

# MAKING CHANGE EASY



A peer-to-peer resource guide for transitioning your facility to new hand hygiene products.

# BAYCREST

## WHO WE ARE

Baycrest Health Sciences in Toronto, Canada is a large geriatric facility with approximately 1,000 beds and is fully affiliated with the University of Toronto. The campus consists of complex continuing care hospital, a long term care home, assisted living facility and provides a variety of outpatient programs.

The Baycrest Infection Prevention (IP) team created this document, based on our experience, to assist others in transitioning to new hand hygiene products.



## Why did Baycrest choose to switch hand hygiene brands?

- Better products with superior efficacy
- Better dispensing systems
- Cost savings
- Compatibility with hand hygiene Electronic Compliance Monitoring (ECM) Systems
- Value-added programs



## Are you also considering a change?

We understand that changing vendors can bring uncertainty, but change can also be very beneficial. As the technology of hand hygiene evolves, there are better solutions available to help you meet goals to improve hand hygiene compliance and patient safety. We will share our experience and recommendations to help make planning and the transition easier.

## Let us help guide you

Our lessons learned are summarized here for you. This is a peer-to-peer communication aimed to guide you through the transition, help avoid pitfalls, and minimize any apprehension to move forward in a transition that could help improve your hand hygiene program.

# GETTING STARTED



Working Group

## Take the Lead

Successful implementation requires an on-site coordinator. IP is a natural fit for guiding the project.

## Select a Vendor

Work with your purchasing department to identify and carefully evaluate vendors through a buying group.

## Work with Your Product Evaluation Committee

Discuss the benefits of switching vendors. Secure the committee's approval.

## Get Buy-in from Healthcare Workers (HCW)

Don't leave HCW out of the process. It's important that they are included in the selection process. Product trials are a key aspect of selecting the right vendor.

## GET ORGANIZED

### Start Planning

Get information on the following:

- When does the contract with the previous manufacturer end?
- How much leftover product is on-site?
- What is facility-wide usage of the old product?
- When can orders from the previous manufacturer be stopped?

### Consider Fire Codes

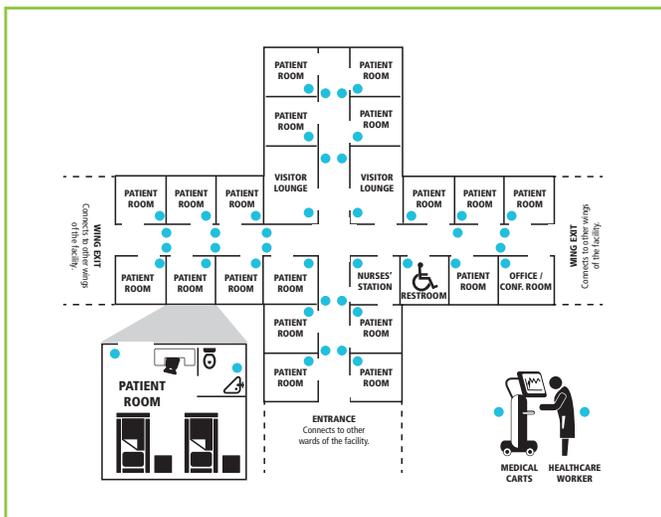
Alcohol-based hand rubs (ABHR) have been used safely in healthcare settings for over 20 years and are recommended by leading public health organizations.

- ABHR contain alcohol in order to help kill germs on hands
- The percentage of alcohol is typically more than 60% (v/v), which causes ABHR to be placed into Flammable Liquid categories by fire safety standards
- Fire authorities have regulations around allowable size of packages of ABHR as well as how much product can be stored in spaces within a building
- Check with your local fire authorities for requirements in your State or Province
- Ensure that the amount of ABHR present in a space does not exceed limits

### Map the Facility

Locating and counting existing dispensers can be time consuming. To help save time, locate unit/facility maps and record:

- Existing and new locations
- Type of dispenser needed
- Type of product required
- Size/dimension of dispensers



# TASKS & RESPONSIBILITIES

Throughout the process, each stakeholder in your Working Group is responsible for completing role-specific tasks. By working together, the product transition can go smoothly.

