

## Case Study: *BioVigil Assists Bingham Memorial Hospital in Increasing Patient Satisfaction Scores*

Bingham Memorial Hospital (Bingham Memorial) is a state-of-the art, non-profit, critical access hospital located in Blackfoot, Idaho. A forward-thinking healthcare network, they are unique among regional hospitals because they employ more than 800 people throughout Eastern Idaho, including a world-class medical team of more than 150 specialists. Bingham Memorial provides more than 100 types of patient services including in-patient, outpatient, critical care, emergency, rehabilitation, same day surgery, and transitional care services.

Bingham Memorial is deeply committed to advancing every patient's healthcare experience through innovation, high quality and compassionate care, and exceptional service. Bingham earned a great reputation as a trusted healthcare provider throughout Eastern Idaho. To ensure the hospital's reputation for excellence is always elevated to the next level, they pay close attention to patient satisfaction scores. The team also listens to their patient's feedback to constantly improve every aspect of their services and facilities.

One area of improvement that Bingham discovered was how their patients perceived the staff's attention to hand hygiene. Consistent hand hygiene is key to reducing healthcare-associated infections, and assessing compliance with hand hygiene protocols is vital for hospital infection-control staff.

This case study reviews how Bingham Memorial increased overall hand hygiene compliance and monitoring as well as patient satisfaction scores by implementing three hand hygiene processes and procedures, including BioVigil's electronic hand hygiene solution, which helps hospitals achieve compliance and engage with patients.

### Three Key Changes

Bingham wanted patients to have a way of knowing whether or not a staff member washed or sanitized their hands. Therefore, the following changes were implemented in November 2016:

- 1) Bingham Memorial installed hand sanitizer machines in every patient room within clear view of the patient's bed, so they could see and hear the machine being used. Prior to these installations, hand sanitizer machines were outside patient rooms.
- 2) In addition, Bingham Memorial introduced BioVigil's hand-hygiene solution to its hospital protocol. Included in this solution is a badge clipped to a uniform or lab coat worn by hospital staff... It has a green light indicating hands have been washed and sanitized, and a red light indicating that a staff members hands have not been washed or sanitized. When admitted, every patient is educated about the BioVigil badge, drawing their attention to it throughout their stay.

- 3) Bingham Memorial has an exceptional patient care coordinator who visits every patient’s room several times a day to assure all their needs are being met- as well as reinforce their patients understanding about BioVigils’s hand hygiene solution, answering any questions that arise.

Since these three changes were implemented, Bingham rose to the 90<sup>th</sup> percentile in overall hand hygiene compliance and patient satisfaction.

### Biased Data and Low Patient Satisfaction

Before Bingham Memorial implemented these three key changes, including the addition of the BioVigil, hand hygiene fluctuated between 55 and 70 percent. Additionally, Bingham Memorial wanted to improve patient satisfaction and engagement ratings, which were consistently in the 37<sup>th</sup> percentile for hand hygiene by hospital staff.

“At Bingham Memorial, our mission is to advance the healthcare experience for all of our patients through innovation, compassion, and exceptional service,” said Maryann Smout, RN, BSN, infection preventionist at Bingham Memorial. “BioVigil’s solution is one of the three key components instrumental in helping us to continue to achieve this.”

After successfully implementing BioVigil’s system in November 2016, Bingham Memorial’s ICU, OB, and Medical/Surgical teams experienced and sustained a 35 percent increase (Fig.1) in hand-hygiene compliance. In addition, patient satisfaction rates skyrocketed to the 95<sup>th</sup> percentile.

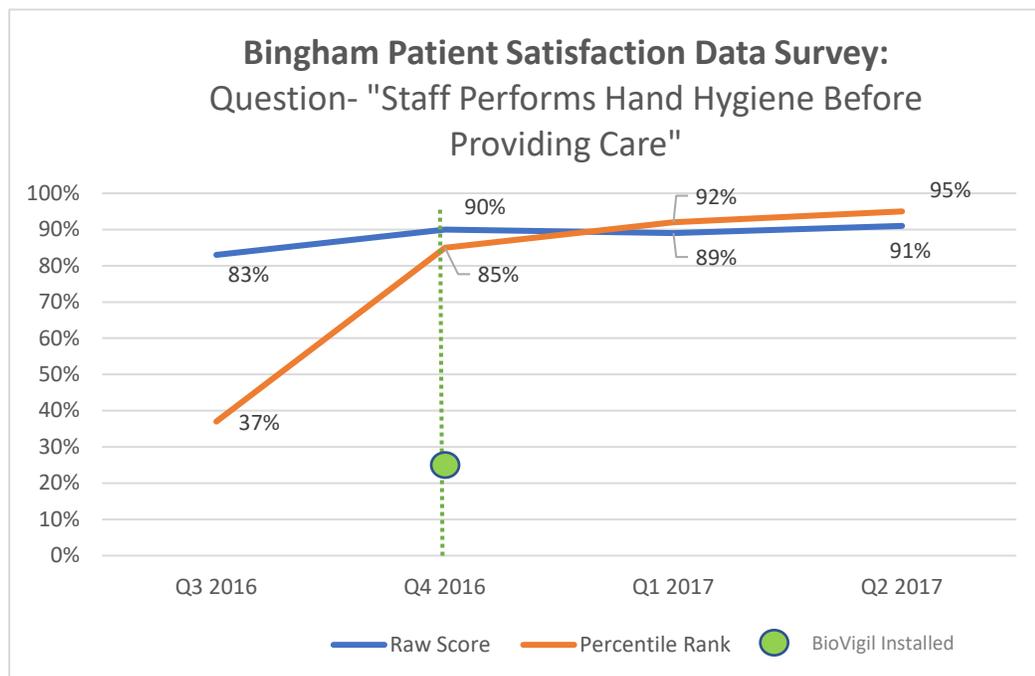


Figure 1. Bingham patients more satisfied with overall hand hygiene

### Providing Exceptional Patient Care

“We take great pride in ensuring our hospital is safe for our staff and our patients,” Maryann said. “It’s inspiring to look at the progress we’ve made in such a short time, and we look forward to continuing our partnership with BioVigil in 2018. If other hospitals are looking for a quality electronic hand-hygiene solution, I suggest evaluating BioVigil to determine if it’s a good fit for your hospital.”

### Ready to Raise Your Patient Satisfaction Scores?

It’s no secret that cleaner hands lead to lower hospital acquired infections. While BioVigil is a hand hygiene compliance reminder and awareness system, the solution, when used effectively, leads to higher patient satisfaction. BioVigil’s overall positive impact is real.

Want to see BioVigil in action? Contact us for an evaluation. You and your patients will love it:  
<http://www.biovigil.com>