

# Hand Hygiene Program

## FAQ

UCLA Health

### General

#### Why is Hand Hygiene important?

The CDC and WHO state that hand hygiene is the simplest and most effective practice in preventing the spread of infection. UCLA Health is committed to taking care of the communities we serve. This is why we have partnered with Ecolab to implement a hand hygiene system that helps provide reminders on when to wash or sanitize to optimize patient and staff safety.

#### What's our institutional hand hygiene compliance goal?

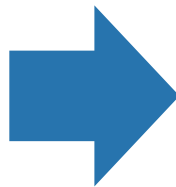
95%.

#### How long should I perform hand hygiene?

Hand Hygiene should be performed with soap and water or alcohol based hand rub for at least 20 seconds. Please refer to our policy: Hand Hygiene, HS IC 001 for additional information: <https://ucla-ronaldreagan.policystat.com/policy/11331936/latest>

#### How do I know the soap or ABHR dispenser has been upgraded to the new system?

Please look for the below gold network sign on the dispensers, this means they are upgraded.



#### What areas will this new system apply to?

During phase one, the system will cover all inpatient rooms throughout UCLA Health system-wide. Phase two of the system implementation will expand coverage to the emergency department, pre and post-op areas, nursery NICU/bassinets and any area with bays and

stretchers. We are monitoring the dispensers for neutral observations to make sure that hand hygiene is occurring as often as it should. We will be piloting a phase two monitoring system in the coming months for these areas.

### **Who do I contact if I have further questions about the Ecolab Hand Hygiene Electronic Monitoring Compliance System?**

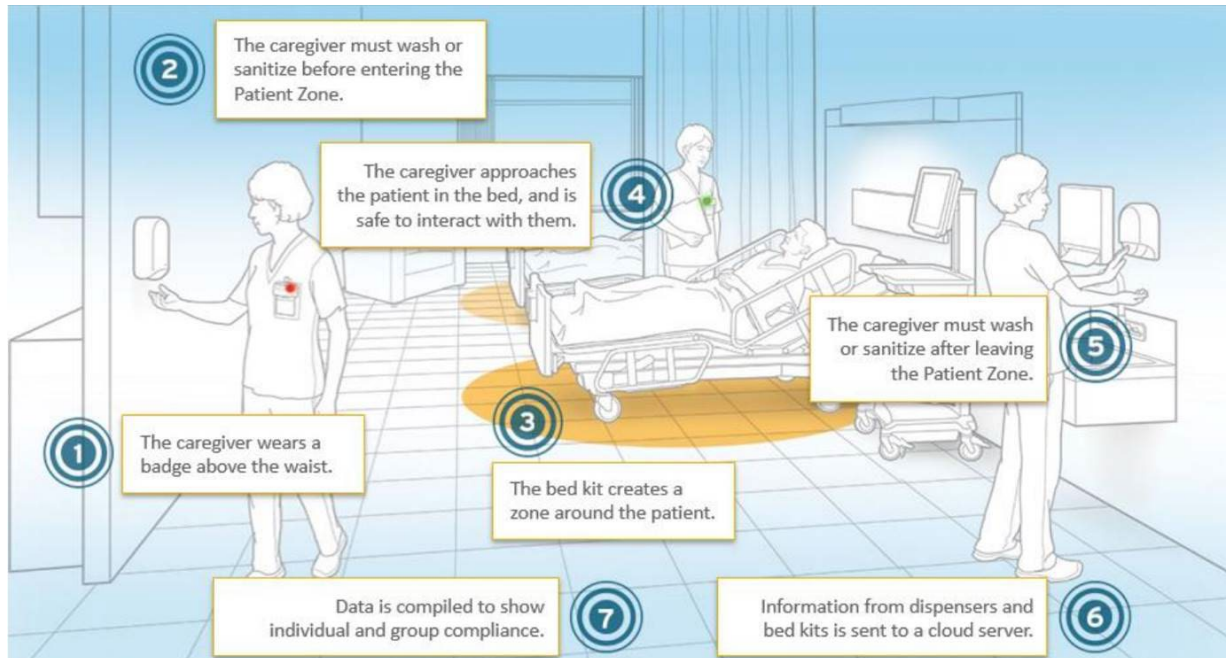
Please reach out to the Infection Preventionist assigned to your area(s) for additional questions or email [ceip@mednet.ucla.edu](mailto:ceip@mednet.ucla.edu).

