

Children's Hospital Colorado Patient Safety Story

Project Description:

- For several years at Children's Hospital Colorado, we have struggled to achieve reliable hand hygiene (HH) compliance greater than 90 percent. In an effort to rapidly improve HH, we launched a fun, hospital-wide HH challenge called "Germ Crusher" over a four-week period in the summer of 2015. In this challenge, twelve departmental teams competed to achieve the best hand hygiene compliance. Audits were collected by approximately 70 auditors who completed a new auditor training and validation process prior to the challenge, in addition to thousands of ambulatory audits completed by families. Along with increased auditing and reporting of data, we also encouraged staff and providers to submit safety stories related to HH, and each team had executive-level captains who were encouraged to promote and actively improve compliance.

Target Audience:

- All staff/providers at Children's Colorado (including all network locations)—although more specifically focused on staff that provide patient care.
- Also engaged patients/families by:
 - Seacrest Studios (our broadcasting studio that streams live to inpatient rooms) HH games: two games were played in the studio and on the units related to HH. One game was an autograph card that patients received (see copy attached) where patients can get a prize if they get 5 autographs from care providers who wash his/her hands upon entering their room. The second game is a race to remove germ stickers from a poster board in the Seacrest studio (also attached).
 - A new HH auditing process in the outpatient clinics where patients/families audited our staff/providers' compliance to HH.

Goals for Germ Crusher:

- Increase the awareness of hand hygiene throughout the organization and the engagement of staff in promoting a culture where HH compliance is expected.
 - Outcome: the significant increase in audits (compared to baseline) and the high volume of HH safety stories received demonstrated the high-level of involvement of all levels of staff/providers.
- Reach 90 compliance to HH.
 - Outcome: the month prior to the challenge, our HH compliance was 80 percent; by the final week of the challenge, we were at 92 percent compliance.

HH Compliance Prior to Germ Crusher:

- Baseline = 80 percent
- Number of audits = Average of approximately 1,000 direct observation audits per week through the organization (including main campus and network locations)

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HH Compliance throughout Germ Crusher:

- Week 1 of challenge = 87 percent
- Week 4 (final week) of challenge = 92 percent
- Number of audits:
 - Over the 4 weeks, 4,798 direct observation audits were collected
 - Also received 2,703 audits from patients/families in our outpatient clinics through a new process that was rolled-out during Germ Crusher to engage patients/families in auditing staff compliance to HH in exam rooms

Awareness and engagement throughout Germ Crusher:

- Teams submitted stories each week for extra points throughout the contest
 - 194 stories were collected over the 4 week period
 - Stories highlighting family involvement, issues with hand hygiene dispensers and how they were resolved, staff and patients speaking up when they saw someone that did not wash their hands
 - Staff were so engaged in the contest and went above and beyond by submitting four fun videos to share with everyone

Pearls of Wisdom

- ❖ *Have a validated HH measurement system.* Prior to Germ Crusher, we did not have a consistent process for training and validating how our auditors collected data, which may have led to inconsistent data collection and mistrust in our data.
- ❖ *Make HH a habit.* Although most staff and providers agree that HH is important, performing it consistently is not always a habit; through this challenge, we promoted the importance of HH on a *daily* basis and removed barriers to HH, which may have improved staff habits around HH.
- ❖ *Encourage leadership accountability to HH.* By assigning executive leaders as captains of each team, we had greater engagement of staff and leadership, compared to other hospital-wide challenges that we held in the past.
- ❖ *Leverage partnership with Marketing.* Demonstrating deference to expertise in our partnership with the Marketing Department resulted in a more creative and engaging way to gamify HH than we would have created on our own. This was a successful example of nonclinical departments aligning with a common goal: patient safety.