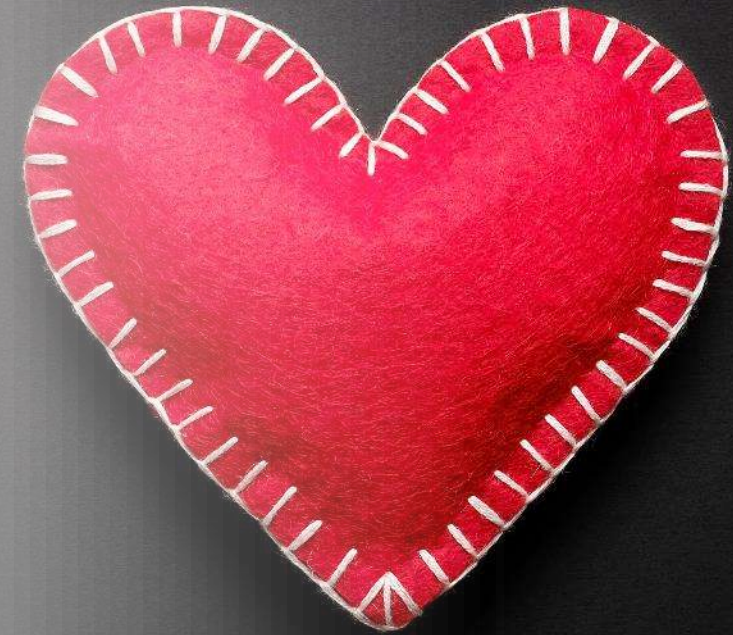


Heart of Change: Transitioning to Electronic Hand Hygiene Observations

Kyle Mataya RN, CIC, LTC-CIP, CRCST



A close-up photograph of a white brick wall. The bricks are arranged in a standard running bond pattern. The mortar is a light gray color, and the bricks themselves have a slightly textured, off-white appearance. The lighting is even, highlighting the texture of the bricks and the recessed mortar lines.

"We have always done it this way".



Objectives

By the end of this presentation, you will be able to:

- Define change management
- Provide an overview of the Heart of Change Model
 - Case study: Increasing hand hygiene 1100%



What is change management?

- “Preparing, supporting, and guiding individuals, teams, and organizations through organizational change”(AHRQ, 2019).
- Change is difficult but necessary

