



COMPASS™



*Guiding You to Healthy  
Hand Hygiene*



*Implementation Guide: Acute Care*



**BETCO®**



COMPASS™

## What this Guide Will Do

Hand hygiene compliance is a serious issue. Approximately 80% of all infections are transmitted by the hands. Healthcare facilities must focus on preventing cross-contamination for the well-being of patients and healthcare workers. The World Health Organization recommends 5 essential elements for a successful hand hygiene program. The Compass™ program is built on a similar approach.

**Step 1 - Gaining Commitment** from all operating areas of your facility is critical. All facility and staff are key advocates to reinforce this commitment.

**Step 2 - Educating** those chosen to be hand hygiene advocates on the impact of this implementation is the next step. This guide will give you a basic education on critical facts and the positive impact a proper hand hygiene program can have on your facility.

**Step 3 - Create a Roadmap** by surveying your facility for proper placement of both sanitizing and handwashing stations. Your distributor or Betco® representative will assist in this process.

**Step 4 - Implementation** of the dispenser installation needs careful planning. Optimizing the

educational function, or site zone, of the dispenser along with message reinforcement will greatly assist your facility campaign.

**Step 5 - Communication** strategy to drive hand hygiene compliance is critical. Betco® has developed several themes and support materials to implement within your facility. In addition, a suggested press release can be found that is encouraged for use to generate public awareness.

## Gain Commitment

### Step 1

#### *How to gain commitment*

Commitment within all levels is vital to be effective and successful in improving health and safety. This means that nurses, doctors, facility managers and even your patients' families need to be working together.

Leadership and commitment from management is important in making this program successful. You can demonstrate the benefits of the Compass™ hand hygiene program in a number of ways.

- *Highlight how adopting a comprehensive hand hygiene program can positively impact the facility.*
- *Full program adoption and supplemental messaging train visiting friends and families to assist in preventing the risk of cross-contamination in patient rooms.*
- *Explain that reinforcing the method and length of time required at each hand wash event clearly supports your established hand hygiene compliance goals.*
- *The Joint Commission surveyor looks at techniques used for hand hygiene when reviewing infection control issues.*

## Educating

### Step 2

#### *When and how to wash your hands*

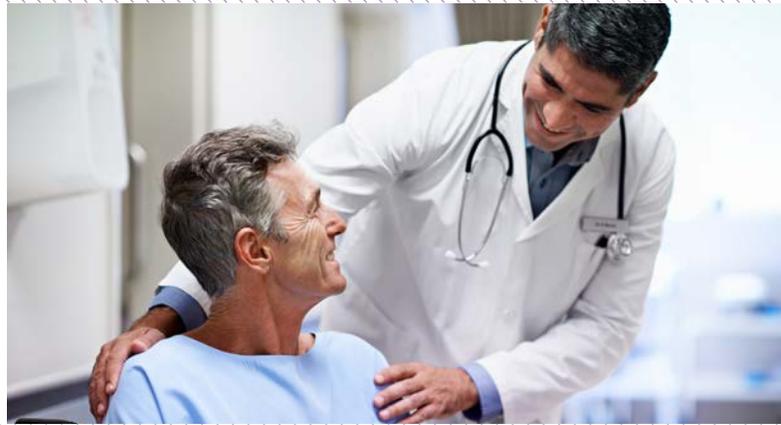
Keeping hands clean with proper procedures is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. If water is unavailable, use an alcohol-based hand sanitizer.

The proper sequence for handwashing is: wet hands, turn water off, apply soap, lather using 6-step method for a minimum of 20 seconds, then rinse and dry.