### **How can I view hand hygiene data collected by the electronic monitoring system and who will have access?**

Hand Hygiene data captured from our electronic monitoring system will be uploaded into Tableau for access by the health system. We are currently undergoing internal validation of the data prior to publishing. All staff will have access to system level data and access to employee-level data will be provided to managers.

### **Is this system monitoring all movements, or only handwashing?**


The badge does not track your location, movement, or activity throughout the facility. It only collects data related to dispenser use and bed zone entries in monitored patient care areas.

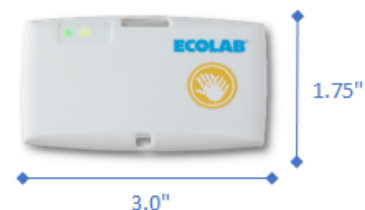


# Badges

What does an Ecolab badge look like?



	Length	Height	Width	Weight
	3.0"	1.75"	0.5"	31 g



**Which team members will need to wear an Ecolab badge?**

All employees who provide direct patient care including those who interact with patients in the monitored patient areas, including physicians, nurses, sitters, EVS staff, transportation, etc. and others will need to wear the badge.

**Why doesn't everyone have a badge yet?**

All UCLA Health employees that provide direct patient care as care givers will be receiving a badge. The badge deployment process will continue until all eligible employees have a badge.

**What do I need to do to obtain my badge?**

Your leader will provide badge distribution dates and times. It is important that you continue with your normal workflow once you have received your badge. This will help the implementation team collect the data necessary to optimize the system, locations, and timing overall.

**What do I do if an employee loses their badge?**

Please make a note of this information along with the employees name and ID number and inform the Hand Hygiene Program Manager at [ceip@mednet.ucla.edu](mailto:ceip@mednet.ucla.edu). An effort will be made to reassign a new badge as soon as possible.

**How do new employees obtain badges?**

New employees will receive badges as new badges are obtained from Ecolab.

**What do I need to do to maintain the badge?**

Badges are personal pieces of equipment and should be worn above the waist throughout patient care areas, not including public areas like the cafeteria or outside patient rooms. All badges are battery powered, and the battery lasts for approximately one year.

**What do the different lights/sounds mean?**

Green: After using a monitored Ecolab dispenser and after coming into the patient zone if it is within the time allowed after dispensing. The time allowed to enter a patient zone after dispensing is 10 minutes. Additionally, a wash out from one patient zone will count as a wash in to the next patient zone in this 10-minute period.

Green/Yellow: After leaving the patient zone or your badge loses connection with the patient zone. These lights are a reminder that you either need to reconnect to the patient zone or use a



monitored dispenser to “clean” your badge. This allows you to leave a patient zone and come back to that patient within a certain amount of time and the system does not require you to re-wash or re-sanitize your hands. The time allotted to re-enter a patient zone before the badge light turns red is dependent on your department/position workflow and will vary across the workforce.

Yellow (after PT contact): You have disconnected from the patient zone for more than the time allotted. You will have one additional minute to wash-out from the previous patient interaction before the badge turns red.

Yellow (after dispensing): Your badge has gone to sleep and will need to be woken up by a dispenser before contacting a patient zone. You will have 10 minutes to enter a patient zone. After 10 minutes, the badge will turn yellow to remind you that you should dispense before entering a patient zone.

