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## St. Cloud Hospital Hand Hygiene Achievers

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# St. Cloud Hospital Hand Hygiene Achievers

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## Opportunity

Develop and adopt a culture change to increase hand hygiene compliance across all St. Cloud Hospital (SCH) inpatient and outpatient departments

## Background

- Hand hygiene is the best method to prevent the spread of infection (CDC, 2017).
- Historical data for SCH indicated below desired goal of 95% compliance with hand hygiene practices and continued identification of hospital associated infections.
- Employee engagement best achieved through promoting culture of safety supporting hand hygiene best practices (Piras et al., 2018).
- Educating staff on the WHO 5 Moments of Hand Hygiene, developing monitoring process for assessing opportunities to complete moments of hand hygiene, and providing detailed feedback can enhance results and improve culture (Haas, 2014).
- All staff survey identified best sources of performance feedback comes from peers and direct leadership.



## Team Members

Infection Prevention & Control Inpatient and Ambulatory Liaisons  
Hand Hygiene Unit Representatives  
Media Specialists and Marketing  
Tim Johnson  
Nicole Koll  
SCH Infection Prevention and Control Department

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## Initiatives

**Explore**

FY18Q4

- Literature Review and Executive Support garnered

FY19Q1

- All staff feedback survey

FY19Q2

- Sharing of survey results
- Development of unit champions

FY19Q3

- Creation of hand hygiene audit tool, code word, media materials, and gather additional volunteers to include all units

**Launch**

FY19Q4

- Hand Hygiene Campaign Kick Off
- New Audit Tool released

**Implement**

FY20Q1

- First SNAP poster and peer to peer reminder phrases released
- Achiever Video released (link: <https://youtu.be/dVc2Bo9z2T0>)
- First infographic released
- Start of Achiever (top performing unit) and OBBWM Peer Nominated Achiever awards

FY20Q2

- Second SNAP poster
- Creation of Hand Hygiene Resource page on CentraNet developed for access to literature, media, data, Achievers, and interactive activities
- Hand hygiene wellness series created through Benovate Employee Wellness site
- First interactive activity – crossword puzzle
- Hand Hygiene Pledge focus during IIPW week
- Third SNAP poster released

FY20Q3

- Revised hand hygiene annual education module supporting importance of understanding and implementing best practice
- Second infographic and Fourth SNAP posters released

**Support & Sustain**

FY21Q1

- Mindfulness hand hygiene practice resources released (video, cards)

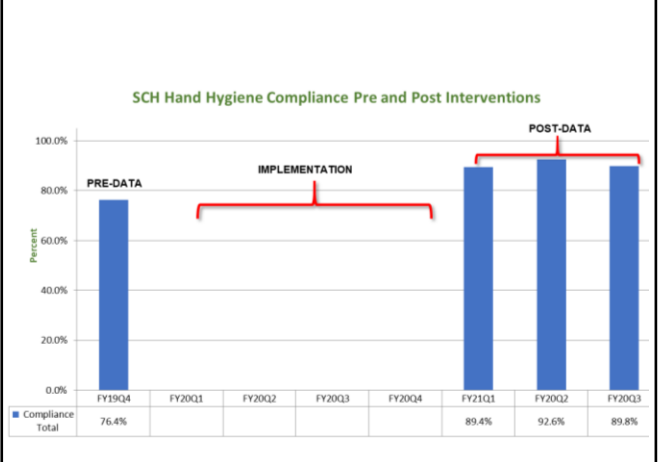
FY21Q2

- Interactive Activity: flashcards/facts practice and electronic Jeopardy games

FY21Q3

- Refocused campaign/committee on using resources already developed and available like peer-to-peer SNAP reminders, audits, and materials to continue to improve/sustain culture around hand hygiene
- Ongoing data collection by units, awards to Achievers (unit and peer)

## Achievements



- Achiever awards
- Peer nominated recognition of outstanding performance using Our Best Begins With Me(OBBWM) organization culture principles
- Increased role modeling
- Personal accountability
  - Awareness of shadow of influence
  - Sharing of reminders to positively promote best practice
- Consistent high achievers with individual unit compliance greater than goal of 81%

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