#### *When you should wash your hands.*

- *Before touching a patient*
- *Before clean/aseptic procedures*
- *After body fluid exposure/risk*
- *After touching a patient*
- *After touching patient surroundings*
- *After removing gloves*





## Education

### Step 2 (continued)

#### **Handwashing with soap helps prevent infections because:**

- *People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.*
- *Germs from unwashed hands can get into foods and drinks while people prepare or consume them.*
- *Germs can multiply in some foods or drinks, and make people sick.*
- *Germs from unwashed hands can be transferred to other objects like handrails, tabletops, or doorknobs, and then transferred to another person's hands.*

- *Removing germs with proper handwashing helps prevent diarrhea and respiratory infections and can even prevent some skin and eye infections.*

#### **Teaching people about handwashing helps them and their communities stay healthy.**

- *Reduces the number of people who get sick with diarrhea by 31%.*
- *Reduces diarrheal illness in people with weakened immune systems by 58%.*
- *Reduces respiratory illnesses, like colds, in the general population by 16-21%.*

#### **How should you wash your hands?**

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Be sure to follow the 6 step method which will address critical areas between your fingers and under your nails.
- **Scrub** your hands for at least 20 seconds.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel.



### **What should you do if you don't have water?**

Washing hands with soap and water is the best way to reduce germs on the skin. If soap and water are not available, use an alcohol-based hand sanitizer. Alcohol hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs.

### **How do you use hand sanitizers?**

- Apply the product to the palm of one hand.
- Rub your hands together.
- Rub the product to cover all surfaces of your hands and fingers until your hands are dry.
- Alcohol-based sanitizer does not create antibiotic-resistant super bugs. The antimicrobial activity of alcohols can be attributed to their ability to denature proteins. They kill germs quickly, but in a different way than antibiotics.

## **Acute Care Statistics**

**Your hands have good germs on them that your body needs to stay healthy. Alcohol-based hand sanitizers kill the good and the bad germs, but the good germs quickly come back on your hands.**

- The areas most often missed by healthcare providers when using alcohol-based hand sanitizers are thumbs, fingertips and between fingers.
- Depending on the level of care, healthcare workers might need to clean their hands as many as 100 times in a 12 hour shift.
- Studies reflect healthcare providers practice hand hygiene half of the times they should.
- In healthcare, when hands are not visibly soiled alcohol sanitation is recommended over handwashing since it is less irritating and drying to the skin.

- 1.7 million Americans develop healthcare acquired infections (HAI) and 99,000 people die in result annually. The economic burden of HAI's is estimated to be \$45 billion.
- Proper handwashing education reduces respiratory illnesses, like colds, in the general population by 16-21%.

**Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water.**



## Quiz

**Q1: True or False: Since half of all infections are transmitted by the hands, it's important to encourage handwashing.**

**Q2: True or False: There are 5 key steps to implement a successful hand hygiene program.**

**Q3: True or False: When is a healthcare worker required to wash or sanitize their hands?**

1. Before eating
2. After glove removal
3. After using the restroom
4. Before and after having direct contact with a patient
5. After contact with inanimate objects or surfaces in the patient room
6. All of the above

**Q4: Which sequence is correct for handwashing?**

1. Wet hands, apply soap, lather using 6-step method for 20 seconds, rinse and dry
2. Apply soap, wet hands, lather using 6-step method for 30 seconds, rinse and dry
3. Wet hands, turn water off, apply soap, lather using 6-step method for a minimum of 20 seconds, rinse and dry



**Q5: True or False: It is estimated the economic burden of healthcare acquired infections is \$45 million.**

**Q6: The most critical areas missed by not following the 6-step method of handwashing are:**

1. Palms of your hands and in-between fingers
2. Top of your hands and under nails
3. Top of your hands, in-between your fingers and under your nails

**Q7: Which of the following are reasons to implement a hand hygiene program at your facility?**

1. Patient safety
2. Healthcare worker safety
3. Community leadership and education
4. Create positive public perception
5. Reduce HAI's and the cost impact to the bottom line
6. All of the above

**Q8. True or False: Survey of Joint Commission reviews the techniques used to wash hands?**

## Answers

**Q7 Answer: 6 - All of the above**

**Q8 Answer: True** - During the surveys individual tracers, techniques are used for hand hygiene are observed for infection control.

**Q3 Answer: 6 - All of the above**

**Q4 Answer: 3** - It is always a good habit to turn the water off as you are lathering and using the 6-step method for a minimum of 20 seconds.

