

# WHO ISSUES GUIDELINES ON HAND HYGIENE

*Kathy Ritter, RN, Infection control & risk*

To fight the spread of healthcare-associated infections (HAIs), the World Health Organization (WHO) and its partners are launching the Global Patient Safety Challenge with the theme, "Clean Care is Safer Care". As part of the launch, an advanced draft of the WHO Guidelines on Hand Hygiene in Healthcare is being made available to encourage simple measures to prevent the spread of these infections.

Ministers of health and senior officials, technical experts, and WHO are announcing a series of key actions to fight HAIs which threaten hard-won gains in health and life expectancy. These infections are a global problem affecting both developing and developed countries.

According to a new publication of the Global Patient Safety Challenge, "Clean Care is Safer Care", at any given time, more than 1.4 million people worldwide become seriously ill from such infections. Between 5 and 10 percent of patients admitted to hospitals in developed countries acquire these infections, the report says. In some developing country settings, the proportion of patients affected can exceed 25 percent.

Added to the considerable human suffering is the economic impact of these infections. Studies in three OECD countries, one of which is a middle-income country, have shown that a total of \$7 billion to \$8.2 billion is lost by the three countries every year because of HAIs.

"WHO's World Alliance for Patient Safety has developed low-cost strategies to fight this global problem," said WHO director-general Lee Jong-Wook. "Implementing these strategies is the best way to prevent HAIs and improve patient safety."

The Global Patient Safety Challenge, a core program of the World Alliance for Patient Safety, brings together the WHO Guidelines on Hand Hygiene in Healthcare with ongoing actions on blood safety, injection and immunization safety, safer clinical practices, and safe water, sanitation, and waste management. Simple actions contained in these low-cost strategies have also proven to be very effective in reducing the burden of infection.

Liam Donaldson, chair of the alliance, chief medical officer for England and chief medical adviser for the government of the United Kingdom of Great Britain and Northern Ireland, said: "Patient safety is now recognized as a priority by health systems around the world. The alliance's program of work has brought an unprecedented level of commitment from countries, professional bodies, and health consumers to the cause of making healthcare safer for patients. The first Global Patient Safety Challenge is addressing a vital area of risk. HAIs can be reduced and the prize is the potential saving of millions of lives worldwide."

For the past year, more than 100 technical experts from around the world have participated in the development of WHO Guidelines on Hand Hygiene in Healthcare. The guidelines will be finalized only after they have been tested in different healthcare settings in the six WHO regions. Hand hygiene, a very simple action, remains the primary measure to reduce HAI and the spread of antimicrobial resistance, enhancing the safety and care across all settings.

In the case of a new influenza pandemic, the huge number of patients seeking care will pose a challenge to health services and greatly increase the risk of spread within healthcare facilities. The development of effective tools and resources to reduce transmission of pandemic influenza virus when providing healthcare is an immediate need. Although transmission by large droplets when people cough or sneeze is considered the major route of influenza spread, the transmission via contaminated hands may be a contributing factor. Therefore, in addition to other infection control actions, hand hygiene measures suggested in the present guidelines should be included among the essential measures for responding to pandemic influenza.

## A Checklist of Reasons Why I Didn't Wash My Hands Properly

*By William A. Hyman, Department of Biomedical Engineering at Texas A&M University*

- \* I forgot
- \* I was in a hurry
- \* They weren't dirty
- \* It makes my skin rough
- \* I showered this morning
- \* It makes my rings tarnish
- \* I washed my hands earlier
- \* Those rules don't apply to me
- \* I don't like the smell of the soap
- \* Excessive cleanliness makes us weak
- \* I didn't touch anything that was contaminated
- \* There are so many bacteria around us that a few more won't make any difference
- \* I never saw anyone get sick as a result of my not washing my hands properly

