



Adherence Monitoring Tools & Feedback Tool Training

Los Angeles County Department of Public Health
Acute Communicable Disease Control Program





Why should HCF use the adherence monitoring tools?



Obtain concrete evidence of what is being practiced



What Happens When You See a Lapse or Incorrect Practice?

- Just in time coaching
- Facility IP should speak directly to staff (LHD to consult)
- May observe a pattern: Is it a one-time occurrence or is it a unit/facility-wide issue



Never embarrass facility staff; make it educational



Recommend the facility IP conduct adherence **monitoring weekly (regularly)** until infection incidence is under control and adherence monitoring percentages are consistently improve

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Review slide

Go over how observing/collecting adherence data can **sometimes** serve as direct feedback on how well their staff are retaining the education/information the IP provides.



Adherence monitoring tools

CDPH Monitoring Adherence to Health Care Practices that Prevent Infection

<https://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/MonitoringAdherenceToHCPracticesThatPreventInfection.aspx>

- Hand hygiene
- Environmental cleaning and disinfection
 - Fluorescent marker
- Contact precautions (optional)

Performance feedback: Based on adherence monitoring data using the Feedback tool

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These adherence monitoring (audit) tools are developed by California Department of Public Health. These tool can be utilized to do adherence monitoring in your facility regularly, each week or month.

It is imperative to actually put together an adherence monitoring program. How to establish adherence monitoring program will be discussed on next slide.

Using the Feedback tool, you can provide performance results to staff, leadership, and committees based on adherence monitoring data. This is to encourage sustained commitment to infection prevention.



Establish an Adherence Monitoring Program

- Include adherence monitoring in manager performance evaluations
- Train all staff performing adherence monitoring using consistent training materials
 - Make the Adherence Monitoring Program sustainable by training staff from every department
 - **Require pre-determined scheduled adherence monitoring**
 - Feedback results to staff, leadership, and committees
- Validate the adherence monitoring program by having different departments periodically monitor each other

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Review slides

2nd bullet

“Require pre-determined scheduled adherence monitoring”-this can lead to biased data, but this can be adjusted for if you plan accordingly (as stated in the last bullet point) or at least considered when reviewing data



Adherence Monitoring Tool: Hand Hygiene

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Healthcare-Associated Infections Program Adherence Monitoring
Hand Hygiene

Assessment completed by: _____
Date: _____
Unit: _____

Regular monitoring with feedback of results to staff can improve hand hygiene adherence. Use this tool to identify gaps and opportunities for improvement. Monitoring may be performed in any type of patient care location.

Instructions: Observe at least 10 hand hygiene (HH) opportunities per unit. Observe a staff member and record his/her discipline. Check the type of hand hygiene opportunity you are observing. Indicate if HH was performed. Record the total number of successful HH opportunities and calculate adherence.

HH Opportunity	Discipline	What type of HH opportunity was observed? (select/ <input type="checkbox"/> 1 per line)	Was HH performed for opportunity observed? <input type="checkbox"/> or <input type="checkbox"/>
Example	N	<input type="checkbox"/> before care/entering room* <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care* <input checked="" type="checkbox"/> upon leaving room <small>*Remember: Hand hygiene should be performed before and after glove use</small>	<input checked="" type="checkbox"/>
HH1.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH2.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH3.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH4.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH5.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH6.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH7.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH8.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH9.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	
HH10.		<input type="checkbox"/> before care/entering room <input type="checkbox"/> before task <input type="checkbox"/> after body fluids <input type="checkbox"/> after care <input type="checkbox"/> upon leaving room	

Disciplines:
CNA = Nurse Assistant
D = Dietary
N = Nurse
P = Physician
RT = Respiratory Therapist
S = Student
VS = Visitor
VOL = Volunteer
W = Social Worker
OTH = Other, Specify
U = Unknown

Opportunities:
 = Opportunity Successful
 = Opportunity Missed

For HH1-HH10:
Total # HH Successful ("P" ✓): _____ Total # HH Opportunities Observed: _____ Adherence: _____ %
(Total # HH Successful ÷ Total HH Opportunities Observed × 100)

<https://www.cdph.ca.gov/Programs/CHCQ/HAI/CDPH%20Document%20Library/AdherenceMonitoringHandHygieneApproved101516.pdf>

Review form and go over how to use this tool to monitor hand hygiene practices.

