

Hand Hygiene In & Out:

Compliance and sustainability are possible

Roxana Trejo-González, MPH, MD, Reyna Elizabeth Yacamán-Handal, MD, Imelda Chavira-Mejía, MPH, RN, Lucio Antonio Hernández-González, MBA, BSCS, Susana Olvera-Tapia, MHA, RN, María Magdalena Díaz-Sánchez, RN, Graciela Manjarrez-Zavaleta, RN, Nora Patricia Sánchez-Díaz, RN, Diana Palami-Antunez, MPH, MD.

Background

The American British Cowdray Medical Center I.A.P., also known as “ABC Medical Center”, is a highly specialized hospital and private assistance institution located in Mexico City. It has two facilities: Santa Fe and Observatorio, with 120 and 121 licensed beds each.

This medical center has obtained a series of 4 accreditations from the Joint Commission International (JCI) simultaneously for both facilities. It is also accredited by the American College of Pathologist (ACP), as well as by the General Health Council (CSG).

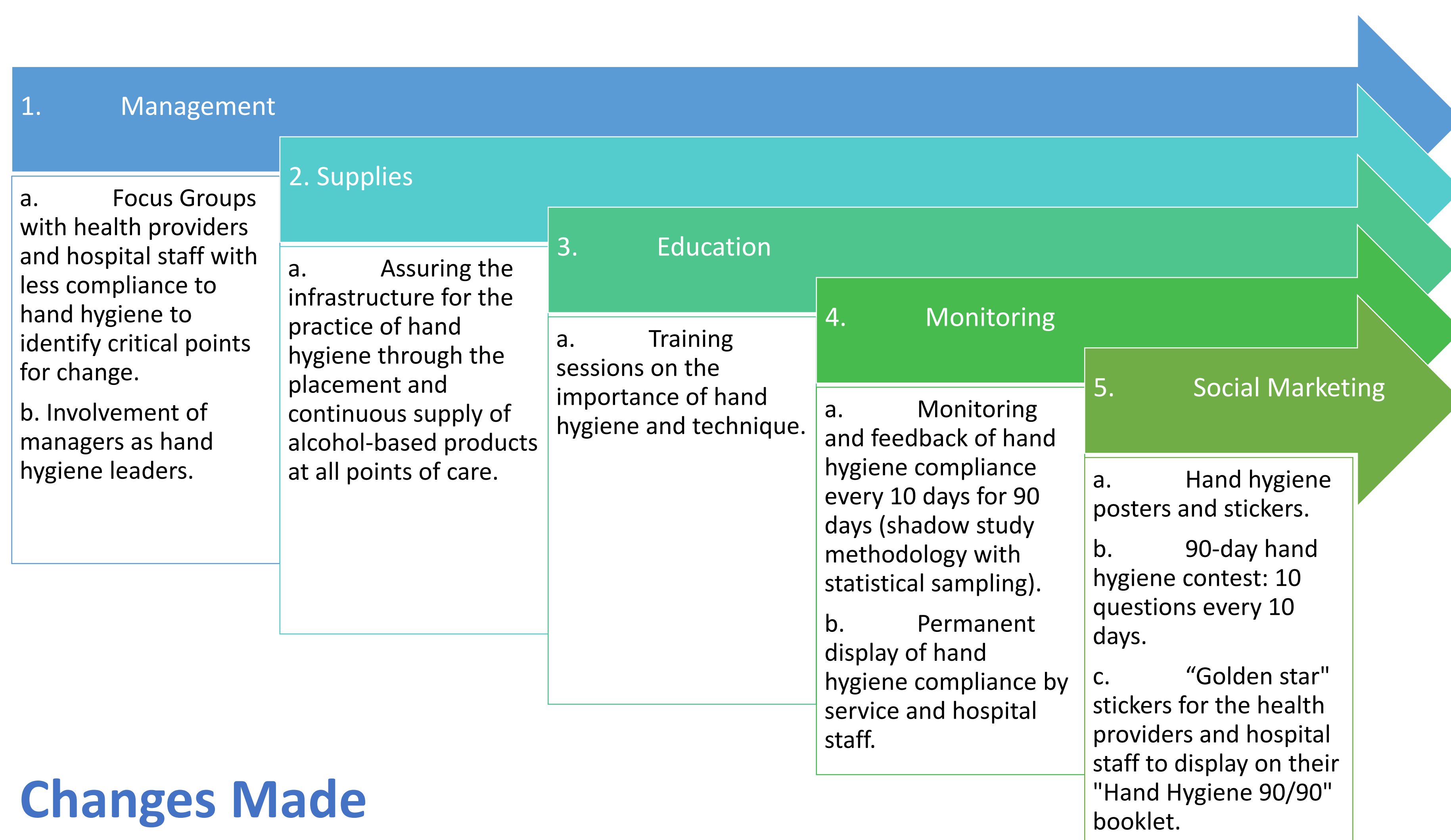
The ABC Medical Center implemented hand hygiene policies since around 2009, when Mexico committed to patient security. However, hand hygiene compliance remained low.