Heart of Change Model

- “Heart” – belief system



Defrost Stage

1. Create Urgency



Defrost Stage

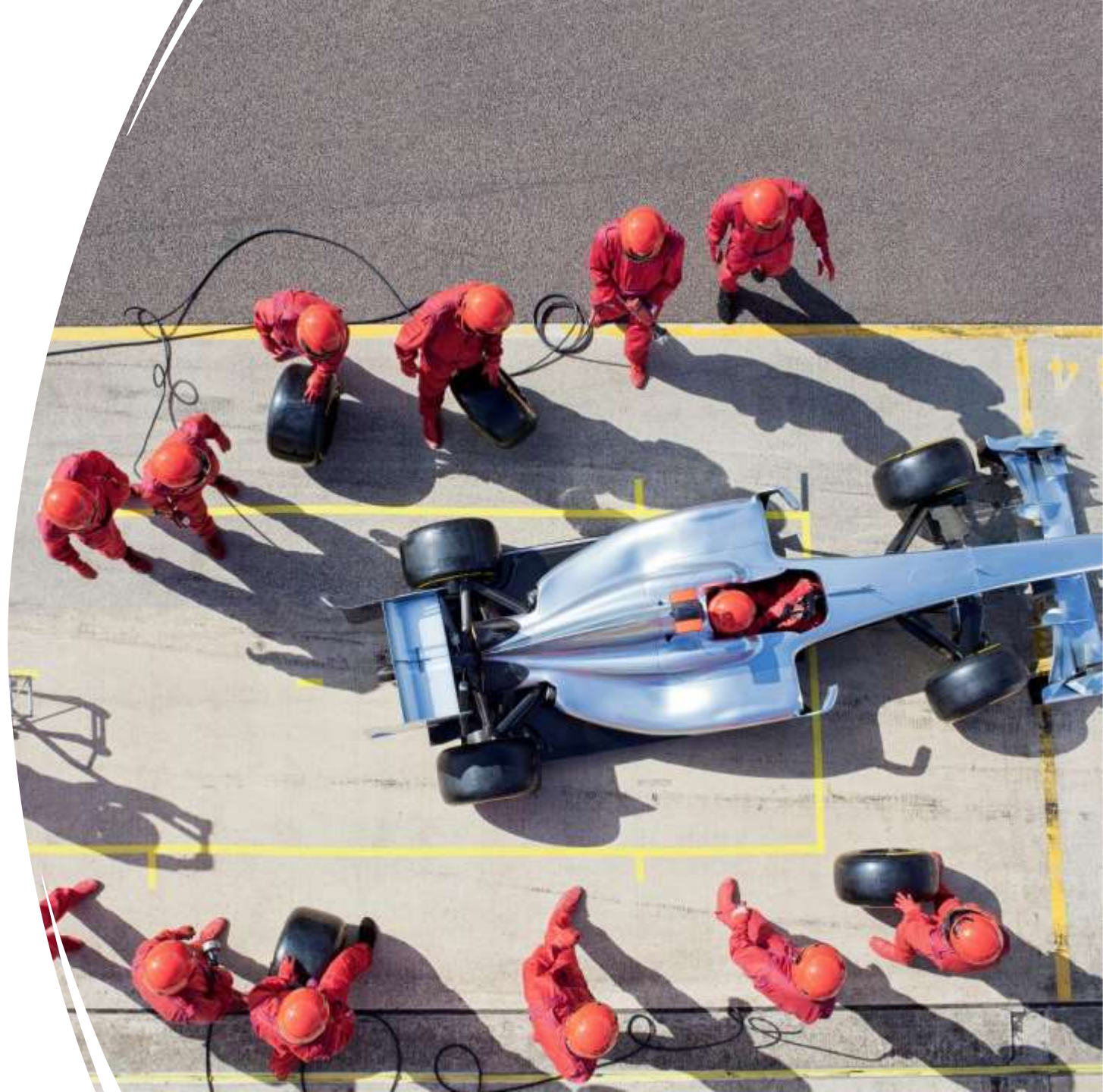
1. Create Urgency

- Opportunity for improvement in HH observations



Defrost Stage

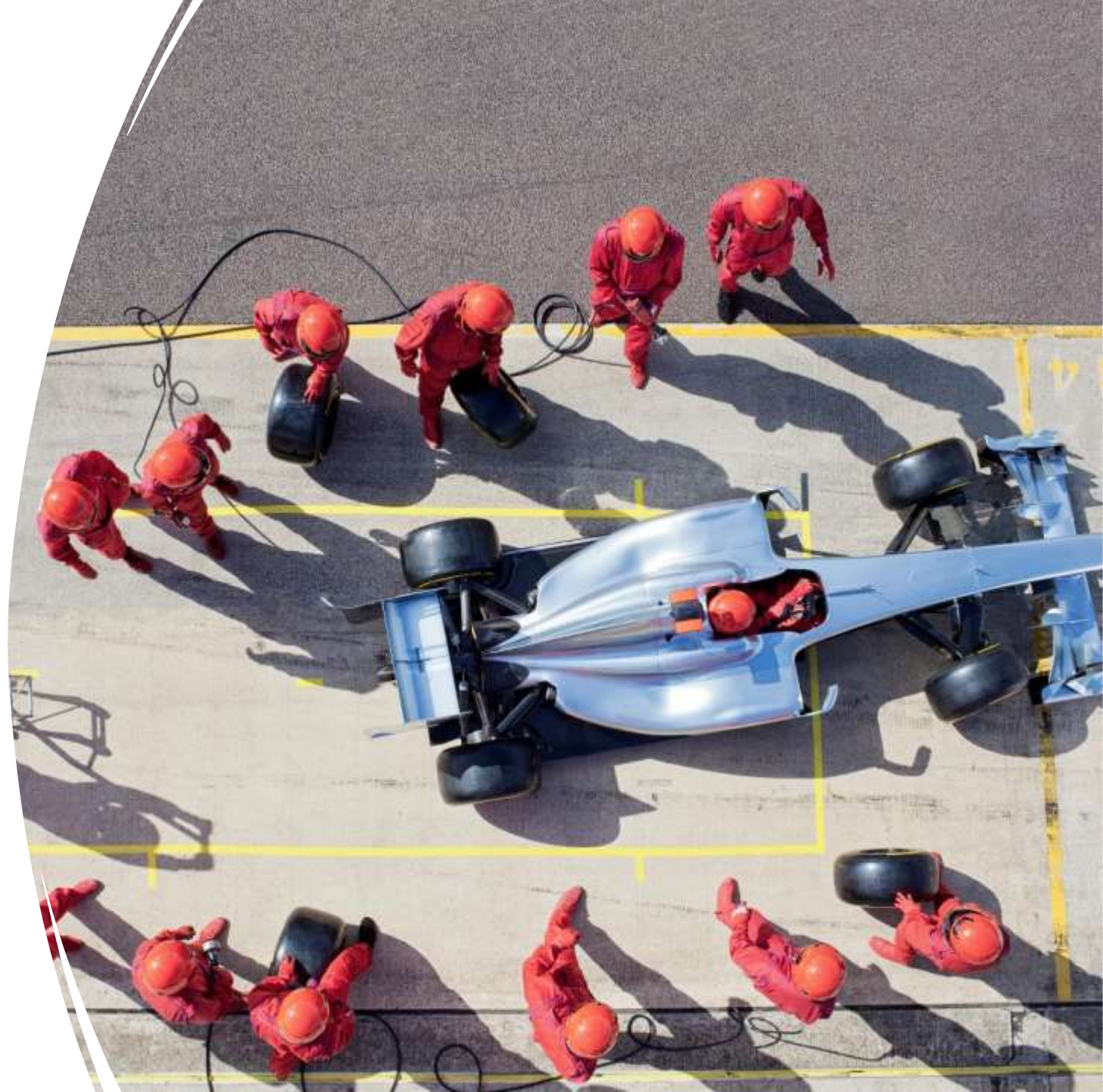
2. Build a guiding team



Defrost Stage

2. Build a guiding team

- Recruited Nursing directors, unit leaders, IT, Performance improvement, front line staff