Review how this tool can help identify opportunities for improvement.

Instructions: Observe at least 10 hand hygiene (HH) opportunities per unit. Observe a staff member and record his/her discipline. Check the type of hand hygiene opportunity you are observing. Indicate if HH was performed. Record the total number of successful HH opportunities and calculate adherence.

Should be observed with different staff (providers, nurses, CNAs, ancillary, etc), different shifts/days/times – including evening/nights and weekends.

Share the feedback. Sharing will not only help people understand what the numbers look like but also get more people interested in improving. By sharing and talking with staff, some of the common barriers like not having enough sanitizer, staff not liking the sanitizer and more may be discovered so that those opportunities can be addressed.



Example of HH Adherence Monitoring

Monitoring Hand Hygiene select/☑ 1 per line)

HH performed successful ☑ or Missed ∅

Discipline	*Remember: Hand hygiene should be performed before and after glove use				☑ Successful ⊖ Missed
line	What type of HH opportunity was observed? (select/☑ 1 per line)				
N	<input type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input checked="" type="checkbox"/> leaving room	✓
N	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
CNA	<input type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input checked="" type="checkbox"/> leaving room	✓
CNA	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
CNA	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
CNA	<input type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input checked="" type="checkbox"/> leaving room	✓
MD	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
MD	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
N	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	✓
N	<input checked="" type="checkbox"/> entering room*	<input type="checkbox"/> before task	<input type="checkbox"/> after body fluids	<input type="checkbox"/> after care* <input type="checkbox"/> leaving room	⊖
Total # HH Successful ("# ✓ "): 4		Total # HH Opportunities Observed: 10		Adherence: <u>40</u> % (Total # HH Successful ÷ Total # HH Opportunities Observed x 100)	

Instructions: Observe at least 10 hand hygiene (HH) opportunities per unit. Observe a staff member and record his/her discipline. Check the type of hand hygiene opportunity you are observing. Indicate if HH was performed. Record the total number of successful HH opportunities and calculate adherence.

Discipline column -who you're observing

What type of HH opportunity was observed? Column (select/ ☑ 1 per line)

Last column: HH performed successfully or missed

The bottom section of the page, enter 'Total # HH Successful', Total # of HH Opportunities (add up the total # of observation), the calculate 'Adherence Rate'



How to Improve Hand Hygiene Compliance

- Make hand hygiene a facility priority
- Educate staff about hand hygiene
- Ensure competency
- Encourage patients and families to remind healthcare workers to clean their hands
- Make handrubs easily available (e.g., place at entrance to patient room, at bedside)
- Monitor adherence to hand hygiene and provide feedback to staff
- Train/re-train secret shoppers

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Review slide

Can also incentivize staff: leaderboards per department or discipline, reward for reaching HH goal, acknowledging HH champions, etc.



Adherence Monitoring Tool: Environmental Cleaning and Disinfection

Healthcare-Associated Infections Program Adherence Monitoring
Environmental Cleaning and Disinfection

Assessment completed by: _____ Date: _____
Unit: _____

Regular monitoring with feedback of results to staff can maintain or improve adherence to environmental cleaning practices. Use this tool to identify gaps and opportunities for improvement. Monitoring may be performed in any type of patient care location.

Instructions: Observe at least two (2) different environmental services (EVS) staff members. Observe each practice and check a box if adherent ("Yes") or not adherent ("No"). In the right column, record the total number of "Yes" responses for adherent practices observed and the total number of observations ("Yes" + "No"). Calculate adherence percentage in the last row.

