



## Service Priorities and Programmes Electronic Presentations

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### **Patient Engagement in Hand Hygiene Program**

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#### **Introduction**

Good hand hygiene practice is one of the most effective strategies to prevent hospital acquired infections.

In recent years hand hygiene performance of healthcare workers improved significantly due to the installation of waterless alcohol handrub and improvement of other hand washing facilities.

However the overall compliance is still far from ideal based on our observation.

To further enhance the situation PWH started a program to engage patients to remind staff politely on performing hand hygiene.

#### **Objectives**

To improve the hand hygiene performance by empowering patients to actively remind frontline staff to perform hand hygiene before having direct contact with them.

#### **Methodology**

One year before launching of the program we invited patient volunteer groups to set up a Patient Focus Group on Hand Hygiene. The objectives, methods and questionnaires were discussed. Volunteers helped us to perform surveys on both patients and staff to understand their acceptance and worries.

Then the program was piloted in two busy wards for two months. After that a second survey was done on both parties.

The program and survey results were presented to various committees such as the Department Operation Manager Meeting, Infection Control Committee and the PWH Operation Committee.

#### **Result**

Pre and post pilot surveys revealed positive and supportive responses from both patients and healthcare workers.

95% of patients and 91% of staff supported this program. No conflict was observed between staff and patients during the pilot period.

The program was finally endorsed. It was launched in PWH in October 2016, after a Hand Hygiene Ceremony. The new culture was reinforced with promulgation activities such as including the invitation on patient admission notes, hoisting of posters and banners around hospital and paying regular ward visit to patients by volunteers. The hand hygiene compliance rate remains steady at about 85% for PWH. It was expected to take time for both patients and staff to get used to the new culture. The next step is to extend this program to all other NTEC hospitals in 2017. Hopefully this new culture can be established in Hospital Authority to improve the compliance on hand hygiene so as to reduce hospital acquired infections.