

# Hand Hygiene Factors and Solutions

Contributing factor	Solution	Description	Cost to Implement \$ Low \$\$\$\$ High	Impact 1 Low 5 High	Expertise 1 Novice 5 Expert	Months to Implement 0 Immediate 5 Months
Dispenser location	Dispensers are easily accessible	The location and availability of alcohol-based hand rub or soap are critical to good hand hygiene compliance. Assess the work flow of health care personnel so that hand rub dispensers or sinks are easily accessible while performing patient care.	\$ basic- \$\$\$\$ optional	4	2	2 basic- 5+ optional
Dispenser empty	Increase availability of hand hygiene product	The availability of alcohol-based hand rub or soap is critical to good hand hygiene compliance. Dispensers must be filled regularly.	\$	2	1	1
Dispenser broken	Repair/Replace damaged dispensers	The availability of alcohol-based hand rub or soap is critical to good hand hygiene compliance. Dispensers must be in good working order.	\$ basic- \$\$\$ optional	2	2 basic- 4 optional	2 basic- 5+ optional
Shared equipment	Standard work process: Mobile vital sign machine	Staff should perform hand hygiene prior to touching the patient (room entry) and following the completion of this task.	\$	3	1	1
Shared equipment	Standard work process: Phlebotomy process	Health care personnel should appropriately use gloves while performing laboratory tests. Hand hygiene should be performed prior to glove application.	\$	2	3	2

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Shared equipment	Hand hygiene while performing bar code medication administration	Staff should develop a medication administration work flow to improve access to alcohol-based hand rub or soap in an area where this task is performed.	\$\$\$ basic- \$\$\$\$ optional	5	4	5+
Hands full supplies	Standard work process: Dietary food tray delivery	A standard process for meal tray delivery should be developed with staff that incorporates hand hygiene in the tray delivery process. Perform hand hygiene prior to room entry and at room exit or whenever the outside of a tray is touched.	\$ basic- \$\$ optional	2	1	1
Hands full supplies	Standard work process: Mobile vital sign machine	Staff should perform hand hygiene prior to touching the patient (room entry) and following the completion of this task.	\$	3	1	1
Hands full supplies	Standard work process: Patient care area room cleaning	A standard process of daily room cleaning should be developed.	\$	2	1	1
Hands full supplies	Standard supply list	Health care personnel must wash their hands many times. Staff can waste time and energy getting supplies that are not stored in the patient room. Staff should create a list of supplies that can be kept within the patient care area.	\$ basic- \$\$\$ optional	3 - 5	1 - 3	1 - 5

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Hands full medications	Standard location of medications and supplies	Staff should create a place to drop off medications and supplies. Supplies should be near the patient and within arms reach of a hand wash station.	\$ basic- \$\$-\$\$\$ optional	3	1	1
Hands full medications	Hand hygiene while performing bar code medication administration	Many organizations use handheld bar code scanners with mobile computers or computers affixed to a nursing cart, which can be a physical barrier to handwashing or result in frequent entry and exit while administering a single medication. Staff should assess the medication administration work flow to improve access to alcohol-based hand rub or soap.	\$\$\$ basic- \$\$\$\$ optional	5	4	5
Improper use of gloves	Location of glove dispensers	Glove dispensers are typically placed near the sink area either in or outside of the patient care area. Staff should determine the best place for dispensers to maximize their use.	\$\$	4	1	1
Improper use of gloves	Standard work process: Dietary food tray delivery	Staff should perform hand hygiene while delivering meal trays.	\$ basic- \$\$ optional	2	1	1
Improper use of gloves	Standard work: Daily room cleaning	Housekeeping staff should perform appropriate hand hygiene during daily or turnover room cleaning.	\$	2	1	1
Follow person entry or exit	Use a code word	Staff should use a phrase or code word that can be used as a reminder among peers to perform hand hygiene.	none	4	1	1