Environmental Cleaning Practices		EVS Staff 1	EVS Staff 2	EVS Staff 3	Adherence by Task	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	# Yes	# Observed
E51.	Detergent/disinfectant solution is mixed and stored according to manufacturer's instructions.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E52.	Solution remains in wet contact with surfaces according to manufacturer's instructions.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E53.	Cleaning process avoids contamination of solutions and cleaning tools; a clean cloth is used in each patient area, and the cloth is changed when visibly soiled.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E54.	Standard cleaning protocol is followed to avoid cross-contamination (e.g. from top to bottom, patient room to bathroom, and clean to dirty)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E55.	Environmental Services staff use appropriate personal protective equipment (e.g. Gowns and gloves are used for patients/residents on contact precautions upon entry to the Contact precautions room.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E56.	Hand hygiene is performed throughout the cleaning process as needed, including before and after glove use.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E57.	High-touch surfaces* are thoroughly cleaned and disinfected after each patient. Mark "Yes" if Fluorescent Marker Assessment Tool result is 100% mark "No" if <100%.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E58.	There are no visible tears or damage on environmental surfaces or equipment.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
E59.	The room is clean, dust free, and uncluttered.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
*Examples of high touch surfaces:						
Bed rail	Chair	Room light switch	TV remote	Bathroom door knob/handle	Bathroom sink	
Tray table	In-room medical cart	IV pole ("grab area")	Room inner door knob/handle	Bathroom handrail	Bathroom faucet	
Side table	Room sink	Call button	In-room cabinet	Bathroom light switch	Toilet flush handle	
Side table handle	Room sink faucet	PPE container	In-room computer/keyboard	Toilet seat	Toilet/Bedpan cleaner	
# of Correct Practice Observed ("# Yes"): _____		Total # Environmental Services Observations ("# Observed"): _____ (Up to 15 Total)			Adherence: _____ % (Total "# Yes" ÷ Total "# Observed" x 100)	
<i>If practice could not be observed (i.e. call to block), do not count in total # Observed.</i>						

https://www.cdph.ca.gov/Programs/CHCQ/HAI/CDPH%20Document%20Library/AdherenceMonitoring_EVS_Approved_01302_0.pdf

Review form and go over how to use this tool to monitor cleaning/disinfection practices.

Instructions: Observe at least two (2) different environmental services (EVS) staff members. Observe each practice and check a box if adherent ("Yes") or not adherent ("No"). In the right column, record the total number of "Yes" responses for adherent practices observed and the total number of observations ("Yes" + "No"). Calculate adherence percentage in the last row



Example of EVS Adherence Monitoring

HEALTHCARE-ASSOCIATED INFECTIONS PROGRAM 17

Adherence Monitoring Tool - Contact Precautions

Contact Precautions Practices	Pt/Res 1		Pt/Res 2		Adherence by Task	
	Yes	No	Yes	No	#Yes	#Obs
Gloves and gowns are available near point of use.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	2	2
Signs indicating the patient/resident is on contact precautions are clear and visible.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	2	2
The patient/resident housed in single-room or cohorted based on a clinical risk assessment.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	2	2
Hand hygiene is performed before entering the patient/resident care environment.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	1	2
Gloves and gowns are donned before entering the patient/resident care environment.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	2	2
Gloves and gowns are removed and discarded, and hand hygiene is performed before leaving the patient/resident care environment. <i>Soap & water if C. difficile</i> infection.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	0	2
Dedicated or disposable noncritical patient-care equipment (e.g. blood pressure cuffs) is used	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	2	2
Total #Yes 11 Total #Observed 14 Total #Yes/Total #Observed = % Adherence 79 %						

[CDPH Adherence Monitoring tools](#)

Instructions: Observe at least two (2) different environmental services (EVS) staff members. Observe each practice and check a box if adherent (“Yes”) or not adherent (“No”). In the right column, record the total number of “Yes” responses for adherent practices observed and the total number of observations (“Yes” + “No”).

Calculate adherence percentage in the last row



Monitoring the Thoroughness of Cleaning: Fluorescent Marker Assessment

**Healthcare-Associated Infections Program Adherence Monitoring
Fluorescent Marker Assessment Tool**

Assessment completed by: _____
Date: _____
Unit: _____

Regular monitoring with feedback of results to staff can maintain or improve adherence to environmental cleaning practices. Use this tool to identify gaps and opportunities for improvement. Monitoring may be performed in any type of patient care location. Use this tool in addition to the Environmental Cleaning and Disinfection adherence monitoring tool.

