New Hygiene Program
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The Villa at Bradley Estates

Introduction
The importance of hygiene in the elderly cannot be overstated. As the body's first line of defense, protecting the integrity of the skin is critical to maintaining health and quality of life. A proper hygiene program that is adhered to gives the nursing staff the opportunity to assess the condition of each resident's skin on a weekly basis and report any new bruises, tears, or abrasions.

Problem
The problem was brought up by surveyors during a Complaint Visit as a result of a state complaint from a family member. During the month of November, 36% of resident showers were missed or the documentation was incomplete. During the month of December 42% of resident showers were missed or the documentation was incomplete.

Objectives:
• Create a hygiene program that provides a weekly shower for each resident and is appropriately distributed with regards to resident preference, behaviors, and care needs
• Pass the Verification Visit and be deemed in compliance after a Complaint Survey
• Decrease the amount of missing or undocumented showers by 50%
• Decrease the number of family and resident complaints related to showers

Methodology
• Redistribute showers to the five days of the work week
• Purchase a blanket warmer, oil diffusers, and a music box to create a more spa-like atmosphere
• Meet with the bath aides and aides from each unit to plan a schedule that takes into account resident preference, behaviors, and care needs
• Follow up with staff members on each missing shower
• Conduct counseling for staff members not completing their assigned showers
• Educate the staff on their new responsibility
• Roll out the new bathing program with staff and residents

Success
A program was implemented that was equal between all shifts and took into account resident preference, behaviors, and care needs.

The facility passed the Verification Visit without any citations regarding the Hygiene Program.

During the month of January, 16% of resident showers were missed or the documentation was incomplete; however, in February it was 12%.

Plan
Do
Check
Act

Future Changes
The program will be continued and the Wound Nurse will follow up on missed showers and body checks.

A contest will be held rewarding the shift that has the smallest number of missed showers or body checks in attempts to increase staff motivation and buy-in.

Continue meeting with bath aides and aides to ensure the program is fair and consistent with resident preference and needs.

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Conclusions
The restructuring of the hygiene program at the Villa at Bradley Estates has allowed administration to re-evaluate the hygiene of the residents and re-establish a program that better takes into account those hygiene needs as well as resident preferences, cares, and behaviors.