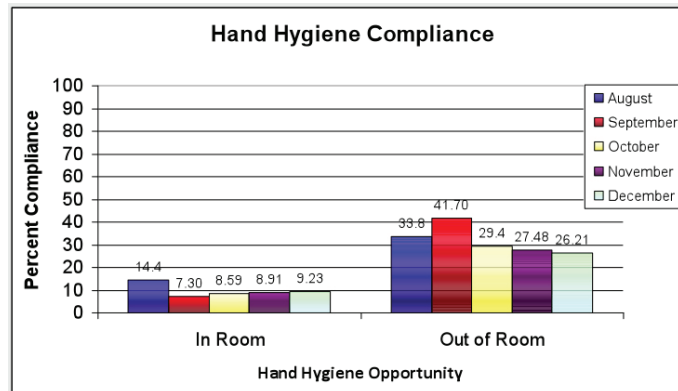


Patient Safety Action Group



Clean Hands Save Lives

Compliance is never as good as staff believes. In actuality, our rates were less than 30%.



Observations: Aug: 443; Sept: 571; Oct: 721; Nov: 797; Dec: 401

Voltaire said: "No snowflake in an avalanche ever feels responsible."

Hand hygiene is the very cornerstone of infection control and prevention. **Proper hand hygiene before and after patient care is the most important intervention for avoiding hospital-acquired infections.** Every deviation from doing this most basic of patient safety activities is the potential beginning of the avalanche of health care associated infections that cause harm to our patients.

At Hartford Hospital we are committed to safety at the highest levels. **Proper hand hygiene is consistent with our values.** It is the safe, right, best and kind thing to do for your patient. It is what you would want for your family members.

Our compliance with hand hygiene has dropped off since the remarkable

results in 2008 when it approached 100%. Compliance is never as good as staff believes, and in August 2011, anonymous observers began evaluating our hand hygiene efforts. Our own staff reported compliance rates of 85-91%. In actuality, the rates were less than 30% (see graph).

Non compliance with hand hygiene is not acceptable, and there can be no exceptions. We must hold ourselves and each other accountable. You can expect real time feedback from your colleagues and managers. This month at H3W, you will see a brief video on hand hygiene, and discuss how we can improve together. Each H3W dashboard will include hand hygiene compliance monthly. **Additional anonymous observers will be utilized.**

Our goal is 100% before and after patient care. This is how we will practice. Don't be the snowflake!

Voices of Our Patients

- I wish I had the words to fully and adequately express my appreciation for the consistently warm and compassionate care I've received at the **Gray Cancer Center** over the past several years.
 - My first involvement was in 1999, when **Dr. Salner** and **Dr. Shichman** treated my prostate cancer with brachytherapy. I've now been in remission for more than 12 years.
 - In addition to the unparalleled range of medical expertise, skills, and state of the art technological equipment, I believe the culture of caring and compassion that permeates throughout this facility has been, and continues to be a major factor in my recovery then and now.
 - More recently, in August of this year, I was diagnosed with primary lung cancer. As in 1999, **Dr. Salner** gave me the hope and confidence to know that we will again succeed in my recovery from cancer.
- Continued on back



New Feeding Pumps Are Coming

The volume of patients receiving continuous tube feedings has increased in recent years. Our current “fleet” of feeding pumps has reached the end of its serviceable life span. Generally, we can no longer repair them due to the unavailability of parts. This combination of increased volume and decreased supply has led to intermittent feeding pump shortages resulting in interruptions in tube feeding schedules.

As a short-term solution, **Biomed will add 10 rental pumps** to our current inventory this week. This should meet current volume demand.

Within six weeks we will have placed into distribution 125 new feeding pumps, which is more than adequate to meet current and projected future demands. Education regarding the new upgraded version of our current pumps will be provided for nursing staff prior to distribution.

Keeping Track of Patient Belongings

One of the many challenges that we face is tracking patient belongings, especially **dentures, eyeglasses and hearing aids**.

Unfortunately, many of these items are lost or misplaced during a patient’s hospitalization, and in many cases **hospital staff has some responsibility for the loss**.

Being in the hospital is hard enough: it is made much more difficult if you can’t see clearly, hear adequately or eat because of such a loss.

Replacing lost items is a **major inconvenience and source of dissatisfaction for patients**, and a **considerable cost to the hospital**.

The storeroom has in stock **plastic cups for securing patient dentures** (item #063003). These fluorescent green plastic cups are easy to see, they lock securely



and have adequate space for placement of an identifying sticker.

Also available are **plastic eyeglass cases** (item #063004) in this same fluorescent green.



We believe that these storage items are helpful in securing these items.

All staff should review the “Patient Belongings and Lost or Unclaimed Property Policy.”

We want to hear from you. Just hit “reply” and write your thoughts. If you do not have access to e-mail, you can send your comments or suggestions via the inter-hospital mail. Address the envelope to the Patient Safety Action Group. (Please include your name and department if you would like a response from PSAG.) Useful ideas win awards!

- -Continued
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- This time, I have benefited from both the **Radiation Oncology and the Medical Oncology groups**. Throughout 7 weeks of radiation therapy and chemotherapy, I continually experienced the obviously sincere caring and warmhearted compassion on the part of all of the staff.
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- In addition to Dr. Salner and **Kathy Burns**, the following are some of those who have made a lasting impression: in radiation oncology: **Jennifer and Jacqueline at the reception station; Anne, Shelley, and all the rest of Kathy’s nursing staff; ALL of my CD Radiation Technicians and interns, including Melanie, Karl, Kris, and Natasha.** In medical oncology: **Dr. Kamradt and Marcia Caruso-Bergman; Ruth in reception; Nana, Kathy, and Robyn in the lab; Kathy, Heidi, and Donna, nurses in chemotherapy.**
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- To ALL of you in the Gray Cancer Center, I extend my heartfelt thanks and appreciation for your knowledge, expertise, skills, and most of all, your caring and compassion.

● Anonymous
● Reprinted with permission

PSAG Meeting Location Reminder

Monday, 2/6/12
NO PSAG

Tuesday, 2/7/12
Special Dining Room

Wednesday, 2/8/12
Special Dining Room

All meetings start at 7:30 a.m.
All staff welcome to attend

