GOJO

HAND HYGIENE TIMES

Your resource for the latest news in effective infection control program development and best practices.

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Electronic Compliance Monitoring: a Complement to Direct Observation

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Hand hygiene, while the cornerstone of infection prevention, can often be a tired topic and compliance with hand hygiene in healthcare facilities is a complex issue. Many healthcare facilities struggle with poor compliance rates,[1] or have a false sense of security with what are likely overly inflated compliance rates. While both are problematic, overly inflated compliance rates can hinder the already slow progress of improvement in hand hygiene in healthcare settings because HCW may not believe there is a problem that warrants attention.

Historically, direct observation of hand hygiene compliance has been considered the "gold standard" of hand hygiene measurement methods and involves a trained observer directly watching and recording hand hygiene opportunities and events. While direct observation can be beneficial for evaluating technique and timing of hand hygiene in the clinical workflow and providing immediate feedback, it can be a very resource-intensive activity and may be subject to issues such as observer bias, the Hawthorne Effect, concerns with patient privacy, and the ability to capture only a small percentage of total opportunities (less than 1%-3%).[2] In addition, methodology (e.g. type of observer, training, frequency), and results can vary considerably between facilities, which makes external benchmarking challenging. Direct observation should be used to leverage its qualitative strengths, but not be used as the primary quantitative measure of hand hygiene compliance.

There is hand hygiene monitoring technology that can augment direct observation and are likely to be a better quantitative measure of hand hygiene compliance. Electronic compliance monitoring systems are relatively new to the market, rapidly developing and improving, and are beginning to be adopted by healthcare facilities. There are two major categories of these systems, including: dedicated hand hygiene monitoring systems and real-time locating systems (RTLS) for tracking healthcare worker hand hygiene compliance down to the individual level. Dedicated hand hygiene monitoring systems, sometimes referred to as activity monitoring systems utilize motion sensors that detect room entries and exits, and sensors that are attached to soap and alcohol-based hand sanitizer dispensers to record hand hygiene events. If a healthcare worker enters the room and performs hand hygiene using either soap or sanitizer, this is considered a compliant event. If they exit the room without using either product, this is recorded as a non-complaint event. A numerator and denominator are collected in this fashion, providing an overall hand hygiene compliance rate for the unit, area, or facility. Compliance data for the group or community (e.g. unit) are recorded, but not at the individual HCW level.

The second type of technology which utilizes badge-based RTLS, allows hand hygiene compliance to be tracked at the individual and community level. Healthcare workers wear an electronic badge that can communicate wirelessly with dispensers and sensors located throughout the hospital. The badges worn by healthcare workers relay information to either hard-wired or wireless sensors. Data can be communicated to a central server for real-time analysis of compliance rates. This type of technology is often be integrated into a facility's existing RTLS infrastructure. RTLS may already be used in a facility for asset tracking, temperature monitoring for medication refrigerators, or locating healthcare workers.

Electronic compliance monitoring is a relatively new method available to healthcare organizations to measure their hand hygiene compliance. Because these systems are functioning 24 hours a day, 7 days a week, they are capturing a far greater number of hand hygiene opportunities in an unbiased manner. This technology can help change the way we measure hand hygiene compliance, provide more robust, real-time, actionable data, and serve as a complement to direct observation.

THAT'S a FACT!

"A study at Rhode Island Hospital observed staff on 161,526 occasions to monitor how often they cleaned their hands (ie, hand hygiene) between July 2008 to December 2012 and found that hand hygiene compliance improved from 60 percent to 89 percent. In the publication, the investigators also outlined the infection control and prevention program utilized at Rhode Island Hospital that significantly improved hand hygiene compliance among doctors, nurses and support staff."

http://medicalxpress.com/news/2013-10-impact-hygiene-compliance.html#inlRlv Journal reference: Infection Control and Hospital Epidemiology

Product Feature

ELECTRONIC COMPLIANCE MONITORING FROM THE HAND HYGIENE LEADER

Electronic compliance monitoring is revolutionizing the way hospitals measure hand hygiene compliance. It utilizes technology as the perfect complement to the audit and observation method. With GOJO® SMARTLINK™ Hand Hygiene Solutions, sensors are placed inside our product dispensers to provide discrete and accurate measurement of all hand hygiene opportunities against actual hand hygiene activities.

Choose from Two Innovative Options

With GOJO SMARTLINK Hand Hygiene Solutions, you can choose from two options to ensure your program is a success. Each system is flexible, upgradable and can evolve easily to meet the needs of your facility.

GOJO SMARTLINK Activity Monitoring System

- Enables monitoring at the community level
- Seamlessly converts real-time hand hygiene opportunity and activity data into actionable, usable information
- Provides continuous feedback to the healthcare team
- Can be customized to monitor a specific floor, unit or room

GOJO SMARTLINK and RTLS Technology

- Enables badge-based monitoring at the individual level
- Features GOJO SMARTLINK Hand Hygiene Technology
- Utilizes RTLS (Real-Time Locating System) technology provided by third-party partners to read employee badges
- GOJO provides PURELL® and PROVON® products, dispensers and education as part of this solution

GOJO SMARTLINK Clinician-Based Support

An important part of our solution is to make sure your infection prevention team has the tools and support it needs to build and sustain improvement. That's why we offer GOJO SMARTLINK Clinician-Based Support.

The SMARTLINK Clinical-Based Support (CBS) program provides on-site clinical specialists to help engage and energize frontline caregivers. The team's range of services includes staff training and small-group support, observational studies to assist with root cause analysis and weekly status calls with clinical leaders.

Through innovation and human touch, SMARTLINK Hand Hygiene Solutions was proven well adept at boosting compliance rates, thereby helping drive down healthcare costs and reducing the risk of HAI in the hospital setting.

To learn more about new SMARTLINK Hand Hygiene Solutions from GOJO, visit www.GOJO.com/SMARTLINK or contact your local GOJO representative today!

References from **Electronic Compliance Monitoring: a Complement to Direct Observation**

1. The Joint Commission. Measuring hand hygiene adherence: overcoming the challenges. 2009. Available from: http://www.jointcommission.org/assets/1/18/hh_monograph.pdf. Accessed May 14, 2014.
2. Boyce, JM. Measuring healthcare worker hand hygiene activity: current practices and emerging technologies. Infect Control Hosp Epidemiol. 2011;32:1016-1028.

A Look Ahead

next month's issue

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