Technology Enhanced Hand Hygiene and Increased Patient Satisfaction
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Background:
Hand hygiene compliance rates of healthcare workers continue to be covered in the media, notably in October 2013 when the Wall Street Journal and NBC Today Show featured hand hygiene, and when CDC distributed a video to be shown to patients. Hospital reimbursements are now influenced by patient satisfaction scores. Even though there is not a direct hand hygiene question on the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey, correlation can be inferred.

Methods:
In January 2011, the 3rd floor of this hospital installed Proventix System's RFID technology to assess caregiver movement and correlate it with their hand hygiene activity at existing sanitizer and soap dispensers. The system compels compliance through positive reinforcement with user-specific “thank you” messages and recognition of high compliers and unit-wide results. We also measured the “Always” response on a custom question on our Patient Insight survey tool: “How often did the patient care staff wash their hands or use an alcohol hand rub before providing patient care?”

Results:
At the end of one year, a 12.4% increase in “Always” to the survey question compelled leadership to install another medical-surgical unit on the 2nd floor in September 2012. The first unit increased hand hygiene compliance 160.6%, and healthcare-associated infections measured by an electronic HAI surrogate Nosocomial Infection Marker® (NIM-Carefusion) decreased 35%. The second unit has shown a 10.51% increase in “Always” response since installation along with 54% increase in dispensing, an 89% increase in hand hygiene compliance and a 22% decrease in NIMs. The 2013 savings in NIM for the combined units was $46,150 in direct cost, $31,954 loss and 52.4 days avoided.

Conclusion:
Hospital leaders leveraged the electronic messaging capabilities provided in this automated hand hygiene monitoring system to improve hand hygiene performance and positively affect patient perception of caregiver behavior. The survey tool measurement reflected the increased patient satisfaction and the increased hand hygiene compliance reduced costs associated with infections.

Nothing to Disclose