Red: Your badge is in a non-compliant state either from missing a wash-in or out. The first action of your shift should be to use a monitored dispenser to wake/up and “clean” your badge. Otherwise, it will be in a non-active state and contact within a patient zone may result in a non-compliant event.

### **Why is my badge beeping at the nurse’s station or in the breakroom?**

The badge is set on a timing system. Most of the time if your badge beeps outside a patient room it is because you forgot to wash out. Your badge will remind you and give you a one minute warning before you receive a non-compliant event when you forget to wash out.

### **Why does my badge "keep beeping?"**

Your badge will only beep when a non-complaint event occurs. Your badge will also turn red in that case. It will not continue to beep.

### **If a patient is on isolation room and I want to stay in the room to chart before doffing PPE, will it turn yellow and then beep?**

Yes, the badge’s compliance will expire once the health care worked has left the patient zone for more that the time allotted and it will remind them to perform hand hygiene.

### **I was still working with a patient away from the patient bed and my badge beeped at me. Why did that happen?**

If this occurs, it is a rare occurrence where the system timing wasn’t working in sync with your workflow. Remember patient safety always comes first. If you are always wearing your badge you will have thousands of events that will offset the rare non-compliant events.

### **How is my badge specific to me and my job?**

Each UCLA Health employee has a personal badge assigned specifically to them. That badge is specific to your job role and your unit. Ecolab has adjusted the system timings on the badges to best fit your workflow. The Ecolab and UCLA team closely monitor the data to adjust timings to make sure the system is working for you. If you ever feel that your badge could be improved, please let your manager know.

## **Using Dispensers**



### **How do I ensure I get credit for dispenses?**

Ensure that your badge is worn above the waist and that you are within 36" of the dispenser. For manual dispensers, depress at least 70% of the lever. You will either see a reddish-gold or blue light (Phase II) on the front of the dispenser when it communicates with a badge. Dispensers will only credit one badge at a time, usually the closest person to the dispenser.

### **Why do I need to lean over toward the dispenser to get credit from the dispenser?**

You do not need to lean over or change your practice of using sanitizer. The dispenser will reach the badge up to an arm's length away. If your badge is more than an arm's length away then there is a possibility that you won't get credit. Remember to always wear your badge above your waste to be able to get credit for your hand hygiene from a dispenser.

## **Patient Zones**

### **How do I ensure I am connecting to the patient zone?**

The patient zone extends 18" off both sides of the bed. Typically, the signal is stronger near the middle of the bed rather than at the head or foot. After using a dispenser, your badge will not recognize a bed for 15 seconds. The bed beacon looks for a badge every 3 seconds. It is possible you'll need to be in the bed zone for 18 seconds before connecting. Unlike the dispensers, a bed beacon will communicate with multiple badges at one time. By following your normal workflow of washing in and out of all patient interactions, the system captures your connections.

### **Is the Patient Zone always active?**

Bed patient zones are only active if the bed is plugged into a power source. Stretcher patient zones are always active. Stretchers stored in hallways or beds left plugged in while stored in hallways are active.

### **What if I walk past beds in the hallway or a patient being transported?**

There is equipment that can tell if the bed is plugged in or not. If the bed is unplugged the beacon goes to sleep and will not connect to your badge.

### **Will my badge be picked up by both beds in a double occupancy room?**

There is a designated bed attach time on your badge. You must be standing in the bed zone for at least 3 seconds for your badge to connect to the bed. If that does occur and then you move to the other bed a non-compliant event could occur. We realize that some double occupancy rooms are very small, please always put patient care and patient safety first. Your managers understand that if you are working in these rooms your compliance might be affected.

## **System Maintenance**

Ecolab has a service visit that occurs every 90 days. This is to ensure that all the equipment is working properly. The next Ecolab visit will be March 6.

They will also be rounding to understand questions and issues once a week. Keep a lookout for them to ask questions and bring up concerns or report it to your manager.

If you have additional questions that were not addressed in this document, please reach out to your department leader.