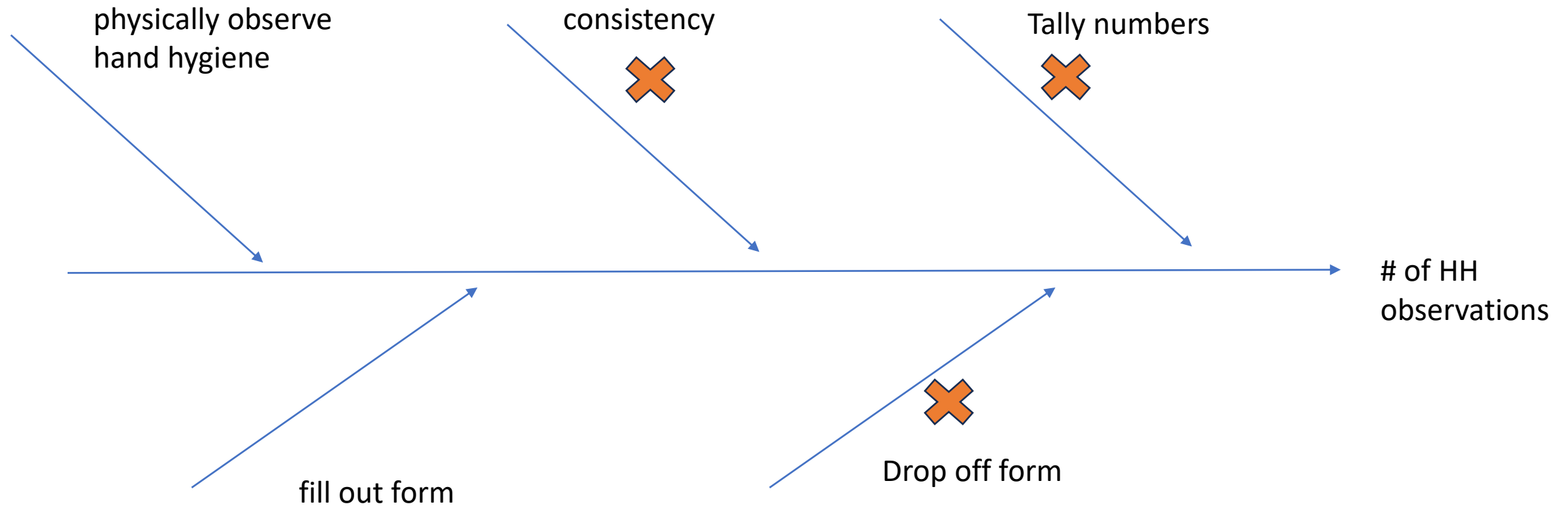
Defrost Stage

3. Develop the vision and strategy



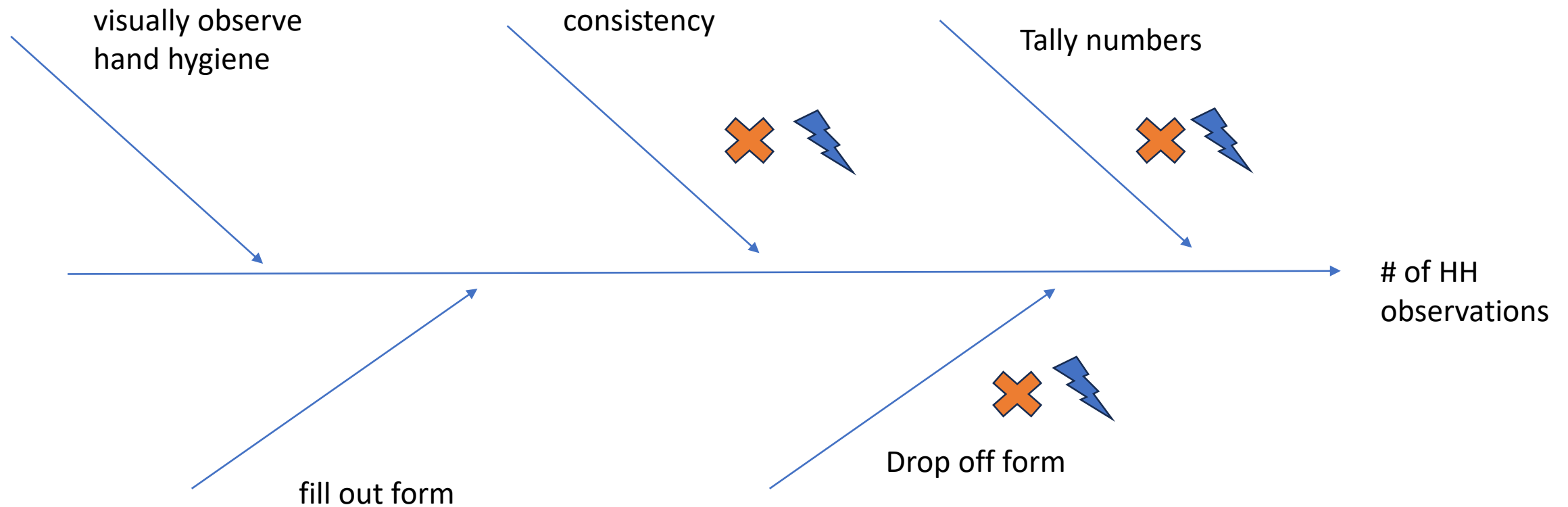
Defrost Stage

3. Develop the vision and strategy



Defrost Stage

3. Develop the vision and strategy



Defrost Stage

4. Communicate for buy-in -
HEART



Defrost Stage

4. Communicate for buy-in "HEART"

- Talk to front line staff, test beta
