



Healthcare Organization Commitment

Contact Details

Name

William Wilson, MD

Phone

714-456-6844

Email

wcw@uci.edu

Position

Chief Medical Officer

Organization Name

UCI Health

Commitment Details

How many hospitals are represented in this commitment?

Last Report	Current
1	1

Action Plan

- Developed an electronic application in partnership with APIC, GoJo, HQI/HRET to track hand hygiene. This app allows UCI to provide real time feedback and data with unit specific compliance by job role, by the WHO 5 Moments, by discipline. It also enables us to feedback where our misses are with more specificity such as misses before gloving, after gloving, between a task, after contact with environment, poor technique, etc...
- Data is collected by name in our Operating Room areas. This is posted in their workrooms to provide full transparency, as well as shared at the physician committees and followed up by their leadership. For areas outside the OR, physician teams and program directors receive unit specific data delineated by Attending, Resident/Fellow, and Medical Students with an

expectation for each lead to provide follow up and improvement. • Implemented a more robust observation network that covers the entire span of the hospital and higher risk ambulatory areas, and includes all job roles. The observers cannot be part of this team unless they complete a formal, in person, didactic and training course. They also must commit to at least one year minimally. This provides us with standardized observation definitions and standardized observers. There is a specialized team that has been incorporated into this group that acts as our inter-rater reliability validators. Their data can be separated and used when there are any discrepancies noted. • UCI is in the process of changing out all of our hand gels and soaps to a more superior product line. After a lengthy trial with front line staff, their feedback helped decide on our new products. By installing products that are more skin friendly and staff approved, we hope to increase frequency and compliance through higher staff satisfaction. • In addition to being included in individual unit goals, hand hygiene has been our organization wide goal for 2 consecutive years now which sends a very clear and very strong message across the UCI campus that our senior leadership is in full support as to it's importance and holds us all accountable for improvement.

Commitment Update

At UC Irvine Health, the GOJO application was launched in July 2015 and is still actively being used. Compliance reports by location and job disciplines are sent out monthly to unit managers, Medical Directors, and Senior Leadership. Data is also reported to the Epidemiology & Infection Prevention Committee. Data outside of the OR continues to be analyzed to the unit specific level, and furthermore, broken down by type of clinician, Attending, Resident/Fellow, and Medical Student. In the Operating Room, data is reported by name and job discipline and is sent out monthly to the perioperative leaders and Senior Leadership. All hand hygiene data is also reported to the Epidemiology & Infection Prevention Committee. Observers continue to be trained by Infection Prevention to perform hand hygiene observations focusing on the opportunities in the WHO 5 moments for hand hygiene. A separate "inter-rater" reliability team continues to spot check validate. Hand hygiene observations are also performed by trained observers in high risk ambulatory procedural areas. Outside of the high risk ambulatory locations, hand hygiene feedback is provided by the patient after their exam or care using a questionnaire on an electronic tablet. As of January 2019, UC Irvine Health has adopted new hand sanitizer and soap line based on staff feedback. The previous placement of the products were reevaluated and strategic modifications were made to increase accessibility and convenience.

Other

Challenge 2A - Hand Hygiene

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome

UC Irvine Health provides annual training on hand hygiene expectations, and provides constructive feedback to staff on how to improve performance. UC Irvine Health conducted a large trial for selection of new hand hygiene products. The products were trialed by

various frontline staff across the organization, and their feedback was evaluated, and highly considered in the product selection. Units were also involved in product placement to ensure accessibility to the products. By installing products that are more skin friendly and staff approved, we hope to increase frequency and compliance through higher staff satisfaction. Leadership supports an ongoing, standardized hand hygiene observer training program. The observers are given dedicated time to perform quality observations. The inter-rater reliability process, with independent validators, ensures that the data collected is accurately representing hand hygiene performance. Ambulatory leadership supports a robust hand hygiene program. Clinics are risk stratified by type of treatment being performed, and an appropriate methodology for collecting the data is applied. For example, a combination of trained observers, patient responses, and patient satisfaction surveys have been implemented across the ambulatory clinics.

Impact Details

Initial Commitment	Commitment Update	Project Next Year
Lives Lost 0	Lives Lost 0	Lives Lost
Lives Spared Harm Target 0	Actual Lives Spared Harm in last 12 months 0	Lives Spared Harm Target for following calendar year 0
Lives Saved Target 0	Actual Lives Saved in last 12 months (might differ from initial target) 0	Projected Target of Lives Saved for following calendar to try to finish commitment 0
	New Lives Lost (lives lost – actual lives saved)	

Acknowledgement

Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.