## Working Group Stakeholders

### GROUP PURCHASING ORGANIZATION (GPO)

- Conduct clinical review of products
- Notify customer organization of upcoming contract expiration
- Assist in review of potential vendor contracts

### INSTALLATION COMPANY

- Develop an installation schedule
- Install as per installation schedule
- Perform quality checks on dispensers installed

### PRODUCT VENDOR

- Ensure products and dispensers arrive on time
- Interface between manufacturer, distributor and healthcare facility
- Hire installation company
- Provide training to staff on new products and dispensers
- Answer questions and provide technical information about products

### POINT-OF-CARE STAFF

- Participate in product selection
- Provide input into the point-of-care placement products

### ENVIRONMENTAL SERVICES

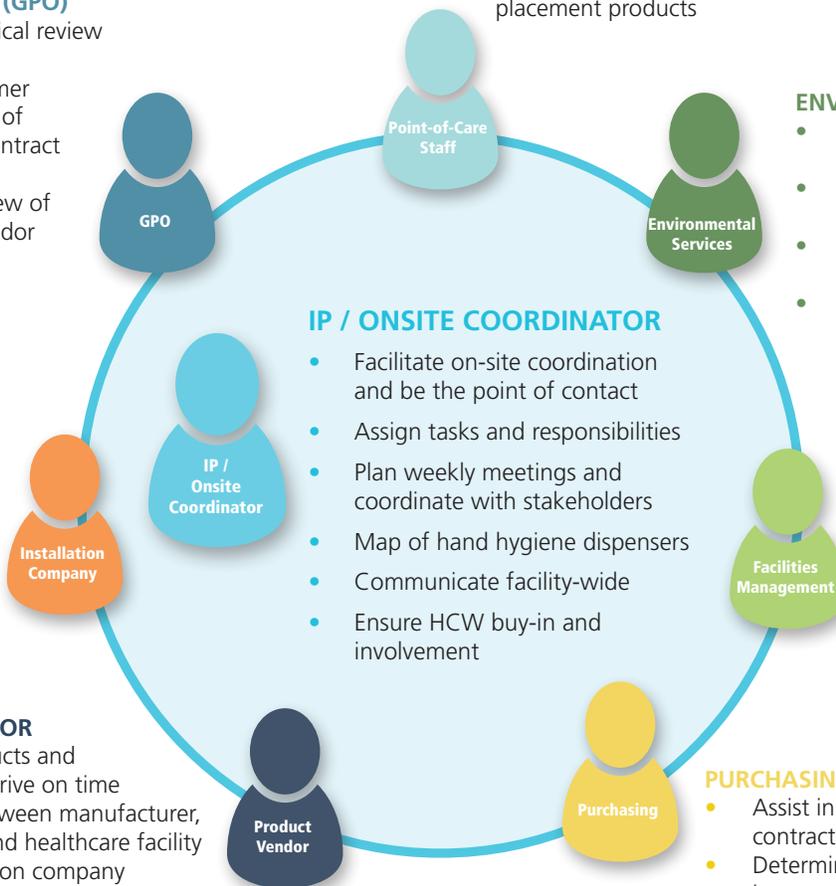
- Replace products in appropriate and timely manner
- Dispose/manage old product and dispensers
- Manage recyclables and arrange garbage disposal
- Train housekeeping staff how to change refills

### FACILITIES MANAGEMENT

- Supply floor plans (to map dispenser locations)
- Arrange for storage space and staging area
- Provide input on safe placement of dispensers

### PURCHASING

- Assist in review of potential vendor contracts
- Determine facility-wide usage and inventory of product
- Place product orders and manage transition from old to new products



# PRODUCT CONSIDERATIONS

## OLD Products

Disposing of old dispensers and cartridges needs to be considered, as financial and environmental impacts can be significant. Determine who will package/dispose of old dispensers and hand hygiene products in your facility. Be sure to include this in your vendor contract.

Work together to create solutions that have the least environmental impact.

Never combine unused product because "topping off" is not permitted in Healthcare due to the potential for contamination.



### Options for old product:

- Dispose – There is a cost (\$)
- Dedicate a few units to using it up
- Donate old products to the community
- A combination of the above options

Discuss recycling program options with the vendor.



### PARTIALLY FULL – USE IT UP

Designate storage space for partially full items, and deplete the stock over time.



### EMPTY – DISPOSE OF IT

Disposed hand hygiene products are considered chemical waste.

Disposal requires separate bins for dispensers & chemical waste.

