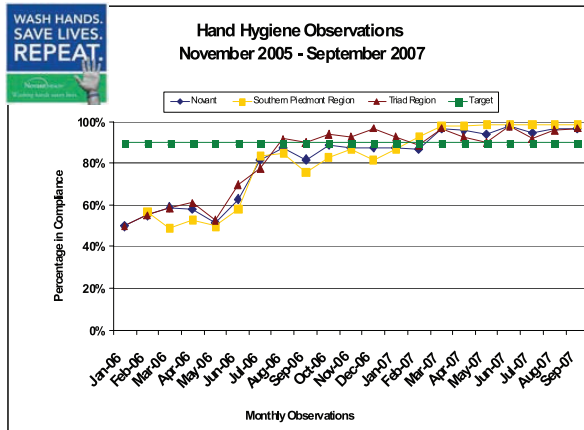


SUCCESS STORIES

Novant Health Systems improved their compliance from 50% to over 95%, resulting in a significant decline in their MRSA and hospital infections rates.



Other hospitals across the nation have shown a reduction of hospital-wide infections from 17 % to 10 % after an aggressive hand hygiene initiative.

www.memphisquality.org

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COME CLEAN:

An Initiative to Improve Hand Hygiene in Memphis Area Hospitals



COME CLEAN.



Memphis Quality Initiative is a collaboration of Memphis area hospitals to implement city-wide, noncompetitive quality improvement initiatives. MQI is a project of the Healthy Memphis Common Table.

What is the COME CLEAN Initiative?

This city-wide initiative is a partnership between Baptist Memorial Health Care, Delta Medical Center, Methodist Le Bonheur Healthcare, The Regional Medical Center at Memphis (The MED) and Saint Francis Healthcare. Hand hygiene will be observed, and we will work to improve practices for physicians and health care workers.

COME CLEAN Initiative

Cleaning hands properly is necessary for the safest patient care. Data shows that 43% of physicians do not practice proper hand hygiene in the ICU. Good hand hygiene must be the norm in all our hospitals and should become part of our culture. The **Come Clean** initiative seeks to promote a culture of correct hand hygiene in all hospitals across the city. This effort is similar to the city-wide tobacco free “All Out” campaign collaboration between all hospitals in 2007.

COME CLEAN Initiative Goals

- **MONITORING** of hand hygiene practices in an accurate and unbiased manner
- **TRAINING** of health care workers on proper hand hygiene
- **IMPROVING** hand hygiene compliance through feedback intervention

Observations

Every month at least 100 observations are conducted in area hospitals’ ICUs to gauge physician compliance with proper hand hygiene.

Intervention

In the initial phase, interventions will be in the ICU and focused on physicians.

If physicians do not comply (wash with soap and water or use an alcohol-based hand sanitizer) either before or after a patient encounter, the nurses and MD champions in the ICU will give them a **Come Clean** initiative reminder card – a simple quick note to clean their hands.

Come Clean messages will also be reinforced at physician meetings, where doctors will receive feedback on our progress.

If hand hygiene compliance does not improve, further interventions will be implemented.

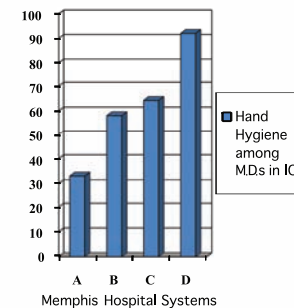
What is Appropriate Hand Hygiene Compliance?

Hospital patients are often colonized with resistant organisms such as MRSA and VRE. Health care workers’ hands are the most common cause of transmission of these organisms among patients.

KEY POINTS

- Correct hand hygiene includes washing hands with soap and water or using alcohol-based hand sanitizers (preferred).
- Hand hygiene procedures should be performed before and after **any and all** direct patient contact – even when gloves are used.
- Direct patient contact includes: examination of patient, specimen collection, and all procedures.
- Hands should be cleaned before and after contact with the patient’s immediate environment or medical equipment.
- Hands hygiene practices should be performed before and after eating, sneezing, coughing, and using the restroom.

Aug-Oct 2008 ICU Hand Hygiene among Physicians



- Hospital systems in no order: Baptist, Methodist, St. Francis and MED
- Sample size: total observations 1325
- Hand Hygiene– City-wide Avg. 62%