# TYLER *Times*

*A publication for the employees of Tyler Memorial Hospital*

*March, 2006*

**Coming Soon**  
**Employee Service**  
**Awards Banquet**  
**Carriage Inn**  
**Friday, April 28**

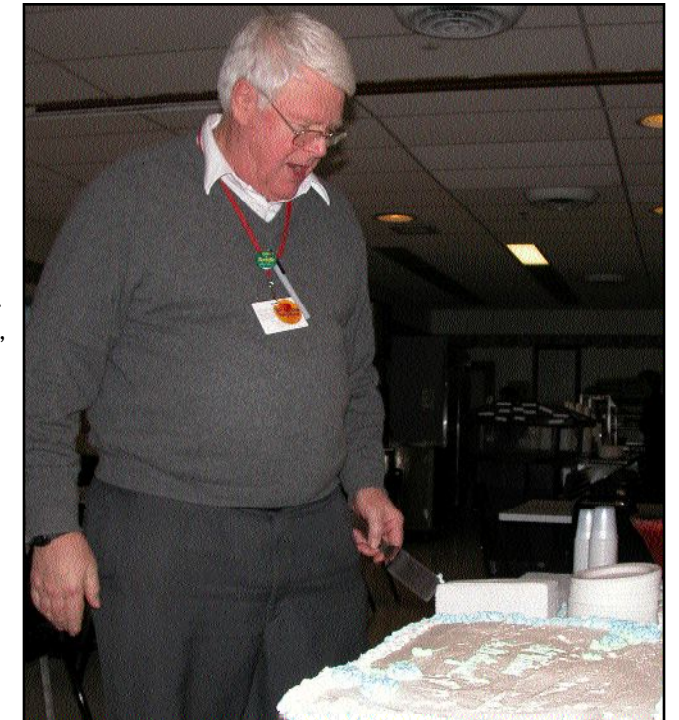
**D**epartment heads were stunned on Monday, when Bill Milligan, president and CEO of Tyler Memorial Hospital, announced that Thomas Dougherty, CFO, will not be succeeding Mr. Milligan on March 1, 2006, as planned. Mr. Dougherty will continue to serve in his present capacity as chief financial officer.

In a meeting of Tyler department directors and managers, Mr. Dougherty expressed his deep disappointment at not being able to assume his new post, and apologized for the unfortunate timing. "Because of recent health problems, I feel it is best for the hospital, as well as for me and my family, that I not take on these extra responsibilities now," Mr. Dougherty explained.

Mr. Dougherty related a series of cardiology issues as the reason for his decision to not take over the hospital's top spot. In closing, Mr. Dougherty also thanked Mr. Milligan for his support during this difficult process.

*"...it is best for the hospital, as well as for me and my family, that I not take on these extra responsibilities now,"* Thomas Dougherty, CFO

Explaining that he agreed to continue to serve as Tyler CEO on an interim basis, Mr. Milligan said he will be working part-time and doing a lot of work from home until a suitable replacement



*Mr. Milligan cuts his "Unbirthday Cake" at his party on Monday in the cafeteria.*

can be chosen by the Tyler Board of Directors. "This process will probably take a few months," Mr. Milligan added.

Mark Mitchell, board president expressed his deep regret at not having the opportunity to work with Mr. Dougherty as CEO, as well as his gratitude to Mr. Milligan for delaying his retirement to help the hospital.

"I know this decision forces Bill to change his retirement plans, and the board and I appreciate his generosity and willingness to stay on until the situation is resolved," he added.

Mr. Milligan is planning a short vacation the beginning of March.

In other comments, MR. Milligan expressed concern that patient volumes have been down and that the hospital is running a deficit seven months into the hospital's fiscal year. He announced a hiring freeze, and asked everyone to be very careful about spending.

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### What Matters Most

Each year, Tyler reaches out to practicing physicians, board members, employees, friends, and neighbors for financial support through its annual campaign. The 2006 annual appeal will launch on Thursday, March 2nd with a direct mail appeal to residents and businesses seeking support.

