



# *Compliance*

## il punto di vista delle professioni sanitarie

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# Compliance

- To assess the effect of enhanced performance feedback and patient participation on hand hygiene compliance in the setting of multimodal promotion.
- Effectiveness of novel interventions is urgently needed.

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Enhanced performance feedback and patient participation to improve hand hygiene compliance of health-care workers in the setting of established multimodal promotion: a single-centre, cluster randomised controlled trial





# Underlying mechanisms (1)

- Novice vs. expert (Benner, 1988)
- Nursing care left undone/task undone (Aiken et al., 2001)
- Implicit rationing nursing care (Shubert et al., 2008)
- Missed Nursing Care (Kalish et al., 2009)
- Delegation, task shifting (Bittner et al., 2011)
- Failure to Maintain (Bail et al., 2016)
  
- Setting priorities (Alfaro-LeFevre's, 2008)



## Underlying mechanisms (2)

Hospital nurses function in this role by *multitasking*, continuously *re-prioritising* work schedules and *negotiating* competing demands and interruptions

- an average of 72.3 task /hour, with a mean task length of 55 seconds (Westbrook et al., 2011)
- interrupted by colleagues once every 6 minutes and by work system failure every an hour (Kalish & Aebersold, 2010)
- rarely completely one activity before switching to another; the duration of the 40% of the activities is then less 10 seconds (Tucker & Spear, 2006)
- a different patient every 6 minutes on average (Ebright et al., 2003)

Nurses have a chaotic pace (Bail et al., 2016)

Deep critical thinking and awareness may be threatened (Cornell et al., 2010)



Sviluppo e trasferimento  
delle buone pratiche

## Underlying mechanisms (3)

- Failures in knowledge development and translation (Curtis et al., 2016)
  - Emblematic cases*
  - Conley scale
  - CVP length of stay
  - Pressure sores prevalence
  - Barthel Index, Norton or Braden Scale, ADL scale...
- Complexity/specificity of the clinical guidelines (Jun et al., 2016)



# Agenda

- Intrinsic factors -> Extrinsic factors

Guidelines

Social/Contextual

Teamwork

Clinical supervision

(Jun et al., 2016)