**Q5 Answer: False** - \$45 BILLION!

**Q6 Answer: 3** - The 6-step method specifically addresses these areas that harbor harmful germs.

**Q1 Answer: False** - 80% of all infections are transmitted by the hands creating an urgent need to teach staff and guests proper techniques for a lifetime of good habits.

**Q2 Answer: True** - Gaining Commitment, Educating, Creating a Roadmap, Implementation and Communication.

## Create a Roadmap

### Step 3

It is important to make handwashing and sanitizing available, where it is needed. A critical element is to ensure proper dispenser placement with the correct type of soap or sanitizer. Your distributor or trained Betco® representative will guide this plan for you.

Consider that food preparation areas require a different rated soap and sanitizer. Placement of dispensers will require ADA compliance and mounting to ensure the guiding screen is visible. Do not assume your previous dispenser placement is necessarily correct. We will verify what is compliant for your new program.

## Implementation

### Step 4

Implementation can feel overwhelming, especially if you have hundreds of dispenser changes. The carefully planned roadmap will take the surprises out of the equation. Your Betco authorized distribution and installation team will minimize disruption and ensure a professional and seamless transition to your new hand hygiene program.

If you have an older system and still have supply, we will complete installation in phases so you can consume your existing soap inventory. Keep in mind, this is a program that will influence the safety and well-being of your patients and employees, this is not a product exchange.

## Communicate

### Step 5

During your installation, you will select messaging to post in designated areas or on the dispenser itself. Choose from posters, dispenser billboards or table tent cards with themes that emphasize the commitment you have made to create a healthier community.

We have also included a pre-written press release ready for your use. Send this press release to local news outlets, post on your intranet and post on social media sites that you already use.



# Press Release Sample Template

FOR IMMEDIATE RELEASE

**From: (Name of person issuing the release)  
(Name of acute care facility issuing the release)  
(Contact Information)**

## **(Acute Care Facility Name) Builds a Healthier Treatment Facility with New Comprehensive Hand Hygiene Program**

(FACILITY NAME) announces the implementation of the new Compass™ hand hygiene program designed to help keep patients and guests healthy by educating them on proper hand hygiene practices.

According to the Centers for Disease Control and Prevention, proper hand hygiene education is the most important step in preventing the spread of illness and disease. The Compass program aligns with CDC recommendations by promoting the step-by-step instructions for proper handwashing. (FACILITY NAME) will place Compass Soap and Instant Hand Sanitizer dispensers throughout their facility and restrooms to support the facility's commitment to healthy living. These dispensers will use Betco® skin care products, which include green and triclosan-free solutions. In addition, (FACILITY NAME) will implement educational elements to remind patients, guests and staff about the relationship between proper hand hygiene and health.

"Controlling the spread of germs in a healthcare facility is very important," says NAME, TITLE at (FACILITY NAME). "Research shows that 80% of all communicable diseases are spread by touch. In order to stay dedicated to improving the health and wellbeing of our patients, (FACILITY ADMINISTRATOR) agreed that the Compass program is the best solution to accomplish that goal. I'm convinced that Compass can do amazing things to reduce the spread of germs."

"Germs can spread easily in a hospital or acute care facility," adds NAME, POSITION at (FACILITY NAME). "Even healthy visitors and staff can spread germs by touching a doorknob, faucet or even a patient, this program makes it easier for everyone to fight germs and protect our patients' health."

The educational elements of the Compass Hand Hygiene Program aim to make proper hand hygiene a habit for everyone. Thorough messaging that increases knowledge surrounding the importance of hand hygiene is available as posters and table tents and will accompany the dispenser program.

**"Helping our patients, staff and community stay healthy could not be any more in line with our mission." said (FACILITY NAME) Administrator NAME.**

*Sources cited:*

*"The Joint Commission." Accreditation, Health Care, Certification. N.p., n.d. Web. 17 Aug. 2016.*

*Centers for Disease Control and Prevention. Centers for Disease Control and Prevention, 28 Jan. 2016. Web. 17 Aug. 2016.*

*"World Health Organization." World Health Organization. N.p., n.d. Web. 17 Aug. 2016.*



**Cleaning Innovations That Matter.**

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