With the theme of "What Matters Most," the appeal letter emphasizes the critical need for high-quality, compassionate healthcare when it's needed, where it's needed – at a location close to home.

When unexpected, unplanned healthcare emergencies happen, Tyler is prepared - 24 hours a day, 7 days a week, 365 days a year. The direct mail appeal will deliver this message to our community in seeking financial support.

Pete Butler, a member of the hospital's Board of Directors, is the chair of this year's campaign.

Last year, Tyler physicians, volunteers and employees participated in the annual campaign. Their donations showed their support of the hospital they care for and believe in. They gave according to their ability – and to their own standards. Every donation counted.

The Tyler Health Foundation invites you to join the efforts of our current supporters, including your fellow employees, who have come together to invest in the health of the community.

In addition, as an employee, your tax-deductible contribution to the annual campaign will count towards your eligibility for a giving incentive in the hospital campaign to be held during the summer months.

Every gift, no matter what size, makes an impact - and a difference in the lives of our patients and their families. Your support is appreciated!

For more information about the annual campaign, contact Shana Tesluk, Executive Director of the Tyler Health Foundation, at extension 645.



Volunteers, Peg Gravell, (standing), Bev Johnson, (left) & Anne Schaefer are among the many Tyler volunteers and employees who donate each year to the Tyler Health Foundation Annual Campaign.

### Friends of Tyler Charity Casino Night Slated

Friends of Tyler announce a high-stakes celebration for its second annual charity Casino Night fundraiser that will be held on Saturday, March 25th. The community is invited to give "lady luck" a run for her money at Shadow Brook Inn and Resort in support of this event that raises money for Tyler Memorial Hospital. Proceeds will benefit the hospital's physical plant, which will use the funds to upgrade the elevator system to further enhance both patient and visitor safety.

The event will feature a Vegas-style casino atmosphere where attendees can try their luck with play chips at professional craps, roulette, and blackjack; participate in the top line raffle of fabulous prizes; sample a variety of passed hors d'oeuvres and appetizers; and enjoy foodstuffs at pasta, carving, and stir-fry stations. Select wines and beer

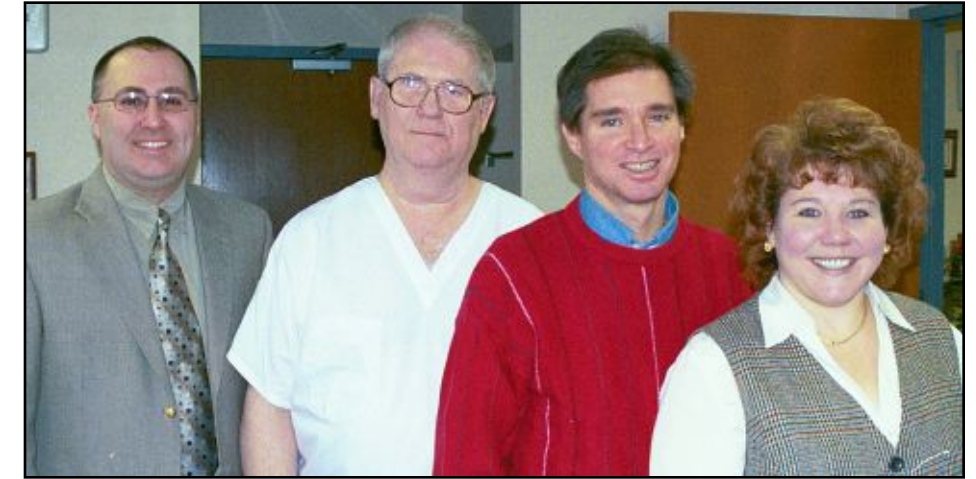
will be available to event attendees throughout the evening. Local businesses have once again rallied together to support the event through donations of gifts, gift certificates, and table sponsorships.

"Casino Night provides an opportunity for the community to come together to support an important cause – and have a great time doing it," said the event's chair, Bekah Frisco.

