Joint Commission Center for Transforming Healthcare

Hand hygiene project - transcript

Anne-Claire France, Ph.D.
Master Black Belt
Memorial Hermann Healthcare System
The fact that the Joint Commission is doing such an innovative thing as structuring the Center for Transforming Healthcare has been — has sort of been on the minds, if you will, conceptually for a lot of folks around the country.

Mark R. Chassin, M.D.
President
The Joint Commission
What we are trying to bring into health care in addition to accreditation is this new set of tools that will allow organizations to create much more reliable processes to deliver safe and high quality care at much higher levels of consistent excellence than are available today.

Anne-Claire France, Ph.D.
You know, we look to the Joint Commission to really provide us standards and they let us know sort of when we’re not doing things well, but how can we do things well? And so not only tell us what are the things we should measure, but give us solutions.

William D. Petasnick
President and CEO
Froedtert Memorial Lutheran Hospital
By working together with other organizations that also have been engaged in this the process, we can learn from each other. So, I think it’s the power of benchmarking, it’s the power of collaboration, and then I think The Joint Commission is a great vehicle for disseminating this information throughout the field.

Mark Chassin, M.D.
As those new tools spread and those interventions become much more widely used, the reliability of health care in protecting patients and their families from adverse events will increase dramatically, and that’s what The Joint Commission is all about today.

Safety challenges at hand

Russell N. Olmsted, M.P.H.
Epidemiologist
Trinity Health
The typical patient, for example, has probably anywhere from - in any one given care day - maybe 30 to 50 people coming in and out of their room.

Lisa L. Maragakis, M.D.
Associate Hospital Epidemiologist
The Johns Hopkins Medical Institutions
And all of us in infectious diseases and in quality improvement in patient safety have worked for many years to improve compliance with hand hygiene, but we really need some new tools and a coordinated effort.
Rekha Murthy, M.D.
Director, Hospital Epidemiology
Cedars-Sinai Medical Center
The goal for everybody in this project is to deliver the highest quality of care, and to that end I think hand hygiene certainly has had a history of being recognized as being a simple, important mechanism to prevent infections, and yet it turns out doing it is not as simple as it seems.

Anne-Claire France, Ph.D.
I’d say if we could crack the hand hygiene nut, that would be a huge part of the iceberg because hand hygiene has a ripple effect in so many ways, not only with hospital-acquired infection but how people just handle themselves in terms of doing their work.

Robert J. Sherertz, M.D.
Hospital Epidemiologist
Wake Forest University Baptist Medical Center
I’ve been a patient, and I think it instills some sense of confidence in you to see the physicians walking in the door, or the nurses or the respiratory therapists washing their hands.

Lisa Maragakis, M.D.
The way that seatbelts are integrated now into our culture, we need to incorporate handwashing into the health care environment in that same way.

Rekha Murthy, M.D.
The problem is not so much in achieving a short-term benefit with campaigns and such that might help improve hand hygiene, but really to sustain it.

Anne-Claire France, Ph.D.
If we could get patients and visitors as well to comply with hand hygiene, I think it would have a huge impact on public health.

Lisa Maragakis, M.D.
And this offers a new multi-center collaborative and a systemic framework, really, from which to attack the problem.

High reliability and beyond

James P. Dwyer, D.O.
Executive Vice President
Virtua Health
I think the best success that we could experience from this would be that we could address a number of serious patient care issues that relate to safety, that we could help to avoid complications and we could help to save lives.

James Petasnick
Transformation is an interesting word – it talks about totally changing what we’re doing today and that’s what we’re talking about.

David Munch, M.D.
Chief Clinical and Quality Officer
Exempla Lutheran Medical Center
Our hope from this work is that it is a journey and not a single end point. Our hope is that we’re successful with this so that we can say this program still exists and has improved care 10 years from now.