Hygiene Observer
- important for patient safety

- a case study to increase the number of units performing measurements of adherence to Standard Precautions in Region Jönköping County.

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2018-02-28

Background

- Healthcare associated infections (HAI) are one of the greatest threats to patient safety worldwide.
- Most common injury caused by care, about 35 percent of all injuries in Swedish Health Care.
- BUT 20-30% can be prevented! or more…
- Hand hygiene is the most important component in the prevention efforts
Standard Precautions

Clothing:
• Short sleeves
• Long hair - put it up
• No watches, rings or bracelets

Hand hygiene:
• Hand disinfection before and after contact with patient
• Gloves when risking contact with body fluids
• Apron when risking decontamination of clothing

Region of Jönköping County

• 500 Hygiene Observers in 200 units in Health Care
• Every month they observe and register measurement of adherence to Standard Precautions
• “must do” - obligated
The purpose of the improvement work

- **The global aim** was to reduce HAI and to improve patient safety.

- **The specific aim** was to increase the number of units measuring adherence to standard precautions.
Method of the Improvement work

- In March 2016. Celebrated 10 years
- Questionnaire as a baseline

**Result:** Requests for meetings with fewer participants
(Earlier hall meetings twice a year)

More about the method

- 17 meetings with 5-15 participants during October 2016 - March 2017.
- One PDSA per meeting
- The Improvement model according to Nolan.
- Questionnaire at the time of the meeting
- Pinboard, Who? Planned?, Going on? Finished?
The purpose of the study of the Improvement work

• To describe hygiene observers’ experiences about deficiencies in standard precautions
• Describe experiences about and the new meeting structure
• To distinguish factors that influence the extent to which measurements are made.

Method of the study

• Focus Group Interviews
• 3 interviews, 4-6 participants at each
• The interviews were transcribed
• Qualitative data analysis
Results Improvement work

Adherence to Standard Precautions in Health Care, Region of Jönköping County, March 2006 until June 2017

Andel mätande enheter BHK 2016-2017

- Medicinsk vård
- Kirurgisk vård
- Pflegediagnostik och rehabilitering
- Primärvård, vårhus tot
- Medicinsk diagnos
- Hälsovård & Sjukvård
- Måklära

Övre styrgräns=8,8
Medel=7,1

Number of HAI per 100 Care event, Somatic Care Region Jönköpings County.
The new approach was well received. The observers emphasized the importance of exchanging experiences with colleagues.
Analysis of Focus Groups interviews

Three themes:
1. Shortcomings
2. Measurements
3. Experiences of meetings

(1) Shortcomings

• **Knowledge** - insufficient knowledge of the spread of infections
• **Lack of adherence to standard precautions** - disinfection before patient care, overuse of gloves
• **Lack of reflection** to why the standard precautions should be followed.
• **Cleaning** - Frequency and quality. Unclear and uncertainty about responsibility, who cleans what?
• **Environmental conditions** - lack of single rooms, position of hand disinfection
• **Management support** - many things to be prioritized, observers have to enforce improvement work by themselves
(2) Measurements

Holdbacks for performed measurements:
• Lack of management support
• Low priority for the question among many other questions.
• Overall, demand for measurement results was low.
• Lack of interest among staff
• Time shortage and high workload
• Working alone
• Forgetfulness
• Summer vacation

(3) Experiences from meetings

Positive
• More clinic-specific discussions. More people spoke and dared to talk.
• Valuable to meet other observers and exchange experiences.
• The discussions were relevant and the observers stated a sense of contributing with something.
• Several observers declared that the meetings with fewer participants felt much better. They felt understood and more interested.

Negative
• Several participants wanted lectures for educational purposes and the validation film previously shown.
• There was a request for both hall gatherings and meetings with fewer participants.
Conclusions from the Improvement work

- The result of the improvement work shows a positive development of the number of measuring units.
- Slight decline in the number of HAI in summer and autumn of 2017.

Summary of the study

Results from the study of the improvement work:
- Hygiene observers perceived that the new meeting structure gave experience exchange and productive discussions with colleagues.
- Shows lack of management support and inadequate knowledge among staff about how infections spread.
- Hand disinfection before patient care and overuse of gloves needs improvement.
Conclusions

• **Management support** - crucial for achieving sustainable and long-term work with infection control
• **Infection Control Nurses** has an important role. In order not to forget about the hygienic issues, continuous work is required
• The work done by **Hygiene Observers** and the fact that measurements are carried out is important in reducing the number of HAI’s, reducing costs and the patient's suffering.
• The Improvement work provides a good **baseline** for future improvement work.

New design of the meetings

**November 2017**

• First one session all together
• Split the participants in two groups, in staff working with indoor and outdoor patients
• Validation film is back!
• Try to add some new knowledge each time
• Evaluation in the end of the meeting