Social hour and charity "gambling" will begin at 6 p.m. Attendees will receive \$100 worth of playing chips for use during the fundraiser at the event, with additional chips available for purchase throughout the evening. At 9 p.m., the chips will be counted and prizes will be awarded.

Tickets are available now with an advance sale price of \$50 in advance (call 378-2595), and \$60 at the door.

For more information about the Friends of Tyler Casino Night, contact Shana Tesluk, Executive Director of the Tyler Health Foundation, at extension 645.



The medical Staff of Tyler Memorial Hospital recently elected new officers. The officers are: Patrick Murray, M.D, (second from right) president; Christopher Andres, MD, (left) vice-president; and Brenda Goodrich, DO, (right) secretary/treasurer. The officers will serve for two years. Dr. Murray succeeds Charles Swisher, MD, (second from left) chief of emergency services.

### Joint Commission Corner

Brenna Evans, RN, director of quality

Our next triennial survey with the Joint Commission will be due in 2008. Because all Joint Commission surveys conducted after January 1, 2006 are unannounced, in 2008 the surveyors will arrive anytime between January 1st and December 31st.

The Joint Commission's rationale for unannounced surveys focuses on continued survey readiness, being ready for survey at any time. The decision for all surveys to be unannounced comes along with the Joint Commission's new survey process, Shared Visions-New Pathways.



"The bad news is, you tripped over our policies and procedures manual and you'll need some therapy. The good news is, you're a staff member, so the rehab is free."

This new process focuses on patient care processes versus operational systems. This translates into much more of the surveyors time spent in the departments interacting with both staff and patients. It seems as though the biggest disadvantage to the new survey process is it will not allow us the several months prior to "gear up." However, in time it will become the biggest advantage, by making sure we are being prepared for a survey at anytime.

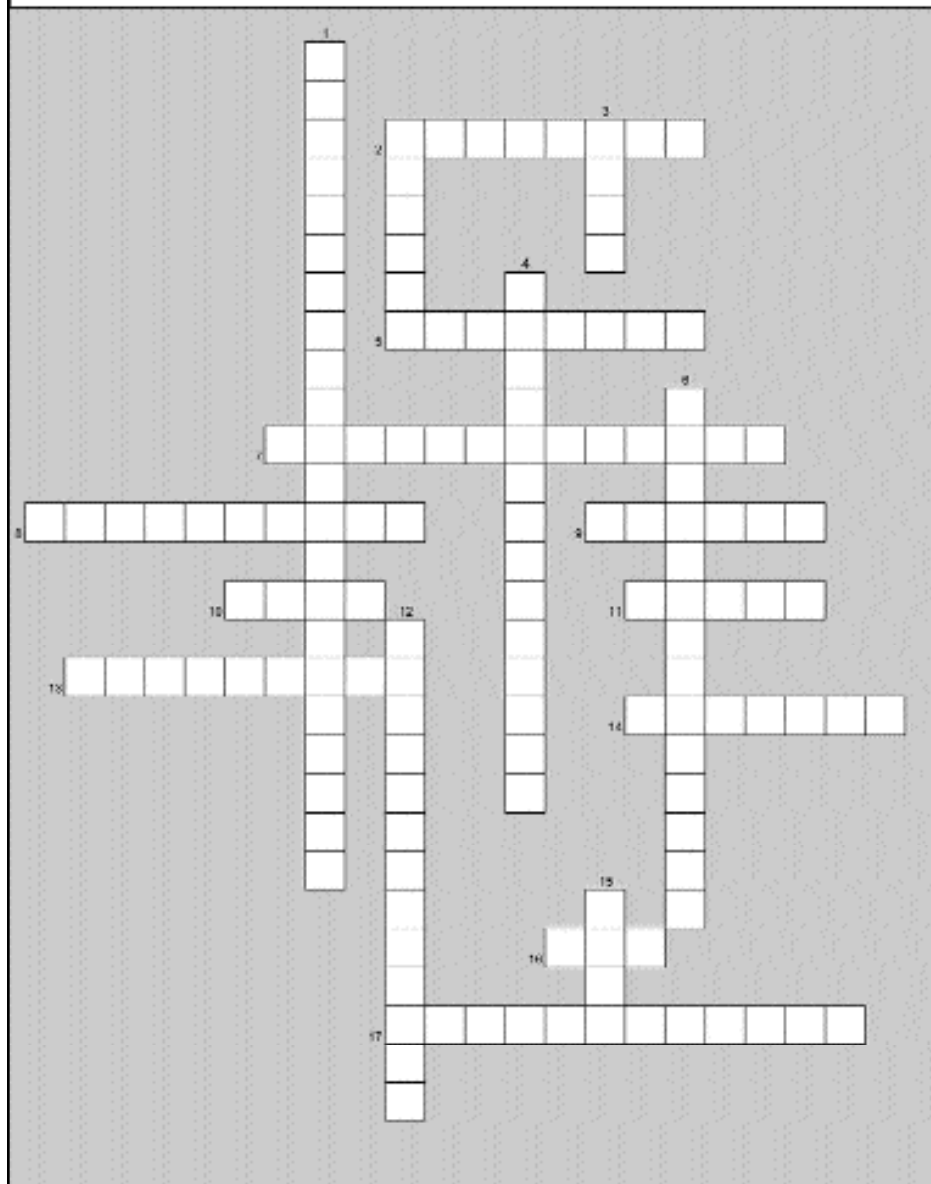
It will allow us, as an organization, to focus on our preparedness for the next patient, not the next survey. It will also validate that we are continuously improving systems, rather than just every three years in preparation for a survey.

