GOJO

HAND HYGIENE TIMES

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

Issue 3 Volume 6

Electronic Compliance Monitoring and Direct Observation – *working together to improve hand hygiene behavior*

For over a decade, hospitals have been measuring hand hygiene compliance among healthcare workers (HCW). Healthcare organizations seeking accreditation in Canada have had to evaluate hand hygiene compliance since 2009.[1] According to the Canadian Patient Safety Institute hand hygiene remains the primary means to reduce HAIs and prevent the spread of antimicrobial resistant organisms.[2] Most facilities track HCW hand hygiene compliance using direct observation (DO), where a trained observer directly watches and records hand hygiene opportunities and events. However, in the last several years, Electronic Compliance Monitoring (ECM) systems have entered the market and are a more accurate measure of the true picture of hand hygiene compliance across all shifts. There are two major types of ECM systems. The first is a dedicated hand hygiene monitoring system, sometimes referred to as an activity monitoring system, that utilizes heat sensors to detect room entry and exit, and sensors attached to soap and alcohol-based hand rub dispensers to detect hand hygiene events, providing an aggregate compliance rate. The second type of technology utilizes badge-based Real Time Location Systems (RTLS) where HCWs wear an electronic badge that can communicate wirelessly with dispensers and sensors. This type of system provides compliance data at the individual or aggregate level.

While ECM systems are best suited for measuring the quantity of hand hygiene opportunities and events, DO is the only method that can currently evaluate the quality of hand hygiene; and, if the observer is trained to do so, he or she can provide on-the-spot education. Therefore, ECM and DO are well-suited to complement one another. ECM systems can also assist with informing the Infection Preventionist (IP) where educational efforts should be targeted, such as areas with low compliance as measured by ECM. This can allow the IP to use precision for determining where to concentrate efforts and not waste unnecessary time.

Many IPs still utilize a paper and pencil approach for conducting DO, which can be inefficient and add unnecessary steps to the process of data collection. There are mobile device applications available that allow the observer to choose between observing hand hygiene upon room entry and exit, or the Canadian 4 moments for hand hygiene. The observer can select the HCW by job title as well as the unit where the observations are taking place. Data can be uploaded to a computer for further analysis, usually into Microsoft Excel or a secured website. Some of these systems allow for monitoring of additional behaviors outside of hand hygiene compliance, such as adherence to transmission-based precautions.

Ideally, ECM and DO observations would not exist separately; that is, they would be uploaded into the same database for side-by-side analysis. Both ECM and DO are useful tools for the IP to determine the true picture of hand hygiene compliance in a healthcare facility. Examining data from a quantitative as well as a qualitative perspective can provide more robust, actionable data. Mobile device applications can help streamline the DO process and save valuable time. While no system can "do it all," systems that work together can provide a more complete picture of hand hygiene behaviors within a healthcare facility.

1. Public Health Agency of Canada. Hand hygiene Practices in healthcare settings. Available from PHAC web site: http://publications.gc.ca/collections/collection_2012/aspc-phac/HP40-74-2012-eng.pdf. Accessed September 22, 2015.
2. Canadian Patient Safety Institute. The need for better hand hygiene compliance. Available from CPSI web site: http://www.patientsafetyinstitute.ca/en/About/Programs/HH/Documents/Fact%20Sheets/Fact%20Sheet%201%20The%20Need%20for%20Better%20Hand%20Hygiene.pdf. Accessed September 22, 2015.

THAT'S a FACT!

Hand hygiene event rates were approximately 300% higher in hallways within eyesight of an auditor compared with when no auditor was visible.

Srigley JA, Furness CD, Baker GR, Gardam M. Quantification of the Hawthorne Effect in hand hygiene compliance monitoring using an electronic monitoring system: a retrospective cohort study. BMJ Qual Saf 2014.

Product Feature

NEW GOJO® SMARTLINK™ OBSERVATION SYSTEM

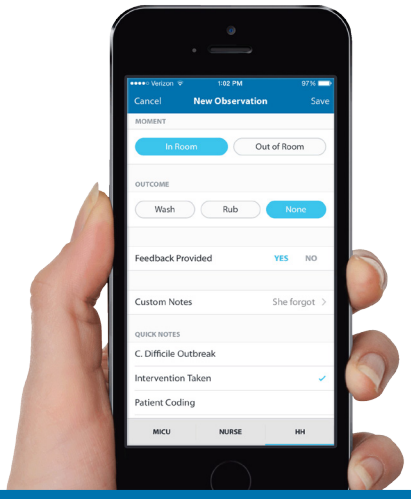
GOJO® SMARTLINK™ Observation (OBV) System is a mobile application that connects to GOJO SMARTLINK web-based software and allows for the electronic collection and collation of hand hygiene and personal protective equipment (PPE) compliance metrics.

With the OBV system, observers collect hand hygiene and PPE observations using either a smartphone or tablet. The data is then automatically collated and sent to the GOJO SMARTLINK software for real-time reporting and feedback.

This system, which is available for iPhone, iPad and Android devices, can be customized for specific hand hygiene protocols, including in/out compliance, the Five Moments for Hand Hygiene and the Canadian Four Moments of Hand Hygiene.

With the OBV system, infection preventionists can easily analyze and utilize hand hygiene and PPE compliance observation data. This system increases the standardization of data and provides more accurate and detailed reporting. It can also save IPs hours of desk work by eliminating the need to transcribe data and create reports.

The app can be downloaded from the Apple iTunes and Google Play stores. Search "GOJO" and choose the GOJO® SMARTLINK™ Observation System. Infection preventionists can try the app by accessing the Demo Mode on the login screen or start a free trial today by emailing SMARTLINK@GOJO.COM.



Try it for 90 days FREE or get a 50% discount for the first year when you sign up in 2015!

The OBV system is a perfect complement to GOJO® SMARTLINK™ Hand Hygiene Solutions.

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

Ask about our 30-day trial

GOJO SMARTLINK Activity Monitoring System

- **Enables monitoring at the community level** that seamlessly converts real-time hand hygiene opportunity and activity data into actionable, usable information by floor, unit or room.

GOJO SMARTLINK and Integrated Technology

- **Integrates with industry-leading Real-Time Locating Systems (RTLS),** as well as other hand hygiene monitoring technologies where the dispenser module communicates with electronic badges for role and person-specific reporting.

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.

TO LEARN MORE ABOUT GOJO SMARTLINK SOLUTIONS VISIT WWW.GOJO.COM/SMARTLINK TODAY!

Learn More

Stay informed on the latest news and expert information from GOJO by signing up for the Hand Hygiene Blog – www.GOJOCanada.ca/blog

Download the NEW APIC Guide to Hand Hygiene Programs for Infection Prevention. The purpose of this guide is to provide an overview of hand hygiene programs and their key components. – www.apic.org/Professional-Practice/Implementation-guides

www.GOJOCanada.ca/healthcare

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