



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 residents' 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.

December	Missing Showers	Total Showers	November	Missing Showers	Total Showers
Week 1	64	160	Week 1	74	160
Week 2	49	160	Week 2	71	160
Week 3	57	160	Week 3	65	160
Week 4	61	160	Week 4	59	160
			Week 5	67	160
Total	231	641	Total	336	800

Knowledge of the Task

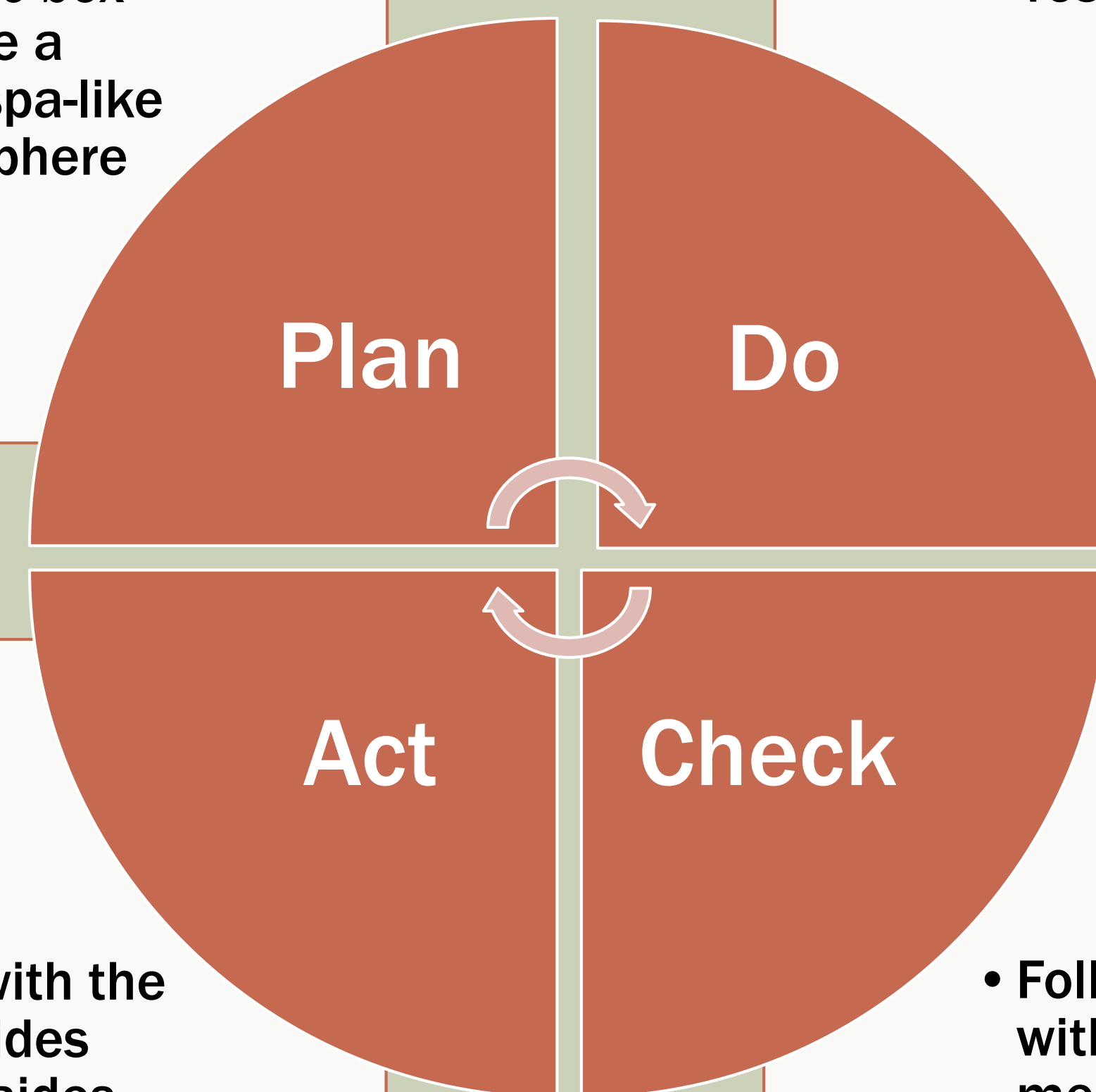
Objectives:

- 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

- Educate the staff on their new responsibility
- Roll out the new bathing program with staff and residents



- 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

Acknowledgements

- The Villa at Bradley Estates
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- Mary Kay Hart, Director of Nursing
- Courtney Kostelny and Veronica Briggs, Nurse Managers
- Shutell Newsome and Barnell Williams, Shower Aides
- Nursing staff
- Faculty at the University of Wisconsin - Eau Claire, Health Care Administration Program

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%.

February	Missed Showers	Total Showers	March	Missed Showers	Total Showers
Week 1	27	160	Week 1	17	160
Week 2	21	160	Week 2	22	160
Week 3	29	160			
Week 4	25	160			
Total	102	640		39	320

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.

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.