Instructions: Discreetly place fluorescent marker on at least ten (10) high touch surfaces in at least two (2) rooms to be cleaned. Use additional forms as needed. Check fluorescently marked high touch surfaces for each room below. After the room has been cleaned, use a black light to view marked areas. Circle "Yes" if the fluorescent marker was removed completely and "No" if any amount of fluorescent marker appears under the black light. Calculate adherence percentage in the last row.

			Adherence by Task	
			# Yes	# Marked Areas
Room #:	Time marked with fluorescent marker:	Time to return:		
<input type="checkbox"/> Bed rail: Yes / No	<input type="checkbox"/> Room sink: Yes / No	<input type="checkbox"/> TV remote: Yes / No		
<input type="checkbox"/> Tray table: Yes / No	<input type="checkbox"/> Room sink faucet: Yes / No	<input type="checkbox"/> Room inner door knob/handle: Yes / No		
<input type="checkbox"/> Side table: Yes / No	<input type="checkbox"/> Room light switch: Yes / No	<input type="checkbox"/> In-room cabinet: Yes / No		
<input type="checkbox"/> Side table handle: Yes / No	<input type="checkbox"/> IV pole: Yes / No	<input type="checkbox"/> In-room computer/keyboard: Yes / No		
<input type="checkbox"/> Chair: Yes / No	<input type="checkbox"/> Call button: Yes / No	<input type="checkbox"/> Bathroom door knob/handle: Yes / No		
<input type="checkbox"/> In-room medical cart: Yes / No	<input type="checkbox"/> PPE Container: Yes / No	<input type="checkbox"/> Bathroom handrail: Yes / No		
<input type="checkbox"/> Bathroom light switch: Yes / No				
<input type="checkbox"/> Toilet seat: Yes / No				
<input type="checkbox"/> Bathroom sink: Yes / No				
<input type="checkbox"/> Bathroom faucet: Yes / No				
<input type="checkbox"/> Toilet flush handle: Yes / No				
<input type="checkbox"/> Toilet / bedpan cleaner: Yes / No				
Room #:				
Time marked with fluorescent marker:				
Time to return:				
<input type="checkbox"/> Bed rail: Yes / No	<input type="checkbox"/> Room sink: Yes / No	<input type="checkbox"/> TV remote: Yes / No		
<input type="checkbox"/> Tray table: Yes / No	<input type="checkbox"/> Room sink faucet: Yes / No	<input type="checkbox"/> Room inner door knob/handle: Yes / No		
<input type="checkbox"/> Side table: Yes / No	<input type="checkbox"/> Room light switch: Yes / No	<input type="checkbox"/> In-room cabinet: Yes / No		
<input type="checkbox"/> Side table handle: Yes / No	<input type="checkbox"/> IV pole: Yes / No	<input type="checkbox"/> In-room computer/keyboard: Yes / No		
<input type="checkbox"/> Chair: Yes / No	<input type="checkbox"/> Call button: Yes / No	<input type="checkbox"/> Bathroom door knob/handle: Yes / No		
<input type="checkbox"/> In-room medical cart: Yes / No	<input type="checkbox"/> PPE Container: Yes / No	<input type="checkbox"/> Bathroom handrail: Yes / No		
<input type="checkbox"/> Bathroom light switch: Yes / No				
<input type="checkbox"/> Toilet seat: Yes / No				
<input type="checkbox"/> Bathroom sink: Yes / No				
<input type="checkbox"/> Bathroom faucet: Yes / No				
<input type="checkbox"/> Toilet flush handle: Yes / No				
<input type="checkbox"/> Toilet / bedpan cleaner: Yes / No				
# of Correct Practice Observed ("Yes"):			Adherence _____%	
			(Total "Yes" ÷ "Total # Marked Areas" × 100)	
Total # Marked Areas:				
(Up to 48 total per form)				

https://www.cdph.ca.gov/Programs/CHCQ/HAI/CDPH%20Document%20Library/Adherence%20Monitoring_Fluorescent%20marker%2020200130.pdf

Review how this tool should be used in conjunction with the prior Environmental Services monitoring tool to measure how well staff are adhering to cleaning and disinfecting high-touch surfaces.

