
Multi-Specialty MOC Portfolio Approval Program

Progress Report Example:
Improving Hand Hygiene

Key Driver Diagram

Global Aim

Eliminate preventable health care associated infections

Specific Aim

>90% appropriate hand hygiene rates for physicians and staff before and after each patient encounter within 6 months from start of project.

Primary Drivers
(outcomes)

- Physicians and staff are aware of the importance of the problem and what can be done
- Adequate supplies and processes are available to achieve desired results
- QI team and processes are in place to achieve aim

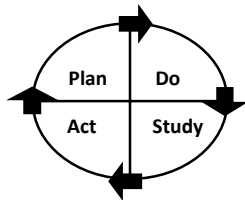
Secondary Drivers
(interventions)

- Educational sessions on hand hygiene
- Install alcohol dispensers in appropriate locations and assure access to soap and water where appropriate
- Form QI team, establish ongoing monitoring (measuring) process and process for documenting meaningful physician participation

Key

What we're working on now

PDSA/PDCA Evidence



TEST 1

What: Educational session on importance of hand hygiene (safety, patient-centered)

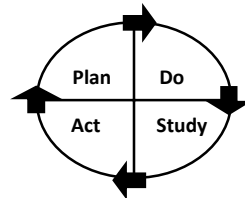
Who: All providers and staff

Where: Practice

When: Next week

Who executes: MD/Nurse champions

Results: pre/post survey



TEST 2

What: Install dispensers (efficiency)

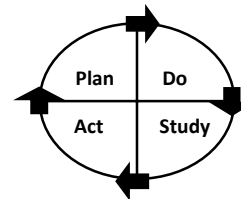
Who: All patients

Where: outside each patient care area

When: by end of the month

Who executes: Office manager

Results: Dispensers installed, hand hygiene rates improved



TEST 3

What: Move dispensers (efficiency)

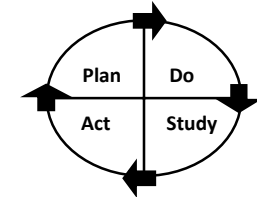
Who: all patients

Where: inside patient care areas

When: by end of month

Who executes: Office manager

Results: Dispensers moved, hand hygiene rates improved further



TEST 4

What: Post run chart documenting progress (patient-centered, safety)

