



2008 Share Conference Working Together for Quality and Service

Quality Coaches in Action:

New York-Presbyterian Hospital – Allen Pavilion

January 9, 2008

**Sharing Outcomes from the
Infection Prevention Coach Training Program**



1199SEIU United Healthcare Workers East • 1199SEIU Training and Employment Funds •
Greater New York Hospital Association



Project Participants

Site Coordinator:

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Director of Operations
Department of Epidemiology*

Management Representatives:

*Denise Connolly-Hoyt, RN
Patient Care Director*

Department:

Emergency Department

Coaches:

- *Marisol Hyland
Emergency Room Technician*
- *Tracy Ong
Emergency Room Technician*





Project Goal

The goal for this project are three-fold:

- 1) Improve hand hygiene compliance before and after patient contact
- 2) Increase staff immunization rates, and
- 3) Improve cleanliness of the environment.





What is different?

❖ **Most significant achievement:**

- **The highest hand hygiene compliance of all NYP EDs in November 2007**

❖ **Compliance data collection method:**

▪ **Hand Hygiene:**

- Sanitarians (aka: mystery observers) conduct anonymous rounds
- Observations are recorded on Palm Pilots and downloaded to central database

▪ **Flu Vaccination:**

- Occupational Health Services monitors compliance

❖ **Quantitative Results:**

- Hand Hygiene compliance increased 17%
- Flu Vaccination compliance is 12% higher than the national average for healthcare workers

❖ **Qualitative Results:**

- Increased staff of awareness of the importance of infection prevention





What is different?

❖ Hand Hygiene Compliance:

Month	Overall		Before Touching Patient			After Touching Patient			After Touching Patient Environment			After Removing Gloves		
	Count	Rate	Count	Portion	Rate	Count	Portion	Rate	Count	Portion	Rate	Count	Portion	Rate
September	39	62%	4	10%	25%	16	41%	81%	3	8%	67%	16	41%	50%
October	32	56%	8	25%	13%	10	31%	70%	4	13%	100%	10	31%	60%
November	28	79%	0	0%	N/A	10	36%	100%	13	46%	54%	5	18%	100%

❖ Flu Vaccination Compliance: 48%





What did you do to achieve results?

- ❖ **Educational materials placed in staff mailboxes**
- ❖ **Posters were hung in staff areas**
- ❖ **Reminded non-complaint staff using a calm and comical approach**
- ❖ **Provided assistance to the unit Flu Champion**
- ❖ **Wiped down telephones and encouraged others to do the same**





Challenges and Strategies

❖ Biggest challenges:

- Coping with angry staff members
- Limited unit level support
- No unit level infection data to demonstrate need for infection prevention
- None unit level staff that are non-complaint

❖ Steps taken to meet or manage the challenge:

- Informed staff the reasons for complaining with infection prevention
- Advised Patient Care Director
- Attended NYP ICP Quality Coaches meeting for support from other coaches
- Requested unit level infection data and additional hand hygiene information from Epidemiology





What's Next?

- ❖ Continue to reinforce infection prevention methods
- ❖ Seek assistance from management and epidemiology
- ❖ Request the number of IPC Quality Coaches increase