



Service Priorities and Programmes Electronic Presentations

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Enhancement of Hand Hygiene Compliance via Engagement and Empowerment of Health Care Workers and Patients

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Staff engagement and empowerment

Hand Hygiene Coordinator

Introduction

Hand hygiene (HH) of healthcare workers and patients is important to decrease pathogen transmission and nosocomial infections. Creating a HH culture is a big challenge in a busy healthcare environment. The development and sustainability involves the active participation of both parties. We started a program of departmental and workplace HH coordinators in 2013, and extended to the medical staff in 2016. A patient-centered HH strategy was also implemented in 2016.

Objectives

1. To promote ownership of HH programs in health care workers
2. To improve the overall HH compliance rate
3. To improve the HH compliance rate of doctors by 10 %
4. To enhance the HH practice in patients

Methodology

In the United Christian Hospital, the following elements were implemented:

1. Recruitment of departmental and workplace HH coordinators: The recruited staffs received were trained to run HH promotion activities and perform audits since 2013. Monthly audit results were submitted for analysis. In 2016, these HH audit results were included for formal reporting. Outcomes were posted at eye-catching areas for easy viewing.
2. Departmental HH coordinators for medical staff: Senior medical staffs were appointed by Chief of Service (COSs) as role models. They were briefed on HH compliance, gaps identified and strategies for improvement. They wore a specially designed HH badge and responsible to promote HH activities. Compliance reports for medical staff were generated for their follow up.
3. In-patient HH rounds: HH information was distributed to patients upon admission and posted in clinical areas. Regular HH round using alcohol hand rub before meals and medication were implemented. HH after using bedpans were encouraged.

Result

1. A total of 23,591 (ICN: 6,254 vs ward staff: 17,337) and 24,304 (ICN: 6,393 vs ward staff: 17,911) HH opportunities were observed in 2016 & 2017 respectively. The inclusion of ward based audit data increased the observation opportunities by nearly 3 fold and better reflected the true status.
2. The overall hand hygiene compliance increased from 55% (2012) to 85% (2017).
3. The hand hygiene compliance of medical staff raised gradually from 72.9% (3Q 2016) to 81.1 % (4Q 2017).
4. The supervised patient hand rub rounds before medication/meals had been fully implemented in wards and included as routine care practice.