



Service Priorities and Programmes
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**Enhancing Hand Hygiene for Triage Nurses in Accident & Emergency
Departments of New Territories West Cluster, Hospital Authority, Hong Kong**
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Introduction

Hand hygiene is an effective means of preventing cross infection in hospitals, but compliance among health care workers with recommended instruction is commonly poor. TMH and POH are regional hospitals, providing comprehensive cares and services in Hong Kong. The AED in TMH is one of the busiest AEDs in Hong Kong with average daily attendance of around 650 to 700 patients. In some peak hours, the hourly attendance is around 40-50 patients. As the compliance rate for hand hygiene (in terms of hand washing and hand rubbing) in the department is low, in which there was only 21% in 2011-12. There is room to identify ways to enhance hand hygiene in the department.

Objectives

1. To increase the compliance rate of hand hygiene in triage stations in AED, NTWC;
2. To increase the awareness of importance of hand hygiene for triage nurses in AED, NTWC.

Methodology

A team was established to implement hand hygiene campaign in AED of TMH and POH. Questionnaires for assessing the perspectives and knowledge concerning the hand hygiene issues from colleagues in both AEDs were distributed. According to the results from the questionnaires, rolling out different methods to promote and enhance hand hygiene has been done. New Devices of protection hand cream providing skin protection for frequent hand washing or hand rub so as to minimize the chances of skin lesion and irritation and electronic touch-less hand-rub device with special hand rub product in triage stations were introduced. Internal observational audit and alternative method by measuring the weight of the designated "hand rubs" in the triage stations in each shift to compare the usage to identify the compliance rate of "hand rub" in both AEDs were adopted.

Result

Results: The compliance rate of hand hygiene in the triage stations was increased. In addition, the awareness of the importance of hand hygiene for triage nurses was also increased. **Conclusion:** The promotion of the new devices and different methods in the

hand hygiene campaign largely contributed to the improvement of compliance rate and the awareness of hand hygiene in the both AEDs. A clear picture for the perspectives and knowledge of colleagues towards the issue of hand hygiene was addressed. It definitely useful to management to develop interventions aimed at improving hand hygiene.