- Faster, time and energy saving



Introduce stage

5. Empower action –
remove barriers



Introduce stage

5. Empower action

- User friendly, accessible, educated



Introduce stage

6. Produce short term wins



Introduce stage

6. Produce short term wins

- Daily verbal recognition



Introduce stage

7. Don't let up – keep on top of the process



Introduce stage

7. Don't let up – keep on top of the process

- Monthly feedback and rounding on status



Grounding stage

8. Ground into the culture



Grounding stage

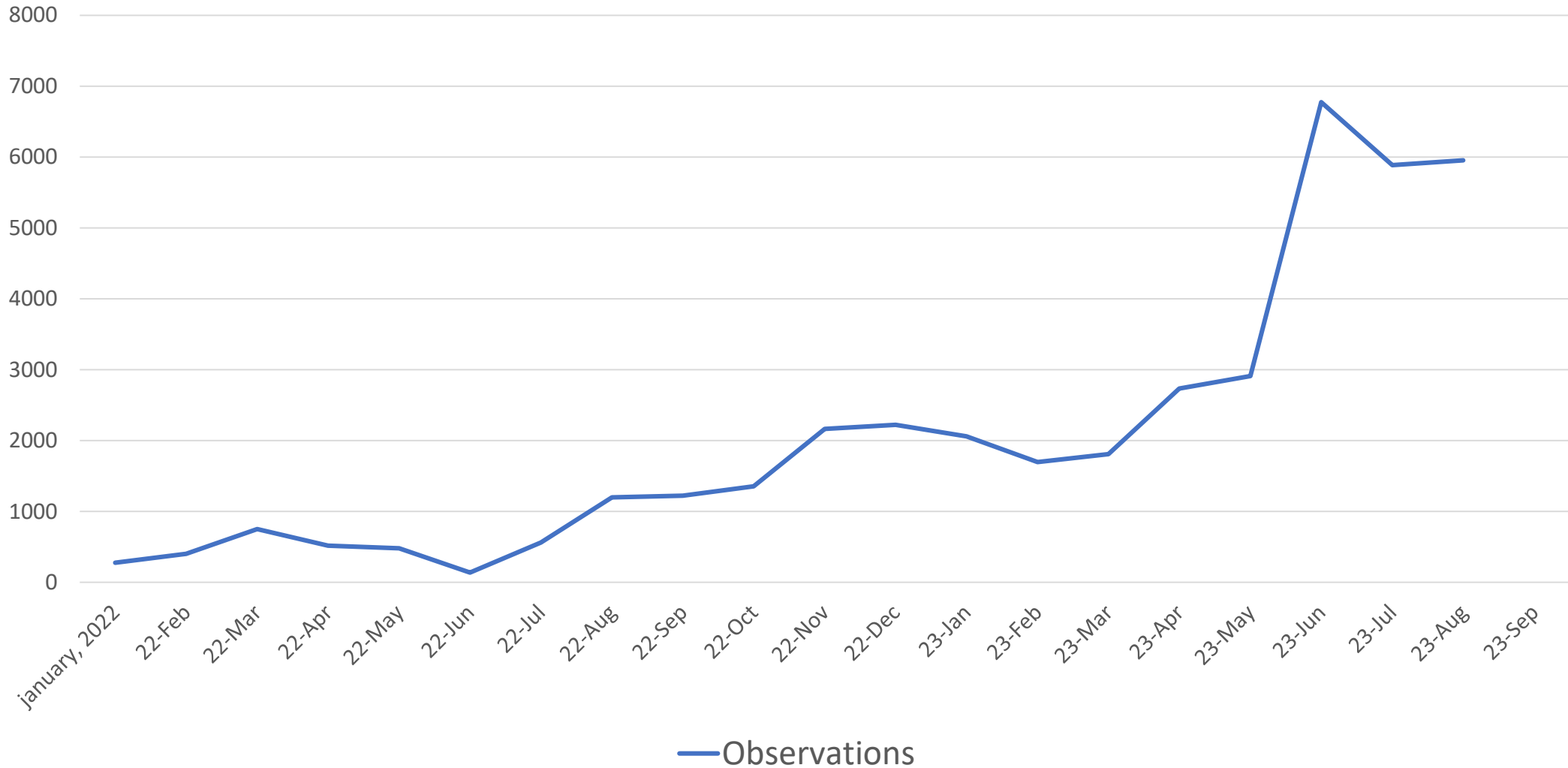
8. Ground into the culture

- Culture of patient safety



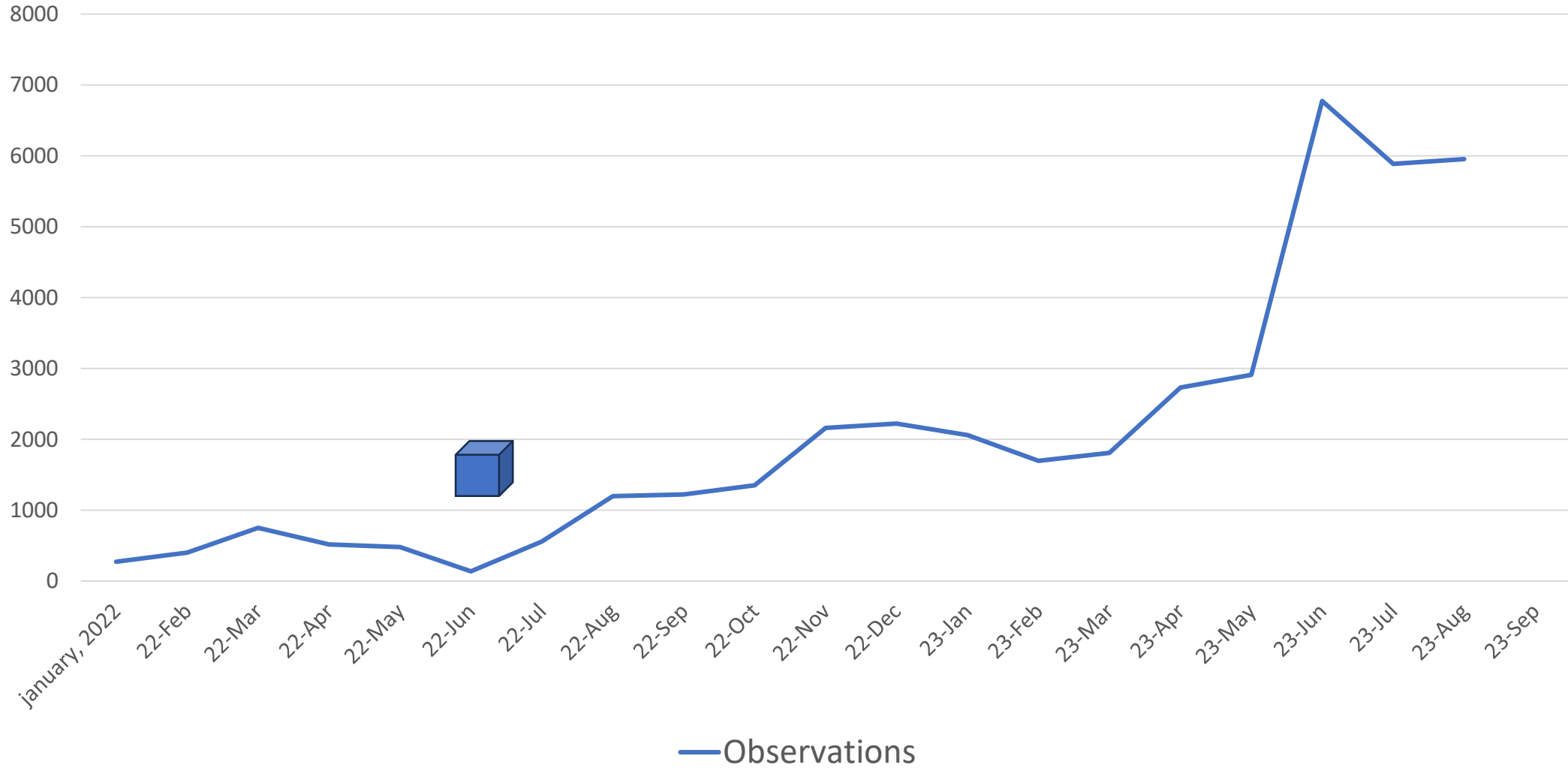
Results

Hand Hygiene observations



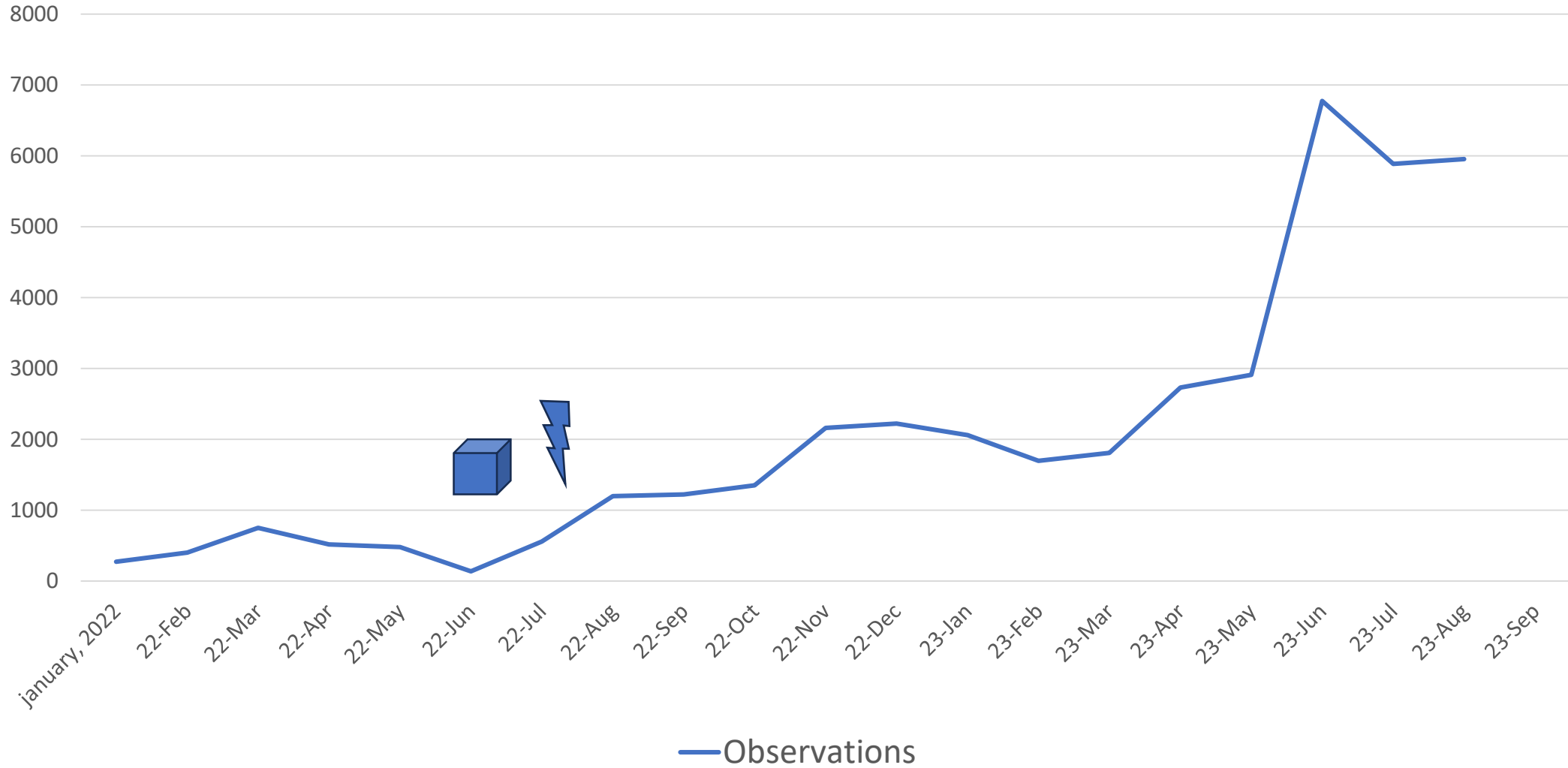
