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# Multi-Specialty MOC Portfolio Approval Program

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Progress Report Example:  
Improving Hand Hygiene

# Key Driver Diagram

**Global Aim**

Eliminate preventable health care associated infections

**Specific Aim**

>90% appropriate hand hygiene rates for physicians and staff before and after each patient encounter within 6 months from start of project.

**Primary Drivers**  
*(outcomes)*

- Physicians and staff are aware of the importance of the problem and what can be done
- Adequate supplies and processes are available to achieve desired results
- QI team and processes are in place to achieve aim

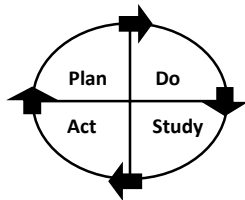
**Secondary Drivers**  
*(interventions)*

- Educational sessions on hand hygiene
- Install alcohol dispensers in appropriate locations and assure access to soap and water where appropriate
- Form QI team, establish ongoing monitoring (measuring) process and process for documenting meaningful physician participation

Key

What we're working on now

# PDSA/PDCA Evidence



## **TEST 1**

**What:** Educational session on importance of hand hygiene (safety, patient-centered)

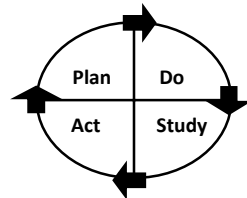
**Who:** All providers and staff

**Where:** Practice

**When:** Next week

**Who executes:** MD/Nurse champions

**Results:** pre/post survey



## **TEST 2**

**What:** Install dispensers (efficiency)

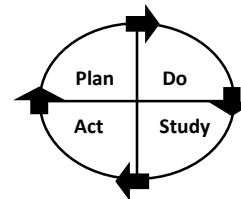
**Who:** All patients

**Where:** outside each patient care area

**When:** by end of the month

**Who executes:** Office manager

**Results:** Dispensers installed, hand hygiene rates improved



## **TEST 3**

**What:** Move dispensers (efficiency)

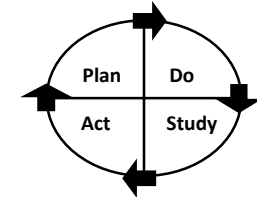
