



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Service Improvement Through Effective Staff Engagement**

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**Introduction**

Spread of VRE within and across hospital is well recognized recently. Administrative mandate, education and regular audits were conducted and stringent infection control measures were executed, but the number of outbreaks remained elusive. The effectiveness of the infectious control measures was not as effective as it should be. It was evident that such failure was associated with certain behaviors rather than policy itself. During literature search, no single behavioral theory could be integrated into an intervention to make infection control measures sustainable, especially hand hygiene (HH) practices. It was clear that when management failed to recognize the environmental structure or provide cultural support to individual, the changes were unsustainable.

**Objectives**

The application of “Role Shift” approach to ensuring the sustainability of infection control measures in clinical area.

**Methodology**

The “Role Shift” approach was implemented in Department of Neurosurgery since April 2013, by using frontline nurses as auditor and monitor on a rotation basis for monthly Hand Hygiene compliance. It allowed the “Previous Auditee” to perform the HH auditing. Having the audit criteria at hand while performing the auditing, the “Auditee” could recognize what were the “blind spots” that they failed to comply previously. The auditee becoming auditor was further empowered to reflect the audit result on site to those who failed to comply strict to the face, no matter who they were, doctors, nurses, allied health and supporting staff.

**Result**

Since then, no further VRE outbreak was recorded in the department. Despite the persistent high occupancy rates (>100%), positive result obtained from newly admitted patient four days after admission, with no spread of VRE was found during contact tracing. Hospital wide snapshot screening of VRE conducted in October 2013 with no positive result found in Neurosurgical patients. Internal and external HH audits

also reflected that different rank of staff in the department obtained the highest compliance rates within hospital and sustained at a satisfactory level. The success of this approach enhances the sense of belonging and sense of responsibility of each individual within the department. The seniors are more concern if they were caught by the junior staff that they had not practiced HH well. Nowadays, “small brother is watching you” is much effective and efficient than the famous quote from the George Orwell, the “big Brother is watching you”. All staff members were self-reassured and committed to success, while quality of care simultaneously improved.