Users should read the instructions on the fluorescent marker. It has limitations, like surfaces it can be applied to and how the use of soap vs disinfectant can look on results. [TrainingManual.pdf \(glogerm.com\)](https://www.glogerm.com/pdf/TrainingManual.pdf)
<https://www.glogerm.com/pdf/TrainingManual.pdf> (bottom portion)

Instructions: Discreetly place fluorescent marker on at least ten (10) high touch surfaces in at least two (2) rooms to be cleaned. Use additional forms as needed. Check fluorescently marked high touch surfaces for each room below. After the room has been cleaned, use a black light to view marked areas. Circle "Yes" if the fluorescent marker was removed completely and "No" if any amount of fluorescent marker appears under the black light. Calculate adherence percentage in the last row.



Monitoring Quality of Environmental Cleaning

- Develop an auditing & feedback program
- Direct observation to evaluate use of appropriate products and procedures
- Evaluate consistency of cleaning by use of fluorescent gel markings
- Record and summarize data routinely (e.g., weekly)
- Provide feedback to EVS/housekeeping staff



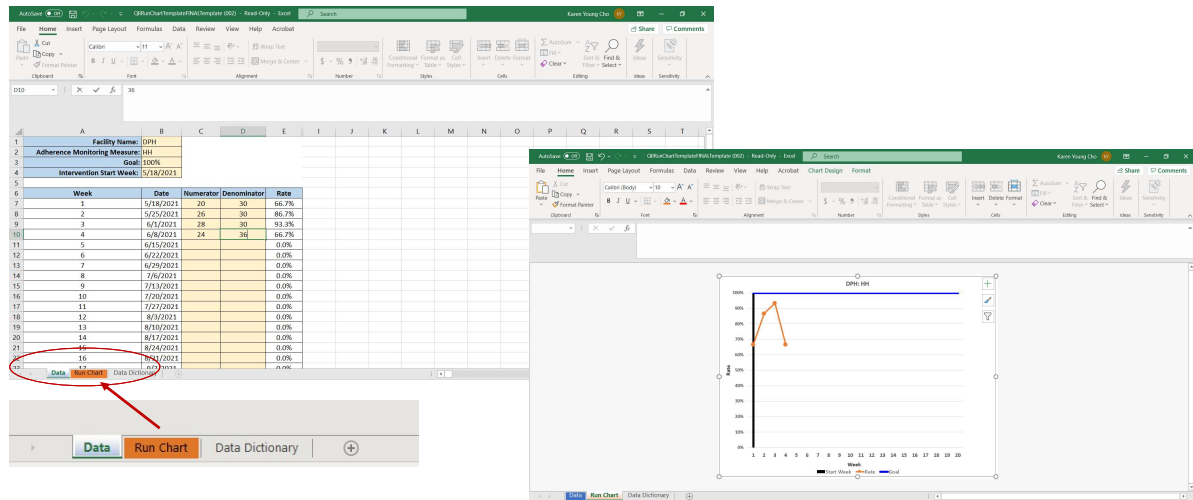
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Review slide

Facilities can even involve the EVS manager/supervisor with developing the auditing program and/or have them present at some or all of these audits



Feedback on Adherence Monitoring



In order to measure progress for your quality improvement project you need to:

- Perform adherence monitoring for hand hygiene and environmental cleaning and disinfection. Record dates, adherence percentages, etc. in the adherence monitoring feedback tool
- Observes your staff on HH and EVS practice and collect the data using the HH and EVS adherence monitoring tools.

On Adherence monitoring feedback tool, record the total number of “Yes” responses for adherent practices observed and the total number of observations (“Yes” + “No”) for each month on ‘Data’ Tab and the tool will calculate adherence percentage in the last row. ‘Data Dictionary’ Tab is available to provide definition of Numerator and Denominator.

- Then click ‘Run chart’ and it will also generate the graph and you can track your progress over time.
- Share your progress with your staff and with leadership. Provide periodic updates to encourage sustained commitment to infection prevention. Celebrate success. If improvement need, work with team to identify barriers and plans to mitigation.



Summary

- Obtain concrete evidence of what is being practiced in your facility
- Establish an Adherence Monitoring Program
- Train all staff performing adherence monitoring using consistent training materials
- Monitor adherence to hand hygiene and environmental service and provide feedback to staff

Review Slide