just-in-time coaching (JITC) to encourage best HH practices
- We often met with small groups for HH huddles to reinforced the importance of EVS staff HH in helping to protect themselves and our patients, and reduce HAIs
- We developed interactive training videos for staff which reinforced the importance of HH (for use in new hire orientation and annual training)
- Increasing EVS leadership commitment was key to further engage EVS staff & encourage better HH amongst EVS staff

Results

- Figure 1 shows EVS HH practices form January 2014 through October 2017.

Conclusion

- EVS HH rates remained suboptimal for prolonged periods.
- Initially the lack of leadership commitment and high EVS staff turnover made training and engagement difficult.
- Continued interventions and use of just-in-time coaching proved to be effective to help improve compliance and better understand barriers to best practices.
- Connecting with EVS staff in small group huddles and the engagement of EVS leadership was key to success.
- Perseverance is important to long-term success.