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Frequent entry or exit	Standard work process: Mobile vital sign machine	Staff should perform appropriate hand hygiene while using a mobile vital sign machine.	\$	3	1	1
Frequent entry or exit	Standard location of medications and supplies	Staff should create a place to drop off medications and supplies at room entry.	\$ basic- \$\$-\$\$\$ optional	3	1	1
Frequent entry or exit	Hand hygiene while performing bar code medication administration	Many organizations use handheld bar code scanners with mobile computers or computers affixed to a nursing cart, which can be a physical barrier to handwashing or result in frequent entry and exit while administering a single medication. Staff should assess the medication administration work flow to improve access to alcohol-based hand rub or soap.	\$\$\$ basic- \$\$\$\$ optional	5	4	5+
Frequent entry or exit	Standard work process: Daily room cleaning	Housekeeping staff should perform hand hygiene during daily or turnover room cleaning.	\$	2	1	1
Frequent entry or exit	Standard supply list	Health care personnel must wash their hands many times and can waste time and energy getting supplies that are not stored in the patient room. Staff should create a list of supplies that can be kept within the patient care area.	\$ basic-\$\$\$ optional	3 - 5	1 - 3	1 - 5

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Frequent entry or exit	Hand hygiene while performing bar code medication administration	Many organizations use handheld bar code scanners with mobile computers or computers affixed to a nursing cart, which can be a physical barrier to handwashing or result in frequent entry and exit while administering a single medication. Staff should assess the medication administration work flow to improve access to alcohol-based hand rub or soap.	\$\$\$ basic- \$\$\$\$ optional	5	4	5+
Admission or discharge	Standard work process: Patient admission process	Patient admission is a time when frequent entry and exit occurs, meaning that health care personnel need to perform hand hygiene multiple times. Staff should create a standard work process for patient admission using specific roles.	none	2	2	1
Admission or discharge	Standard admission packet	Health care personnel must wash their hands many times. Staff can waste time and energy getting supplies that are not stored in the patient room. Staff should create a list of admission supplies that can be packaged and made available at patient admission.	\$	2	3	2
Admission or discharge	Use of a code word	Staff should use a phrase or code word that can be used as a reminder among peers to perform hand hygiene.	none	4	1	1
Isolation area	Standard work process: Applying personal protective equipment	Staff should create a standard process for putting on and removing personal protective equipment (PPE) that includes hand hygiene.	none basic- \$\$ optional	2	2	1

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Isolation area	Glove dispensers that are easily accessible	Glove dispensers are typically placed near the sink area either in or outside of the patient care area. Staff should determine the best placement for dispensers to maximize their use.	\$\$	4	1	1
Lack of immediate feedback	JIT coaching	Just-in-time coaching provides real-time reinforcement and feedback to health care personnel. JIT coaching does not end when the baseline data collection period ends; JIT coaching is critical to creating a change in culture and behavior.	none	5	3	1
Lack of immediate feedback	Management reinforcement	Leadership commitment, change management principles, measurement, managing expectations, and making it simple to achieve hand hygiene success are critical. These principles are key to developing a culture that promotes hand hygiene.	none	5	4	ongoing
Distracted or forgot	Use of a code word	Staff should use a phrase or code word that can be used as a reminder among peers to perform hand hygiene.	none	4	1	1
Distracted or forgot	Use of hand hygiene technology	Staff should use hand hygiene technologies that can provide real-time monitoring of hand hygiene compliance.	\$\$\$ basic- \$\$\$\$ optional	5	4	5+
Distracted or forgot	JIT coaching	Just-in-time coaching provides real-time reinforcement and feedback to health care personnel. JIT coaching does not end when the baseline data collection period ends; JIT coaching is critical to creating a change in culture and behavior.	none	5	3	1

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Distracted or forgot	Hand hygiene education	Hand hygiene education provided to all staff will provide general knowledge and documented competency.	none	3	2	3
Distracted or forgot	Progressive disciplinary action	Leadership should implement a progressive disciplinary process for all staff to include implementing JIT coaching, employee education, employee contract signing, and established hand hygiene policy.	none	3	2	3
Perception hand hygiene not required	Hand hygiene education	Hand hygiene education provided to all staff will provide general knowledge and documented competency.	none	3	2	3
Perception hand hygiene not required	JIT coaching	Just-in-time coaching provides real-time reinforcement and feedback to health care personnel. JIT coaching does not end when the baseline data collection period ends; JIT coaching is critical to creating a change in culture and behavior.	none	5	3	1
Perception hand hygiene not required	Staff contract signing	Leadership should implement an employee contract signing process to include change management concepts as well as a contract template.	none	4	3	3
Perception of skin irritation	Improving skin conditioning	Staff whose hands have been damaged by frequent hand hygiene can be reluctant to wash. A plan should be implemented to ensure that the skin integrity of the health care provider is maintained.	\$ basic- \$\$\$ optional	2	2 basic- 4 optional	2 basic- 5+ optional