Project Aim

The objective of the "Hand Hygiene 90/90" program was to increase hand hygiene compliance through an integral strategy including a multidisciplinary team with leaders from different areas (nursing, physicians, human resources, quality, and educators). It was named “90/90” since it aimed to accomplish a 90% hand hygiene compliance among all health providers and hospital staff in 90 days (October 1st-December 29th) upon entering and exiting patient rooms (In & Out).

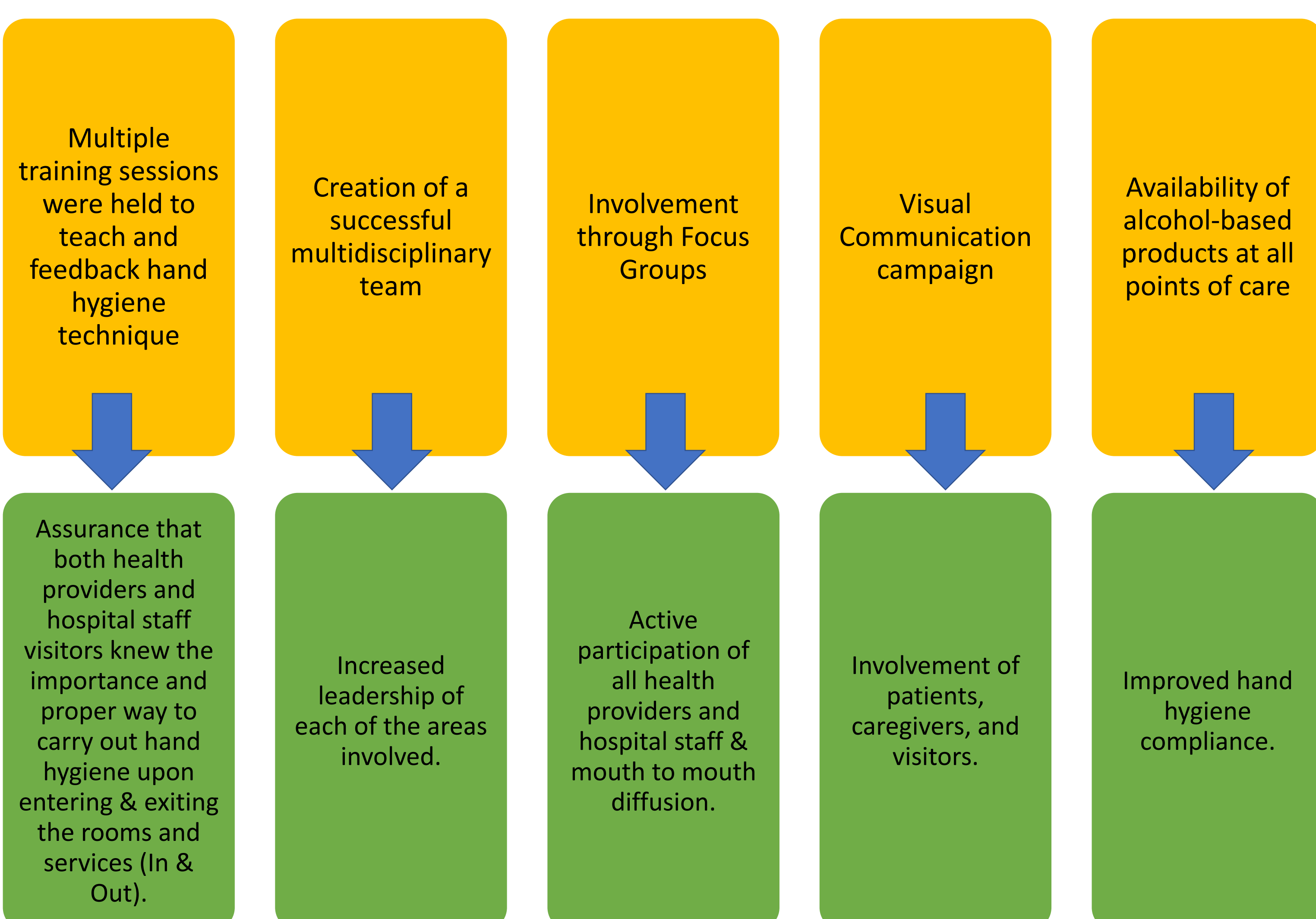
Project Design / Strategy

The "Hand Hygiene 90/90" program led by the Epidemiology area consisted of 5 Specific Components hereby:

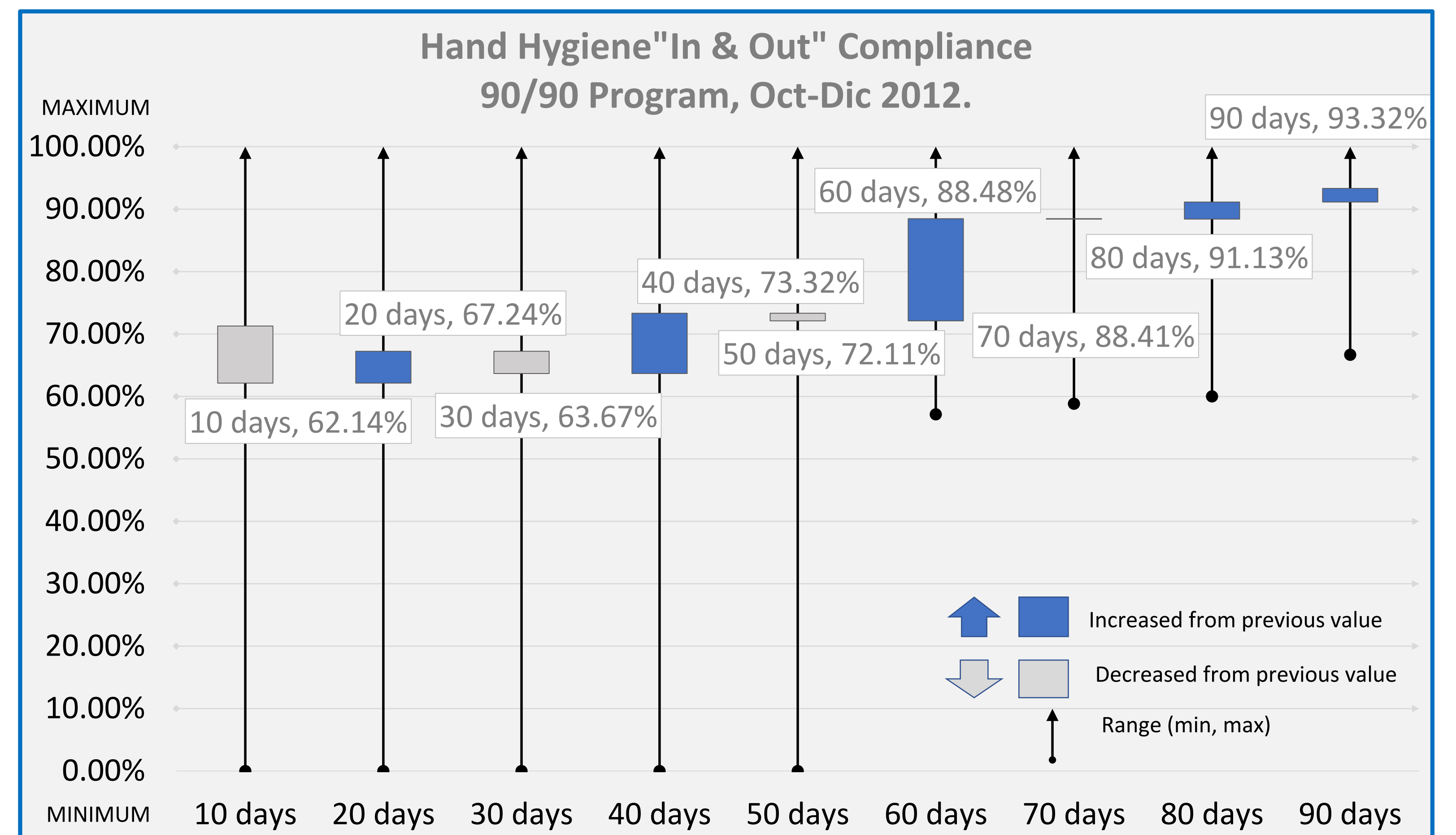


Changes Made

For a period of 90 days, several permanent actions were implemented with positive impact towards the expected outcome:

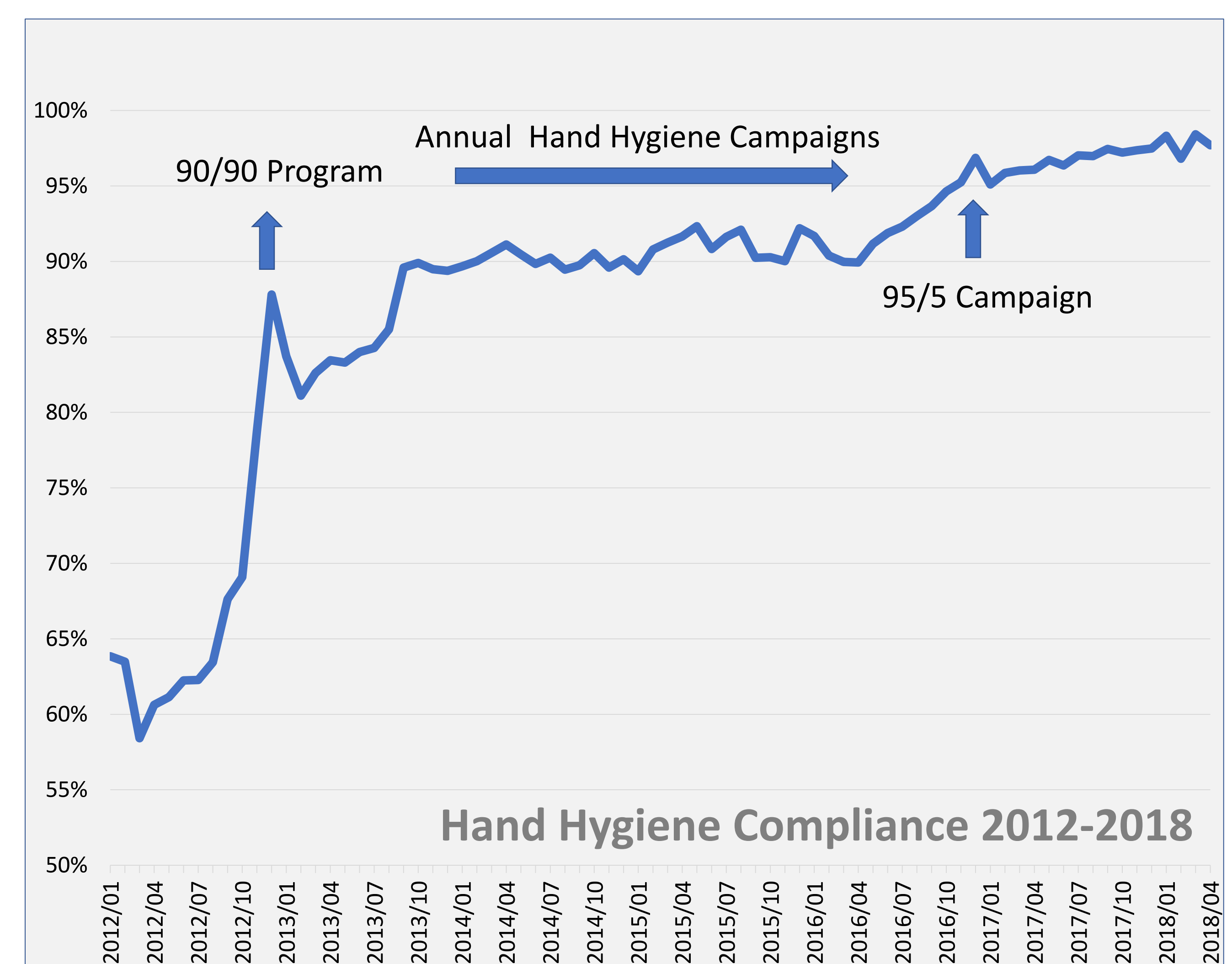


Outcomes



The starting point at the ABC Medical Center upon launching the program was 70% compliance. With the "Hand Hygiene 90/90" program the first steady change was observed as of the end of November 2012 (6th measurement point) where an 88% compliance was achieved, there being no service where compliance was below 50% from this point on. The highest compliance was achieved among health providers (doctors and nurses), followed by administrative staff. At the end of December 2012, 91% compliance was achieved by all health providers and hospital staff. Sustainability has been possible over the years through ongoing hand hygiene campaigns. In the 5 years following the implementation of the program hand hygiene compliance remained mostly below the 90% standard.

Hand Hygiene Campaigns



Next Steps

An intervention for continuous improvement and hand hygiene compliance in the 5 Moments of the WHO will be implemented throughout 2018, (in addition to the "In & Out" program). This intervention will also incorporate elements of the WHO Multimodal Strategy¹ to develop a comprehensive hand hygiene program together with new indicators. It is the intention of the ABC Medical Center, with the support and leadership of the Ministry of Health, to become a national and international benchmark in the implementation of patient safety programs that are not only successful, but also sustainable like this one.