



MacNeal
Hospital






SWIPE
SENSE

MacNeal Hospital Sees Positive Behavior Change and Lowers Risk of Hospital-Associated Infections (HAIs)

MacNeal Hospital, a leading Chicago-based community teaching hospital, has changed the status quo by using SwipeSense® technology to create sustainable hand hygiene behavior and reduce the risk of HAIs — ultimately saving more lives.

Each year in the US, 1.7 million people acquire an infection during a hospital visit and 99,000 of these cases results in death¹ — but HAIs are preventable. Evidence shows HAIs can be reduced when caregivers consistently perform hand hygiene,² however this is often overlooked for three reasons:

-  Hospitals lack the technology to accurately monitor and measure compliance.
-  Caregivers work in fast-paced environments and hand hygiene is not top-of-mind.
-  The entire care team is responsible and accountable for interacting with patients.



The Data Challenge



“Like most hospitals, we deluded ourselves into thinking the direct observation numbers were accurate.”



Dr. Charles Bareis
Chief Medical Officer, Tenet Chicago Market

“Preventing HAIs was emerging as the new frontier of patient safety, and we realized we should be doing all we can to prevent them. I asked our team, are we really as good at this as we think we are? What can we do to get better?”

While MacNeal Hospital is a metrics-driven organization, its reliance on manual observation to record and measure hand hygiene events was causing two critical issues:

-  The number of hand hygiene events recorded through human observation was extremely limited compared to the number of events that actually happen.
-  Since manual observation cannot generate accurate and immediate measurement, the hospital lacked transparency and was not equipped to drive change.

SwipeSense® in Action

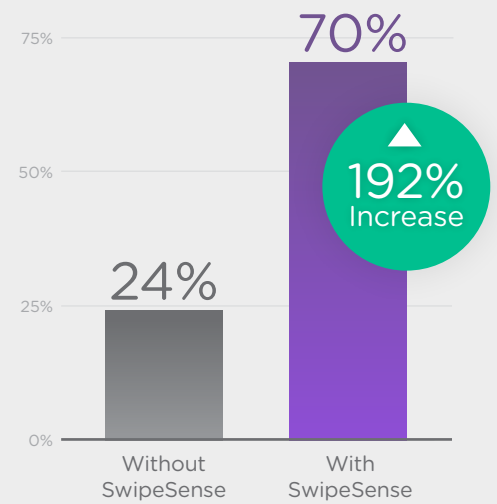
MacNeal implemented SwipeSense, the most advanced technology for monitoring hand hygiene at an **individual-level**, which is the key to driving real behavioral change. While other products only measure broad indicators, like overall gel usage and group-level compliance, SwipeSense supplied the team with individual-level data collected via a low-maintenance sensor network and delivered it through a user-friendly web portal.

“When we started getting data from SwipeSense, it was painfully startling. Our reports had shown compliance in the 90s but it was actually in the 20s. SwipeSense gave us the individual-level data we needed to encourage more diligent behavior.”



Dr. Charles Bareis
Chief Medical Officer, Tenet Chicago Market

Compliance Over 12 Month Period



Behavior Change Drives Results

MacNeal attributes its compliance improvement success to:

- ✓ Leadership who want to see results and encourage use of the system alongside the Infection Prevention team.
- ✓ Weekly huddles to review numbers across departments and set goals.
- ✓ Celebrating compliance achievements and rewarding high-performers.

For example, the Respiratory Therapy department leader was able to easily identify low compliance rates within the night shift. By speaking to those employees directly, she learned their pain points and put an improvement plan into action. As a result, **their compliance shot up to 81%**.

MacNeal has seen less hospital-associated infections during the same time period that hand hygiene compliance increased by instituting many preventative interventions, which all contribute to their success in lowering HAIs.

“Hand hygiene has long been recognized as the key to infection prevention. Improving our compliance has led to decreased rates of hospital-associated infections, so that’s a win for our patients.”



Connie Cutler, RN, MS, CIC, FSHEA, FAPIC
Manager of Infection Prevention, MacNeal Hospital



Once MacNeal reached 60% compliance, the nurses threw a 60s-themed celebration.