We will all need to work toward becoming prepared for our next unannounced survey. All the things we have always done in the few months prior to surveys need to become how we perform on a daily basis. With a little effort from everyone, we can do it!

# Nurses' Notes

Denise Gieski, director of nursing

## Patient safety crossword



### DOWN

1. U, QOD, QD, IU, for example (two words)
2. JCAHO's methodology for surveying organizations
3. A patient slipping out of bed, for example
4. Full name and date of birth, for example
6. Process of documenting a complete and accurate medication list across the continuum of care
12. Unexpected death or significant loss of function (two words)
15. What the prohibited abbreviation "U" might be confused as

### ACROSS

2. Move a patient to another facility, unit, or department
5. To write down and repeat a medical order or test result
7. Major focus of JCAHO survey AND this crossword puzzle (two words)
8. Unacceptable patient identifier (two words)
9. Hand protectors
10. Abbreviation for the type of analysis used to identify risk-prone areas and eliminate risks before an adverse event occurs
11. Abbreviation for the organization that accredits our hospital
13. Term for two drugs that are similarly labeled and might easily be confused
14. Number of seconds you should rub your hands together when handwashing
16. Prohibited abbreviation for "every other day"
17. Concentrated \_\_\_\_\_ should not be kept on patient-care units

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*Congratulations to the following employees who were CAUGHT IN THE ACT:*

- Carol Jonas*  
*Dr. Coster*  
*Fred Kuntz*  
*Kathy Savo*  
*vicki Ross, \*\**  
*Judy Truesdale*  
*Trish McKinney*  
*Jackie Knox*  
*\*\* Denotes winner*

*Please welcome the following employees:*

- Hope Smith,*  
*Housekeeping*
- Maureen Lloyd,*  
*Radiology*
- Robert Holley, MICU*
- Roxanne Robinson, OR*
- Nanci Larnerd, Lab*

## Who needs a Pap test?

The American Cancer Society (ACS) says there are millions of false positive tests for cervical cancer each year. The large number of questionable test results leads to needless anxiety and unnecessary procedures. ACS recommends:

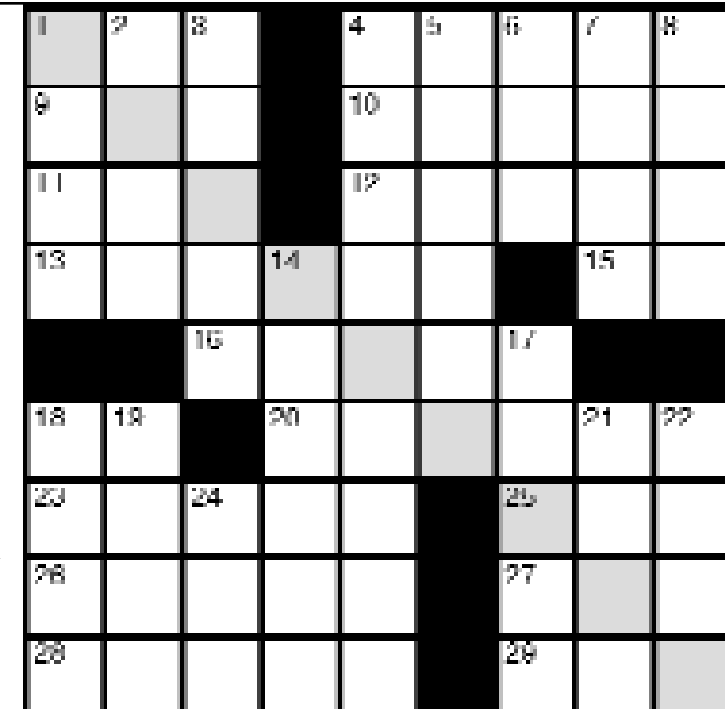
- Women over 30 who have had three normal Pap tests in a row can be tested every two or three years.
- Those who have had a total hysterectomy don't need the test, nor do women over 70 who had three or more normal tests in the last 10 years.
- Young women who have not had intercourse can skip the screening.
- Women should be tested three years after starting to have sex or by age 21.

For more information on testing, visit [www.cancer.org](http://www.cancer.org).

## Irish Treasure

### Across

1. Graduate degree: Abbr.
4. Lurk
9. Bud's partner
10. Deep pink color
11. Computer key
12. Reddish brown dye
13. Magnate
15. Indefinite article



### Down

1. Braid
2. Sacred
3. Type of treat
4. Civil War General
5. Chekov actor
6. Samovar
7. Turner of the movies
8. Hate group (partial)
14. One in the petroleum industry
17. Sandbank
18. \_\_\_ au Haut, Me.
19. Those
21. Enameled metalware
22. Molt
24. Grow old

# HELP CHOOSE THE 2005 EMPLOYEE OF THE YEAR

**B**etween now and March 30, 2006, you have the chance to participate in naming the **2006 TYLER EMPLOYEE OF THE YEAR.**

In the Thursday, March 2, pay-checks, you will find a ballot. Please complete the ballot and return it to the Education Office. Only non-managerial employees are eligible to be nominated.

We all know a co-worker who really goes the extra mile to help out, the one who volunteers to make someone else's job easier, or who makes an outstanding customer service effort with patients, families and co-workers.

If you know someone that meets the criteria listed below, please take a minute and fill out the ballot. A ballot is also available at: [tylerhospital.com](http://tylerhospital.com). Click on the Employees Only icon using your user ID and password to access the page. Call the Public Relations Office @ 301 if you have forgotten these codes.

The following criteria is used by the Customer Service Committee to select the **EMPLOYEE OF THE YEAR.** The winner will be announced at the Employee Awards Dinner on April 28.

**EMPLOYMENT PERIOD:** The employee should have been employed by Tyler Memorial Hospital for a **MINIMUM** of one year prior to being nominated.

**PUNCTUALITY AND RELIABILITY:** The nominee should demonstrate consistent and competent work ethics by arriving to work on time and not having excessive absenteeism.