There is a cost (\$) associated with disposal of chemical waste.

## NEW Products

Consider the following:

### 1 Product Delivery Method



Manual



Touch Free



Table Top



Personal Carriage

### 2 Dispenser Dimensions



Consider the wall space available

### 3 Product Format



Gel



Foam



Wipes



Other

### 4 Dispenser Accessories



Include accessories to add educational messages

Use dispenser accessories, like wall plates, to cover imperfections

# PREPARATION

## PRODUCT ORDERS

Discuss availability of products and timelines for delivery with the Product Vendor and your Working Group.

## STORAGE AREAS



- Dedicate adequate space for skids of dispensers and products
- Discuss with the vendor the number of skids that can be expected

## EDUCATE & COMMUNICATE

- Negotiate vendor-provided formal education into the contract
- Organize facility-wide messaging
- Inform clinical staff of switch-over
- Prepare the clinical staff for product change

# MAKING THE SWITCH

## SKIN HEALTH CONSIDERATIONS

### Maintaining Skin Health During Product Transitions

Prepare clinical staff that there is an adjustment period that the skin undergoes when switching products.

**During this time, it is especially important to:**

- Use ABHR except when hands are visibly soiled or contaminated with blood or other bodily fluids
- Limit soap and water usage to when hands are visibly soiled or contaminated
- Use hospital grade lotion often

#### Additional reminders:

- Wash hands in lukewarm (not hot) water
- When drying, gently pat hands with paper towels, as opposed to vigorous rubbing
- Instruct staff to report skin health concerns to the appropriate department in a timely manner (IP or Occupational Health)



## BEFORE INSTALLATION

### Third-Party Contractors

The vendor generally hires a third party contractor to complete installation. Contractors will provide a Hospital Pre-Install Requirements Checklist where you will be asked to provide information.

Ensure that installation plan has been shared with the appropriate individuals, including hospital leadership.  
Notify all stakeholders of changes to the schedule.

### Hospital Pre-Install Requirements Checklist

- Stakeholder contact information
- Onsite access requirements (keys, badges, parking, etc.)
- Installation schedule
  - Date
  - Location
  - Number of dispensers per day
  - Time restrictions
  - Areas with work restrictions

# INSTALLATION

## FIRST DAY

- Contractors require a staging area to complete daily preparation – choose a low traffic area with easy access to the installation area
- Contractors complete safety orientation
  - Follow procedure for approval of outside companies working at your facility
- The majority of lessons learned will occur on the first day
- IP on-site presence to be available for questions throughout the first day is critical
- Hold a debrief with all Working Groups to address what worked well and ways to improve to ensure the remainder of the installation goes smoothly



Hold a full team debrief at the end of the first day.



## DAILY

- Meet with contractors each morning to review and discuss installation map and schedule
- Be readily available throughout each day for questions or concerns from different stakeholders, including HCW who may have skin health questions
- Manage waste disposal, packaging and storage of leftover product
- Installer provides quality check of each area to ensure dispensers function

## ONGOING MAINTENANCE

- Assign responsibility for maintenance once installation is complete. Who will take the lead to contact the vendor if dispensers need repair?
- In the first month following completion of the project, there will be some instances when newly installed dispensers need to be repaired/replaced

## WHAT'S NEXT?

Congratulations! The hardest part of this transition is now complete, but ongoing anticipation and planning will help keep the transition smooth and avoid future issues.

### Here are some things to consider:

- Be available for questions, especially from front line staff
- Expect further requests to install additional hand hygiene dispensers or products at the point of care
- Work with the vendor to understand program options available to staff
- Provide ongoing education

# MAKING CHANGE EASY

A peer-to-peer guide to help with the transition of converting to new hand hygiene products across your facility.

## QUESTIONS OR COMMENTS?

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### About GOJO

Saving lives and making life better through well-being solutions. It's the GOJO Purpose, and it drives innovation in hand hygiene and skin care. At GOJO, we aim to simplify hand hygiene compliance by delivering a hand hygiene program that leverages best practices based on research. By continuously working with healthcare facilities to identify easier ways to deliver optimal infection control and improve skin health, GOJO is one of the world's leading manufacturers of hand sanitizing, handwashing, hand moisturizing and patient care solutions for the healthcare industry. Learn more at [www.GOJO.com](http://www.GOJO.com)

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