**Who:** all patients

**Where:** inside patient care areas

**When:** by end of month

**Who executes:** Office manager

**Results:** Dispensers moved, hand hygiene rates improved further



## **TEST 4**

**What:** Post run chart documenting progress (patient-centered, safety)

**Who:** all practice staff

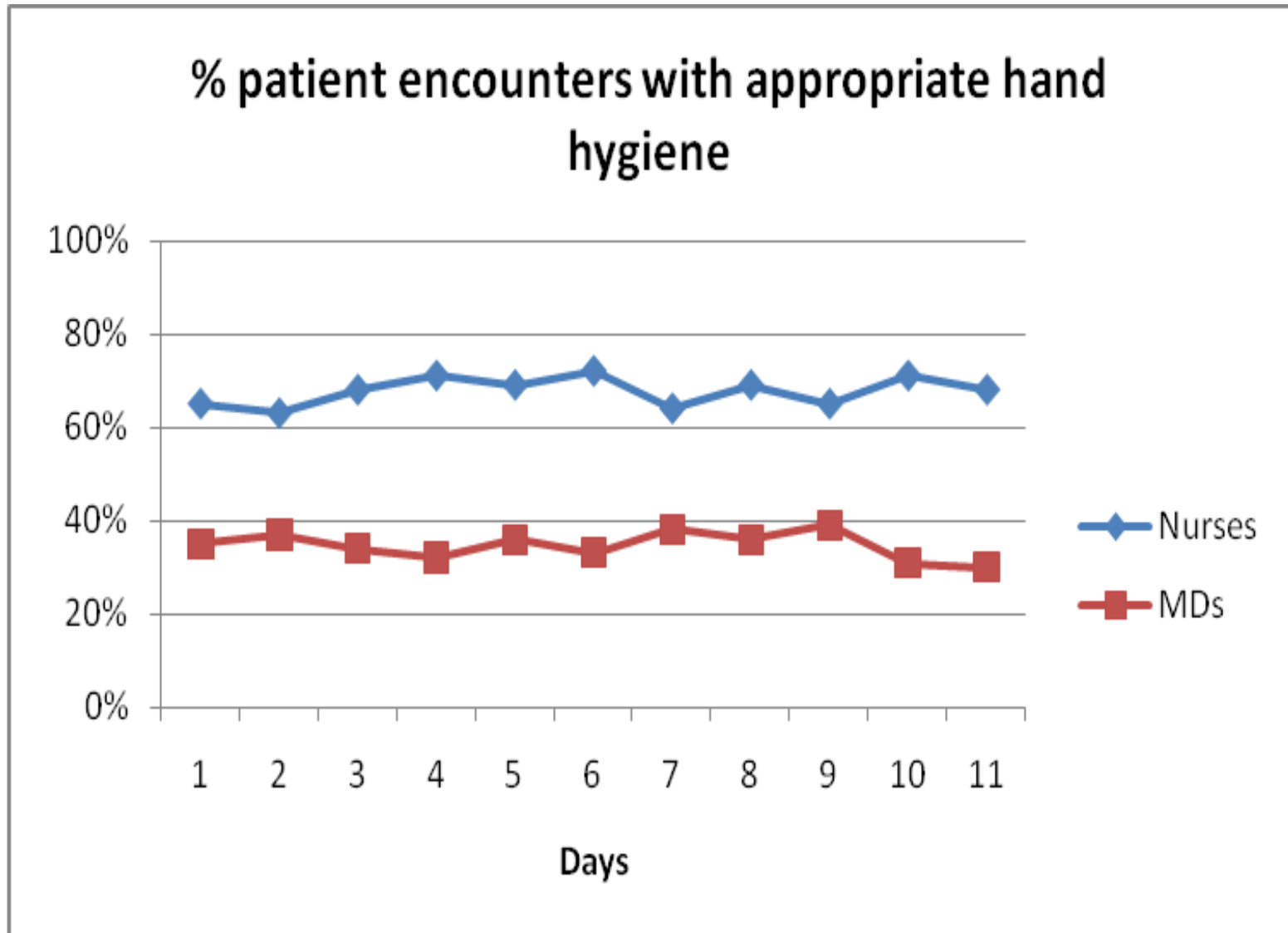
**Where:** prominent clinical care area

**When:** by next week

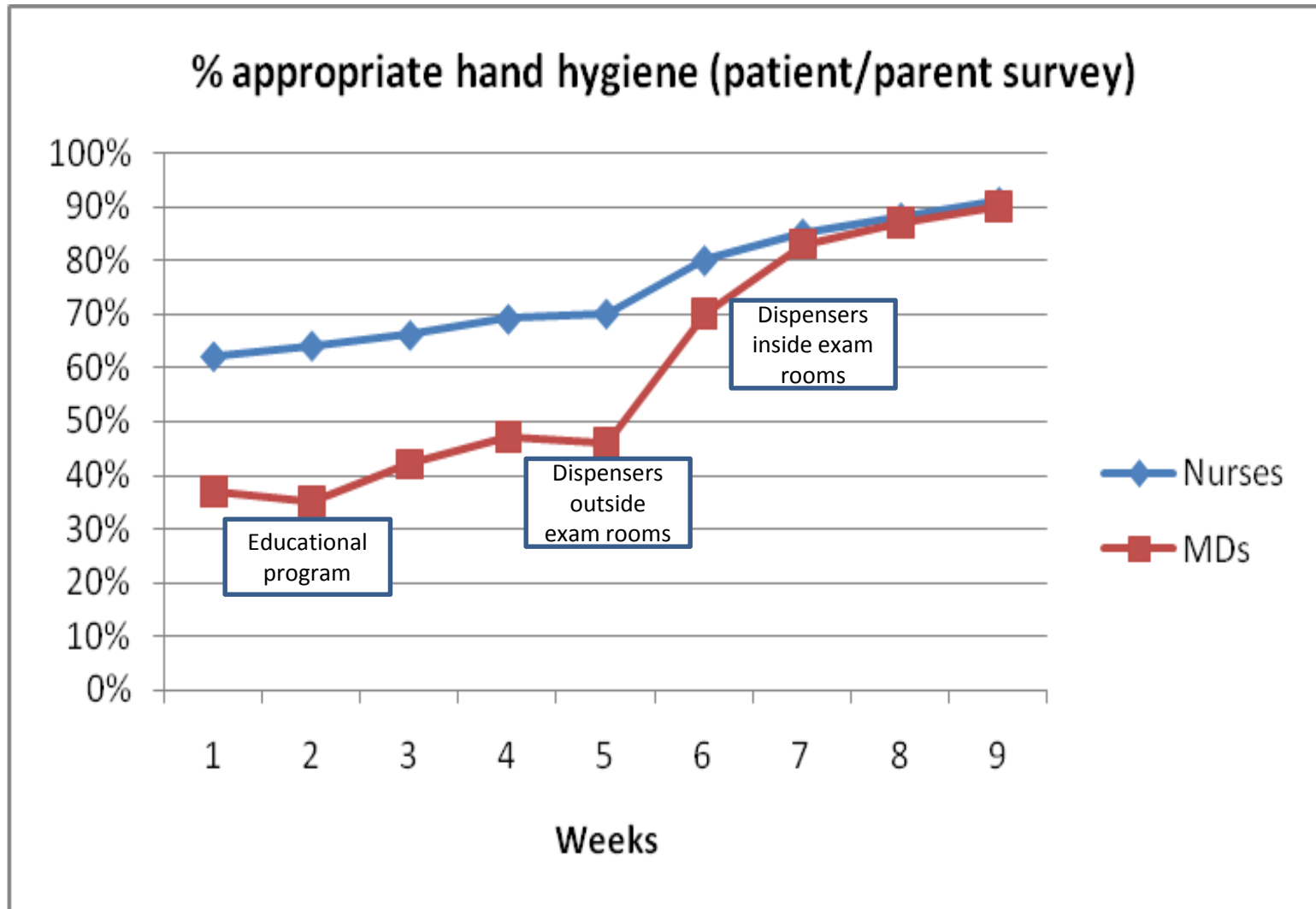
**Who executes:** Nurse champion

**Results:** hand hygiene rates improved further

# Results – Baseline Data



# Results



# Lessons Learned

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- Lesson 1

- Placing alcohol dispensers near the patient care areas improved hand hygiene rates and placing them inside the patient care areas where their use could be observed by patients, improved hand hygiene rates even further
  - Challenge: Ongoing monitoring to assure appropriate hand hygiene rates are being maintained

# Sustainability and Spread

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- Daily monitoring of alcohol dispensers to assure they are full and functioning
  - Status
- Once >90% hand hygiene rates are achieved, implement quarterly monitoring and follow up team meetings
  - Status

# Physician Participation

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- Requirements for participation in order to earn MOC Part IV credit
  - Attend at least half of all project team meetings
  - Implement recommended changes (interventions)
  - Review progress data
  - Propose new changes as applicable
  - Personally reflect on activity, its impact and personal investment