Healthcare Organization Commitment

Contact Details

**Name**
Dra. Mary Cross Nancy Ortiz Pereira

**Phone**
4424516634

**Email**
marycross@imss.gob.mx

**Position**
Director

**Organization Name**
Hospital General Regional No. 1 IMSS Queretaro

**Organization Address**
Av. Zaragoza equina con Av. 5 de Febrero
Santiago de Queretaro, Queretaro 76030
MX

Commitment Details

**Commitment Name**
Reduce Nosocomial Infection, Evaluate mental state of hospitalized patients and Develop a research protocol derived from direct observations

**What Patient Safety Challenge does your Commitment address?**
Challenge 2 - Healthcare-associated Infections (HAIs)

**How Many Hospitals Will This Commitment Represent**
1
Commitment Summary
1. Reduce the infections associated with health care in HGR1 IMSS Querétaro
   Through the Hand Hygiene Strategy in 2017.
2. Assessment of the mental state of the hospitalized patients by the nursing staff in at least
   50% of the hospital discharges.
   Performing 1000 direct monthly observations
3. Implementation of a research protocol derived from direct observations to evaluate the
   behavior change of HGR1 health personnel

Commitment Description & Detail
Socialize the project to the staff of the medical and paramedical branch assigned to HGR1
IMSS Querétaro
Train 100% of the staff of the medical and paramedical branch assigned to HGR1 IMSS
Querétaro Implement the hand hygiene culture in 100% of the operational staff.
To assess the mental state of at least 50% of hospital discharges by the nursing staff.
Performing at least 1000 direct observations.
Conduct a research protocol derived from direct observations to evaluate the behavioral
change of health personnel.

Action Plan
Action Plan 1 Schedule briefings with operational staff during shift links. Post posters and
leaflets to make the project known. Ask the area heads to extend the project information.
Schedule educational sessions in order to indoctrinate the operative staff. Carry out hand
hygiene assessments using a checklist to check the impact of educational sessions. Take
direct observation of the 5 moments of hand hygiene and quantify them in the hospital
areas. In case it is necessary to restructure the educational sessions based on the results of
the evaluations and study of direct observation. Employ John Kotter’s Change Management
change 8. Anchor change to hospital culture). Sensitize operational staff through a
permanent hand hygiene campaign. Generate indicators of structure, process and result
that help us measure the impact and at the same time allow us to generate new
improvement strategies. Action Plan 2 Evaluation by the nursing staff of the mental state of
the patient, in at least 50% of hospital discharges, derived from the nursing process.
Nursing managers will determine and supervise such action. Action Plan 3 Performing at
least 1000 direct observations on a monthly basis. Action Plan 4 Conduct of a research
protocol derived from direct observations that determine whether or not there is a
behavioral change in the HGR1 IMSS Querétaro health personnel.