

GOAL  
40%

Benchmark to increase compliance by 40% – December 2014

50%  
INCREASE

Achieved 50% increase from baseline – April 2015

67%  
FASTER

67% faster goal attainment – met and exceeded baseline 8 months earlier than planned

## A SUCCESS STORY in the Battle to Reduce HAIs

**Committed to high quality patient care and safety, staff at the University of Vermont Health Network - Champlain Valley Physicians Hospital (CVPH) opted to use the DebMed system to help improve hand hygiene and further reduce the incidence of hospital acquired infections.**

CVPH is part of a four-hospital network serving patients and their families in northern New York and Vermont. Based in Plattsburgh, CVPH is a 341-bed facility that is continuously looking for ways to provide top-quality, compassionate patient care, while also fostering an internal culture where staff spearheads safety efforts.

“Our staff wanted to focus on decreasing Hospital Acquired Infections (HAIs) as part of the Bordering on Zero initiative, an American/Canadian patient safety collaborative, involving 14 New York hospitals hosted and coached by the Ignite Team at University Health Network in Toronto, Ontario. Our goal was to increase hand hygiene compliance and we realized we had to have 24/7 monitoring capabilities to do that. DebMed offered that,” said Erica Moore, CVPH Manager of Infection Prevention.

## THE CHALLENGE: Achieving True Compliance

**Traditional human surveillance, or direct observation, only captures 1.2 to 3.5% of all hand hygiene opportunities and therefore its statistical reliability is very low.**

“Up until fall of 2014, CVPH was using traditional human surveillance, watching staff go in and out of patient rooms, the standard IP surveillance,” said Erica.

**“By using traditional surveillance, we realized there were many missed opportunities. You can’t capture key moments in a room when you are just walking by and observing ‘in and out’ procedures.”**

The problem with methods like traditional surveillance, or direct observation, is that it can only capture and report on a small fraction of the hand hygiene opportunities in a unit, without providing holistic and consistent results.

CVPH staff decided to seek alternative hand hygiene compliance methods in order to improve patient safety and reduce the risk of HAIs. They hoped to do this by capturing more data than could ever be achieved through their previous surveillance methods.

## THE SOLUTION: Real Time Reporting with the World Health Organization (WHO) Guidelines

**The DebMed system was able to capture data consistently and provide real-time reporting while supporting the WHO Five Moments guidelines for hand hygiene compliance.** During a meeting with DebMed at the Association for Professionals in Infection Control and Epidemiology (APIC) annual conference, CVPH was impressed with DebMed's system, including how the solution was non-intrusive and provided consistent, real-time reporting.

"We were impressed that DebMed used the World Health Organization (WHO) guidelines for optimal hand hygiene compliance. Conversely, the WHO Five Moments was a new concept for people. We educated staff and used DebMed to help us train in house," explained Erica. The WHO guidelines are more comprehensive than "in & out" surveillance, covering 1. Before Patient Contact, 2. Before an Aseptic Task, 3. After Body Fluid Exposure Risk, 4. After Patient Contact and 5. After Contact with Patient Surroundings.

## THE RESULTS: 50% Increase in Compliance

**CVPH achieved a 50% increase from the baseline in its overall hand hygiene compliance. Not only had they exceeded their initial 40 percent goal, they did so six months ahead of their targeted time frame.**

After piloting the system on two Med surge units, CVPH wasted no time implementing DebMed in the Emergency Department, all Medical/Surgical, Progressive Care, and ICU units. With the ability of the DebMed system to capture 100% of hand hygiene opportunities and events 24/7/365, CVPH was able to determine a true starting point for improvement. CVPH set a December 2014 benchmark of increasing compliance by 40 percent. Almost immediately, CVPH saw engagement around hand hygiene and compliance focusing on the WHO Five Moments.

**"We were excited to not only meet, but exceed, our goal," said Erica. "And throughout the process, DebMed was helpful – from the installation of the system, to the overall training and support of our staff."**

A key factor in the success at CVPH was the staff's engagement in initiating and championing this cause. Their support of hand hygiene culture change was the catalyst that drove leadership agreement and buy-in. This ultimately led to a reallocation of budgets to provide financial support to launch this important initiative.

## THE PATH TO BETTER OUTCOMES: A Patient Safety Culture

Staff at CVPH saw the following benefits with the implementation of DebMed's system:

- Immediate feedback to track results
- The option to run real-time, actionable reports
- Staff hand hygiene behavior change: understanding the method and being involved in a patient-safety culture
- Leadership support to implement this change

Erica's insights: **"Change doesn't happen overnight. But with the tools and support DebMed provided, we were able to create positive changes much more quickly than anticipated. Our goal is to maintain it and hard wire this behavior into our culture."**

**THE DebMed SYSTEM was a catalyst for hand hygiene culture change at CVPH –** a change the staff sought out and solicited board approval for, in order to implement this system wide. Technology is a large part of the solution, but in addition, there needs to be education, support and comprehensive culture and behavior changes to continue the fight against HAI's industry wide.