Multi-Specialty MOC Portfolio Approval Program

Progress Report Example:
Improving Hand Hygiene
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

Revision Date: July 1, 2012
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

% patient encounters with appropriate hand hygiene

Days

Nurses
MDs
Results

% appropriate hand hygiene (patient/parent survey)

- Educational program
- Dispensers outside exam rooms
- Dispensers inside exam rooms

Weeks

- Nurses
- MDs
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