Who: all practice staff

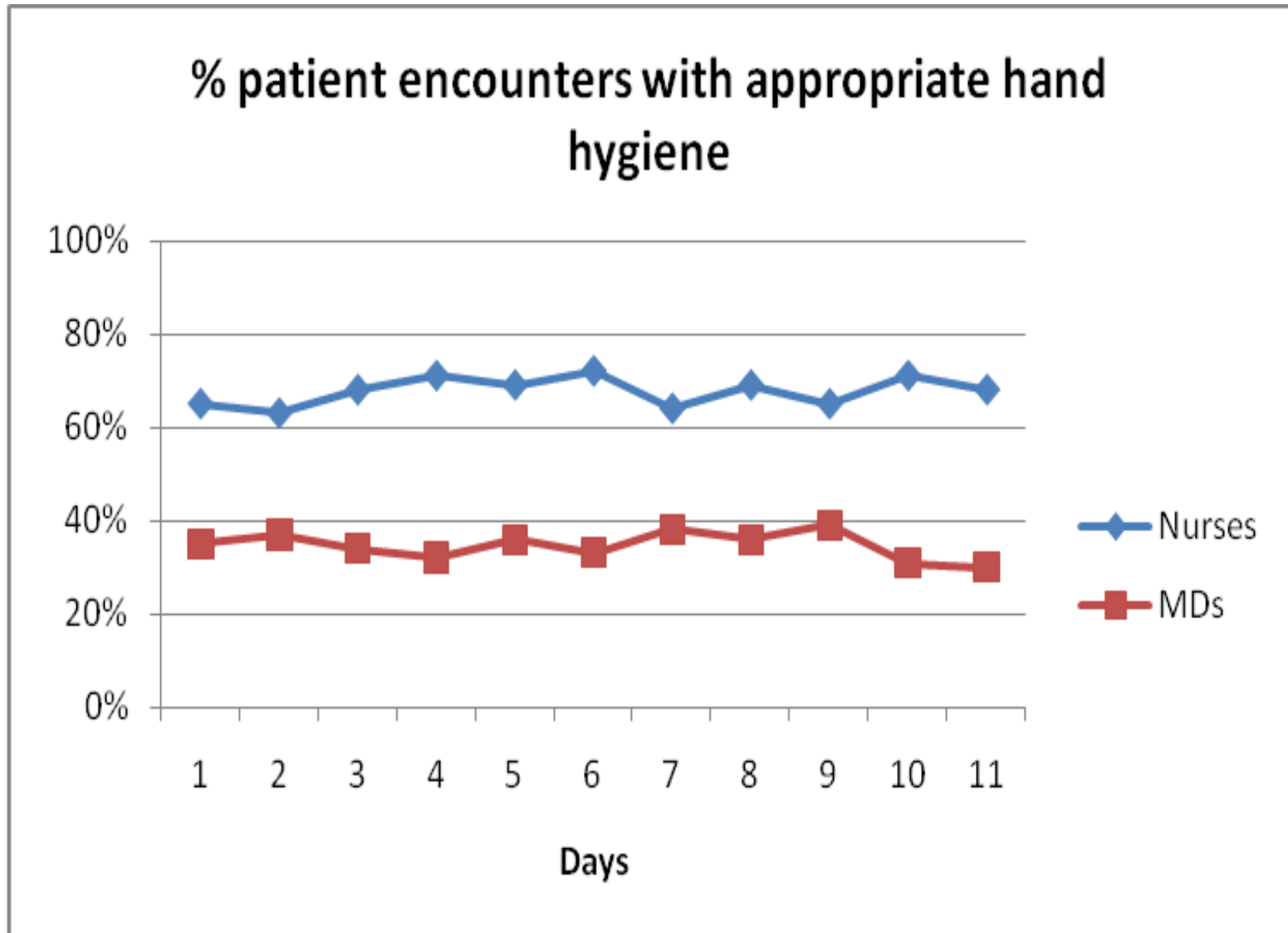
Where: prominent clinical care area

When: by next week

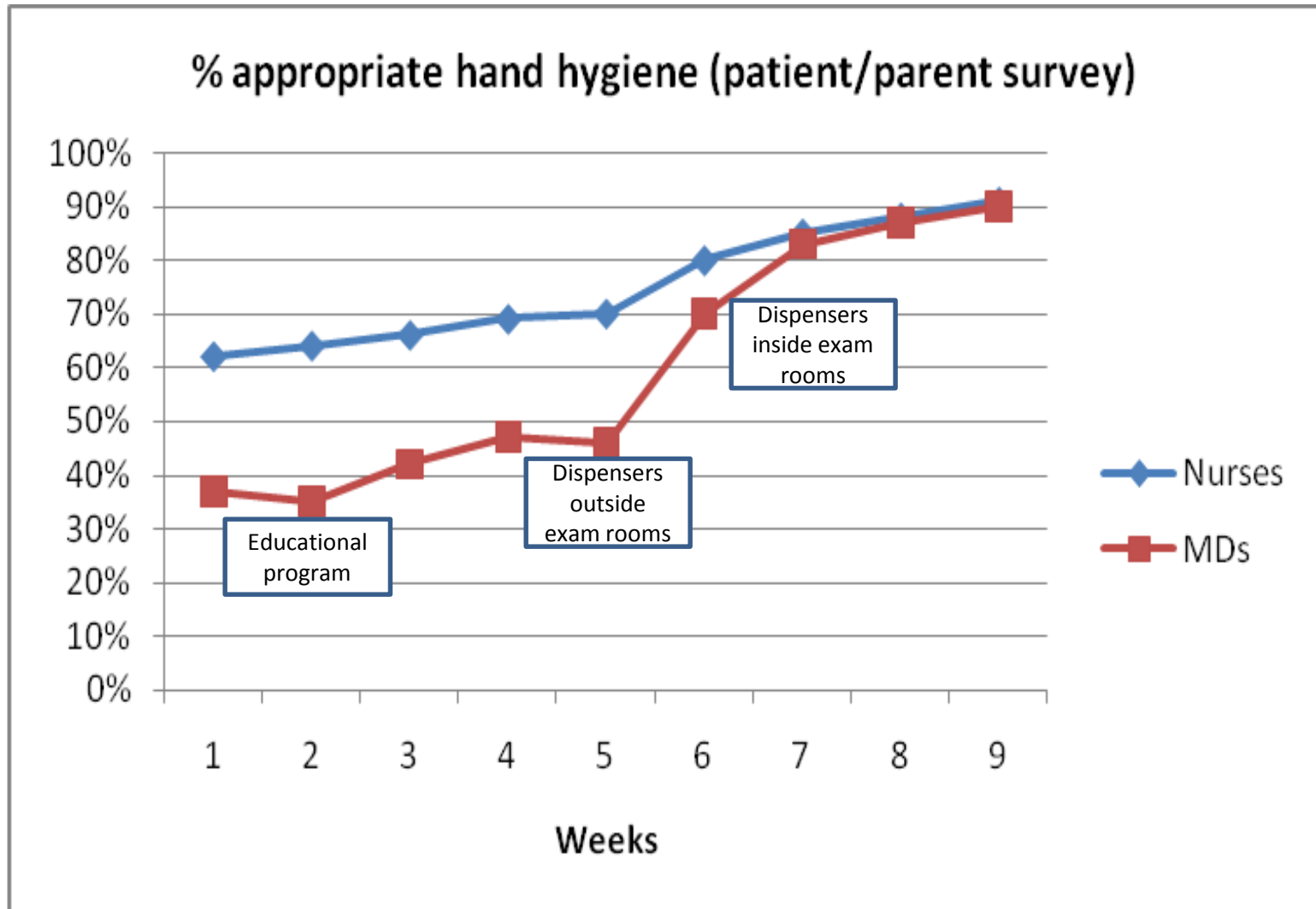
Who executes: Nurse champion

Results: hand hygiene rates improved further

Results – Baseline Data



Results



Lessons Learned

- Lesson 1

- Placing alcohol dispensers near the patient care areas improved hand hygiene rates and placing them inside the patient care areas where their use could be observed by patients, improved hand hygiene rates even further
 - Challenge: Ongoing monitoring to assure appropriate hand hygiene rates are being maintained

Sustainability and Spread

- Daily monitoring of alcohol dispensers to assure they are full and functioning
 - Status
- Once >90% hand hygiene rates are achieved, implement quarterly monitoring and follow up team meetings
 - Status

Physician Participation

- Requirements for participation in order to earn MOC Part IV credit
 - Attend at least half of all project team meetings
 - Implement recommended changes (interventions)
 - Review progress data
 - Propose new changes as applicable
 - Personally reflect on activity, its impact and personal investment