

## Interview Guide

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### Hospital

**Purpose:** Meet and interview Nurse Managers to better understand each unit's unique challenges and strengths in order to develop a unit readiness rating for the group-based automated hand hygiene monitoring system (AHHMS) that has been installed and subsequent performance improvement project (PIP).

#	Question	Response
1	What is your unit-level hand hygiene goal for (time period)?  What is the AOP hand hygiene goal for (time period)?  What has been your hand hygiene compliance rate through direct observation?	
2	Do you know your unit's current AHHMS hand hygiene rate (approximately)?  Are you monitoring the rates from the software or from the feedback monitor?  Do you feel the numbers are accurate?	
3	What is your understanding of the impact patients, visitors, EVS daily clean, EVS terminal clean, rounding physicians, ancillary staff, transport have on hand hygiene compliance rate?	
4	What are the moments for hand hygiene per your facility policy? Which moments for hand hygiene moments are recorded by AHHMS?	

#	Question	Response
5	What is your understanding of the purpose for AMS/HH PIP?	
6	What has been your staff's general reaction to the AMS and PIP?  What are their questions or concerns?	
7	Have you had any feedback from physicians on the unit regarding AMS and PIP?	
8	Can you tell me about previous performance improvement projects that have been implemented on your unit? What have you implemented that went well (and why do you think it went well?). What didn't go well (and why do you think it didn't go well)? What did you learn from these experiences?	
9	What are your current competing priorities for this performance improvement project time period?	
10	Has there been critical staff turnover or attrition recently in your unit?	

#	Question	Response
11	Can you identify any staff members that you would recommend as your unit's Hand Hygiene Champions?	
12	Can you recommend any physicians that would be willing to accept the role as Physician Hand Hygiene Champion for your unit?	
13	What are the current barriers to HH on your unit?	
14	What ideas do you have for addressing your unit's barriers to hand hygiene?	
15	How comfortable are you reminding staff to clean their hands?	
16	<p>How ready is your unit to begin this hand hygiene performance improvement project?</p> <p>1) Not ready 2) Somewhat ready 3) Very ready</p> <p>Discuss driving forces vs restraining forces for improvement from NM point of view.</p> <p>Discuss critical importance of nurse manager engagement for success.</p>	

**Appendix: Additional questions**

#	Question	Response