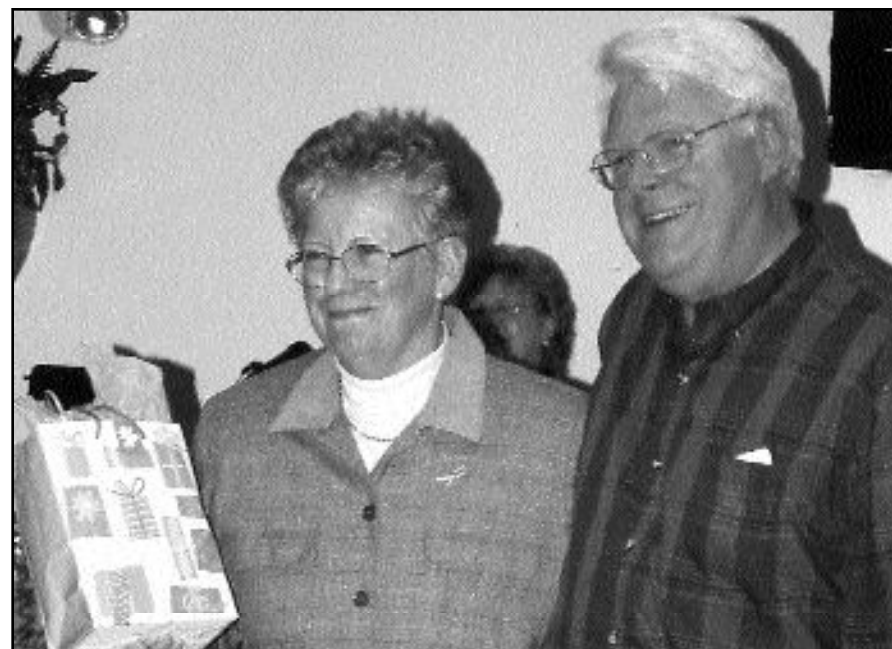
**JOB PERFORMANCE:** the nominee should consistently meet the job performance standards set by his or her manager.

**DEDICATION:** The employee should demonstrate a willingness to broaden

the duties of the position to benefit the hospital. The nominee should demonstrate an attitude of dedication and respect, and show support for the hospital, its administration, policies and mission.

**ATTITUDE:** The nominee should exhibit a consistent, upbeat and pleasant attitude.

**EMPLOYEE RELATIONSHIPS:** The



*Mary Robbins, business office was the 2004 Employee of the Year.*

nominee should show a willingness to work well with co-workers, both within and outside his or her department. The nominee treats co-workers with respect, dignity and friendliness.

**CUSTOMER SERVICE:** The nominee should exhibit excellent customer service skills in all interactions with co-workers, physicians, patients, volunteers, vendors and the public.

**ABOVE AND BEYOND:** The nominee must be willing to be a positive representative of Tyler Memorial

Hospital both within and outside the hospital during the year he or she serves as Tyler Employee of the Year.

The Nomination rules are:

- \* Complete the nomination form, including the reasons for nominating the individual.

- \* Nomination forms must be signed by employee completing the form.

- \* Each employee may nominate

more than one eligible employee. A separate form must be used for each nomination.

- \* An employee may nominate him or herself, as long as the requirements for nominator and nominee are met.

All nominations will be reviewed by the Customer Service Committee, which will make the final selection based upon the above criteria. The winner will be announced at the Tyler Memorial Hospital Awards Dinner on April 28, 2006.

# TYLER ROLLS OUT NEW CT



*Photos by F. Patrick Bernet*



The new Toshiba Sixteen Slice CT was delivered last week to the amazement of hospital visitors. According to Mary Ann Place, imaging manager, the new technology will reduce the time patients are on the table by up to 50% for most procedures.

The new CT will be used to diagnose injuries, illnesses and abnormalities of the head, abdomen and chest, as well as oncology follow-up. "We're in that 'new shoes' stage," Mary Ann pointed out. "We're operating at a reduced capacity until we understand all the bells and whistles," she said.

In addition to shorter exam times, patients will benefit from single-breath scanning and have reduced x-ray exposure.