Results

Hand Hygiene observations



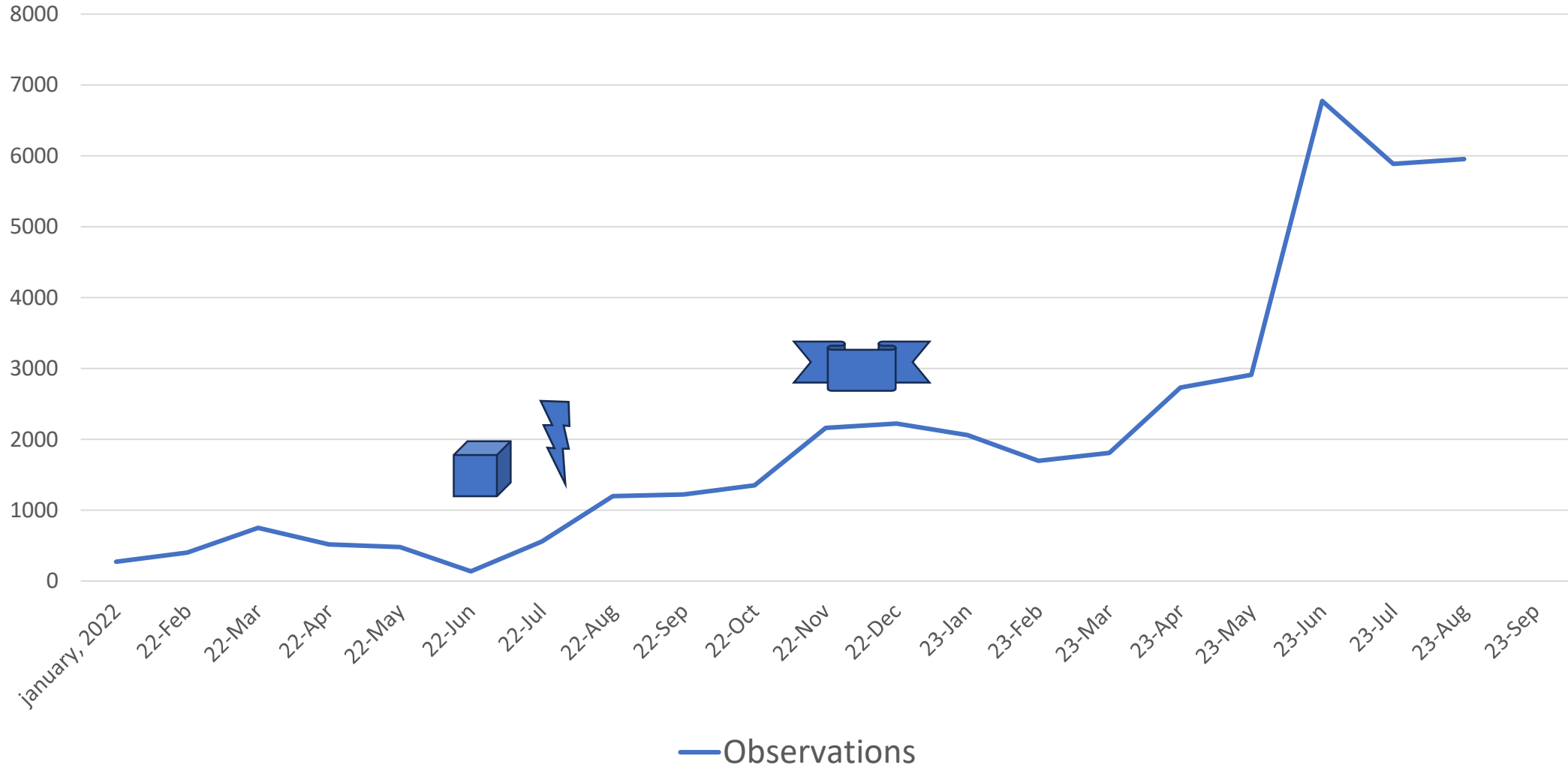
Results

Hand Hygiene observations



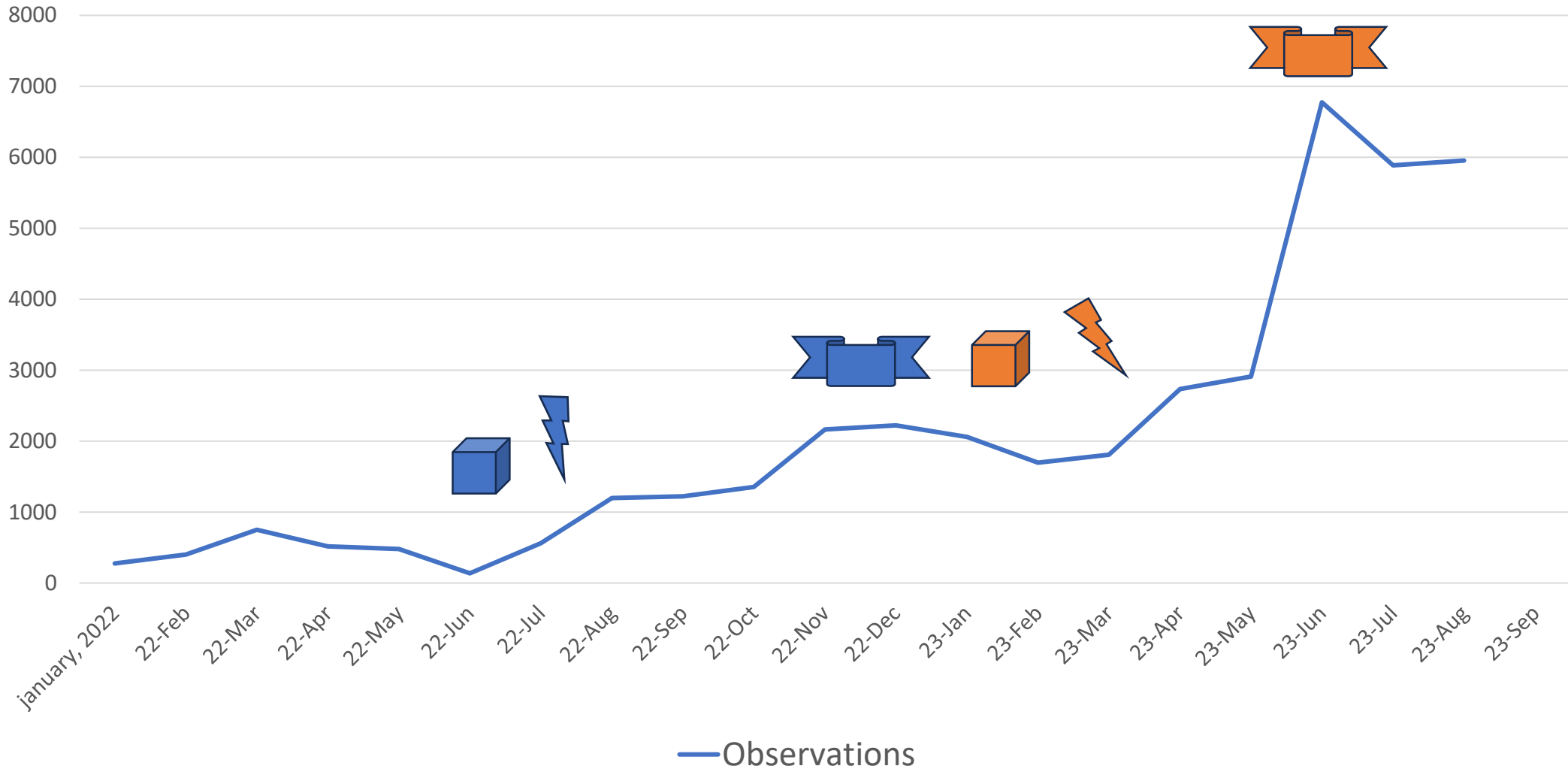
Results

Hand Hygiene observations



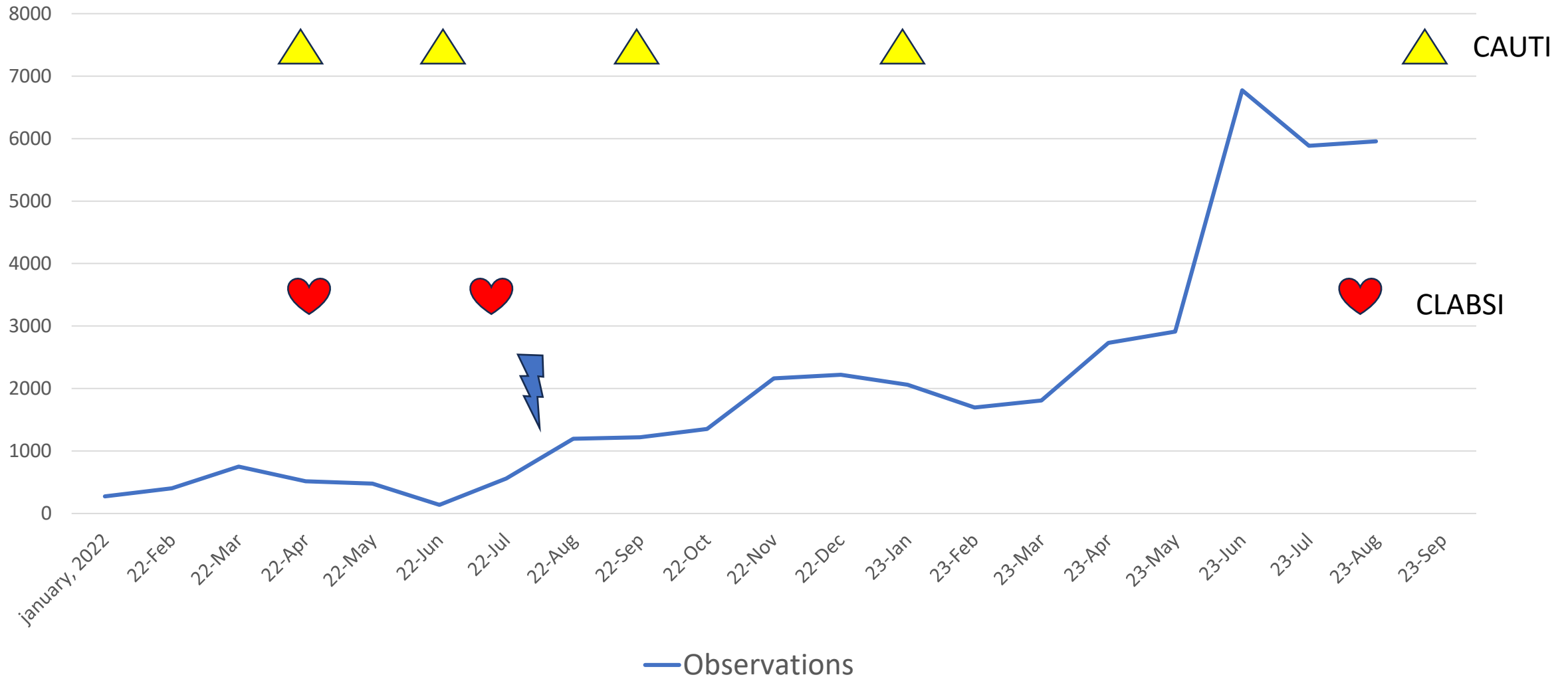
Results

Hand Hygiene observations



Results

Hand Hygiene observations



Results - financial

THE DIRECT MEDICAL COSTS OF Healthcare-Associated Infections in U.S. Hospitals and the Benefits of Prevention

Author – R. Douglas Scott II, *Economist*

Division of Healthcare Quality Promotion
National Center for Preparedness, Detection,
and Control of Infectious Diseases

Coordinating Center for Infectious Diseases

Centers for Disease Control and Prevention

March 2009

Min savings = \$9,174.4

Max savings = \$36,702.4

References

- Agency for Healthcare Research and Quality. (2019). Healthcare Solutions. Oxford University Press.
- Scott II, R. Douglas. (2008). The Direct Medical costs of Healthcare-Associated Infections in U.S. Hospitals and the Benefits of Prevention. *American Journal of Infection Control*, 36(5), S1-S2. doi: 10.1016/j.ajic.2008.03.005

THANK YOU!