

**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

**Staff at University of Vermont Health Network wanted to decrease Hospital Acquired Infections while still providing quality care. They chose DebMed to administer a system to improve hand hygiene compliance and foster this internal movement.**

The University of Vermont Health Network - Champlain Valley Physicians Hospital (CVPH) is part of a four-hospital network serving patients and their families in northern New York and Vermont. Based in Plattsburgh, N.Y., CVPH Medical Center is a 341-bed facility that is continuously looking for ways to provide top-quality, compassionate patient care, while also creating 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. They picked hand hygiene and surgical site infections to focus on,” said Erica Moore, Infection Control Manager at CVPH. “We picked DebMed to accomplish this goal. This is all about providing quality care.”

## **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.

**“However, it didn’t take long for us to realize we were not capturing the full picture – we were missing a large number of opportunities to collect the bigger picture. You can’t capture key moments in a room when you are just walking by and capturing ‘in and out’ procedure.”**

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 chose 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." 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 eight months ahead of their targeted time frame.**

CVPH wasted no time implementing the DebMed system, starting in 2 units and following with full in-house installation completed by December 2014. 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, they recognized the value in the data provided and began to see an increase in compliance rates.

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

Another key component of their success has been the **support of hospital leadership**. Leadership champions quickly realized the benefit of changing hand hygiene culture to ultimately improve the health and lives of the patients they serve and were integral in reallocating budget for this important staff lead initiative. "We have leadership champions and support to drive the change."

## 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 and lasting changes much more quickly than anticipated."**

**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.