



Telephonic Nurse Case Management Hand-washing Protocol

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PURPOSE

Develop, implement and evaluate effectiveness of a hand-washing protocol for telephonic nurse case managers

Setting is large insurance company

Explore motivators and incentives for change in individuals and organizations

Implement protocol to reduce financial burden through lower repeat hospitalizations and infection rates

BACKGROUND

5% wash hand for 15 seconds or more (Rose, 2013)

Financial burden of HAIs is estimated \$30 billion in health care cost each year (Desai et al., 2016)

Convenience factor of hand sanitizer

No hand-washing protocol currently in use at company

METHODS

Target population is post discharges from hospital or health-care facility

Pre and post-education survey

Explore environmental barriers and resources

Use of motivational interviewing

Visual aid hand-washing steps

THEORETICAL FRAMEWORK

Nightingale's theory – prominence of environment in promoting good health (Nurseslabs, 2013)

Nurse impact on modifying environment: clean air, water, sanitation, sunlight

Establish standards of care

Collection of statistics on morbidity and mortality

Impact of hand-washing on reduction of disease and death

Kotter's 8-step model for organizational change

OUTCOMES

Team HCMs will use standardized protocol to educate members on effective hand-washing

Members will be able to verbalize hand-washing steps

Members will express sense of self-efficacy and control over environment

Organization will accept new protocol and support implementation by HCMs

CONCLUSIONS

Challenges to implement change with individuals and organizations

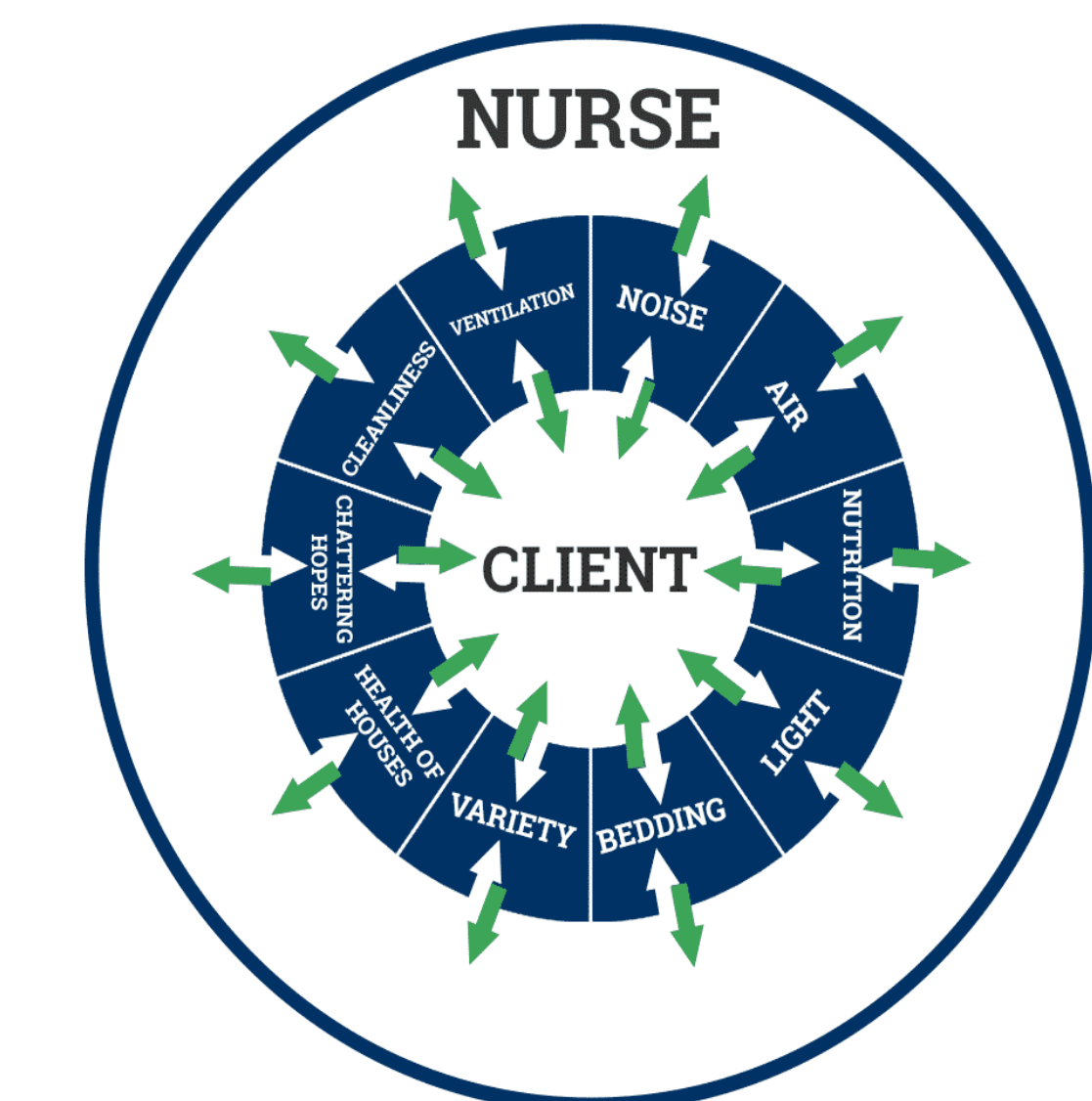
Motivation to change – if there are benefits for themselves and significant others

Silos of information slow down innovation and implementation of change

Standardized protocol makes it easier to judge effectiveness of education

Need for further research to evaluate efficacy of impact of protocol on behavior change

Conceptual Framework of Florence Nightingale's Environmental Theory



Nurseslabs