

# Hand Hygiene Program Developments

*Patient Hand Hygiene*

*October 2018*

*Rachel Thomson*



# Learning Objectives

Consider the role of Hand Hygiene (HH) programs for patients and discuss approaches to support the implementation of such a program;

- **Consider benefits** of a patient HH program and
- **Review strategies** to engaging patients in patient HH programs
- **Consider barriers** to effective engagement with patients
- **Review a patient HH engagement program**

# Benefits of patient HH



## Major Article

Can improving patient hand hygiene impact *Clostridium difficile* infection events at an academic medical center?

Marian Pokrywka MS, CIC <sup>a,\*</sup>, Michele Buraczewski BSN <sup>b</sup>, Debra Frank MSN, BSN <sup>c</sup>, Heather Dixon MSN, BSN <sup>d</sup>, Juliet Ferrelli MS, MT(ASCP), CIC <sup>a</sup>, Kathleen Shutt MS <sup>e</sup>, Mohamed Yassin MD, PhD <sup>f</sup>

- Interventions included;
  - Patient surveys re HH opportunities
  - Nurse educator lead rollout of patient HH program
  - Pilot program; then whole of organisation
  - Follow-up surveys and review of CDI rates

Examined rates of *Clostridium difficile* infection (CDI) in all inpatient units in a large tertiary care and teaching hospital

- CDI rates reduced from 10.45/ 10 000 patient-days to 6.95/ 10 000 patient days

*American Journal of Infection Control* 45  
(2017) 959-63

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# Benefits of patient HH

**Outbreak of human metapneumovirus infection in psychiatric inpatients: implications for directly observed use of alcohol hand rub in prevention of nosocomial outbreaks.**

Cheng VC<sup>1</sup>, Wu AK, Cheung CH, Lau SK, Woo PC, Chan KH, Li KS, Ip IK, Dunn EL, Lee RA, Yam LY, Yuen KY.

- The intervention undertaken was the introduction of regular directly observed hand hygiene for patients using alcohol hand rub every 4 hours
- Prior to the introduction of this strategy there had been 6 detected outbreaks
- This regular monitored hand hygiene may have benefits in a range of settings, including settings such as aged care

# Benefits of patient HH

Major article

Implementation of directly observed patient hand hygiene for hospitalized patients by hand hygiene ambassadors in Hong Kong

Vincent C.C. Cheng MD <sup>a,b</sup>, Josepha W.M. Tai PhD <sup>b</sup>, W.S. Li BSN <sup>b</sup>, P.H. Chau PhD <sup>c</sup>, Simon Y.C. So MSc <sup>a</sup>, Lisa M.W. Wong MSc (IC) <sup>b</sup>, Radley H.C. Ching BSN <sup>b</sup>, Modissa M.L. Ng MSN <sup>b</sup>, Sara K.Y. Ho BN <sup>b</sup>, Doris W.Y. Lee BSN <sup>b</sup>, W.M. Lee MSN <sup>b</sup>, Sally C.Y. Wong FRCPath <sup>a</sup>, K.Y. Yuen MD <sup>a,\*</sup>

- This paper describes an intervention where HH ‘ambassadors’ were appointed to assist patients with HH at defined moments
- Their key role was to implement enhanced patient initiated HH
- Overall compliance with patient initiated HH increased from 37.5% to 97.3%

*American Journal of Infection Control* 44  
(2016) 621-4

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# Benefits of patient HH

Major article

## Patient hand hygiene practices in surgical patients

Laura L. Ardizzone DNP, CRNA, ACNP<sup>a,\*</sup>, Janice Smolowitz DNP, EdD, ANP-BC<sup>a</sup>,  
Nancy Kline PhD, CPNP, FAAN<sup>b</sup>, Bridgette Thom MS<sup>c</sup>, Elaine L. Larson PhD, RN, CIC, FAAN<sup>a</sup>

- This small quasiexperimental study utilised a paired survey for nursing staff and patients teamed with direct observations
- There were differences between the nurses reported offering HH and the patient reported offering HH
- Nearly one fifth of patients felt nurses did not view HH as important; a further one fifth reported they were unsure how nurse viewed HH

*American Journal of Infection Control* 41  
(2013) 487-91

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# Benefits of patient HH

Presentation Number 6-150

**Patient Hand Hygiene Project Improves  
Quality Measures in an Orthopedic  
Surgical Post-Operative Unit**

Bonnie M. Walrath RN, BSN, Clinical Manager, St. Francis Hospital

- This poster presentation at the APIC conference in 2015 described a project undertaken in a surgical ward where patients were provided with alcohol-based hand-wipes
- They described unanticipated positive consequences resulting from their intervention
  - Patient satisfaction with cleanliness of the hospital environment improved
  - Staff HH improved

# Benefits of patient HH



Major Article

Feasibility: An important but neglected issue in patient hand hygiene

Shanina C. Knighton RN <sup>a,b,\*</sup>, Cherese McDowell RN <sup>c</sup>, Herleen Rai MD <sup>d</sup>,  
Patricia Higgins PhD <sup>a,e</sup>, Christopher Burant PhD <sup>a,c</sup>, Curtis J. Donskey MD <sup>e,f</sup>

- This paper considered patient preference in relation to HH product
- How user-friendly a product is was considered in this study
- Factors assessed included
  - Overall preference
  - Ease of dispensing/ use
  - Location of product for ease of access
  - Product type





# Barriers to patient HH

- Ongoing resource requirement
  - Cost of wipes/ product for patients;
  - Ongoing resources for education and training for staff
  - Ongoing resources for education and supervision for patients
- Challenges with maintaining ‘focus’ on patient HH (competing priorities)
- Context may be important – acute care; aged care; mental health; maternity

# Barriers to patient HH

- Product
  - Hand-wipes v hand-rub;
  - Alcohol v pH neutral wipes
  - Soap and water?
- Incapacitated/ unconscious patients
- Attitudes to HH by healthcare staff
- Culture of HH for patients

# Patient HH - Australia

## Welcome to the NSQHS Standards



The NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

- National Safety and Quality Health Service Standards have recently been reviewed and redeveloped (v2)
- There is an increased focus on consumer engagement, this has now moved from 'developmental' to 'core'
- There is an expectation that all Australian health facilities will
  - Ensure that patients understand their own responsibilities in preventing and controlling healthcare-associated infections
- Clinicians use organisational processes...when preventing and managing healthcare-associated infections...to:
  - a. Actively involve patients in their own care
  - b. Meet the patient's information needs
  - c. Share decision-making

# HH and patient engagement – a personal experience

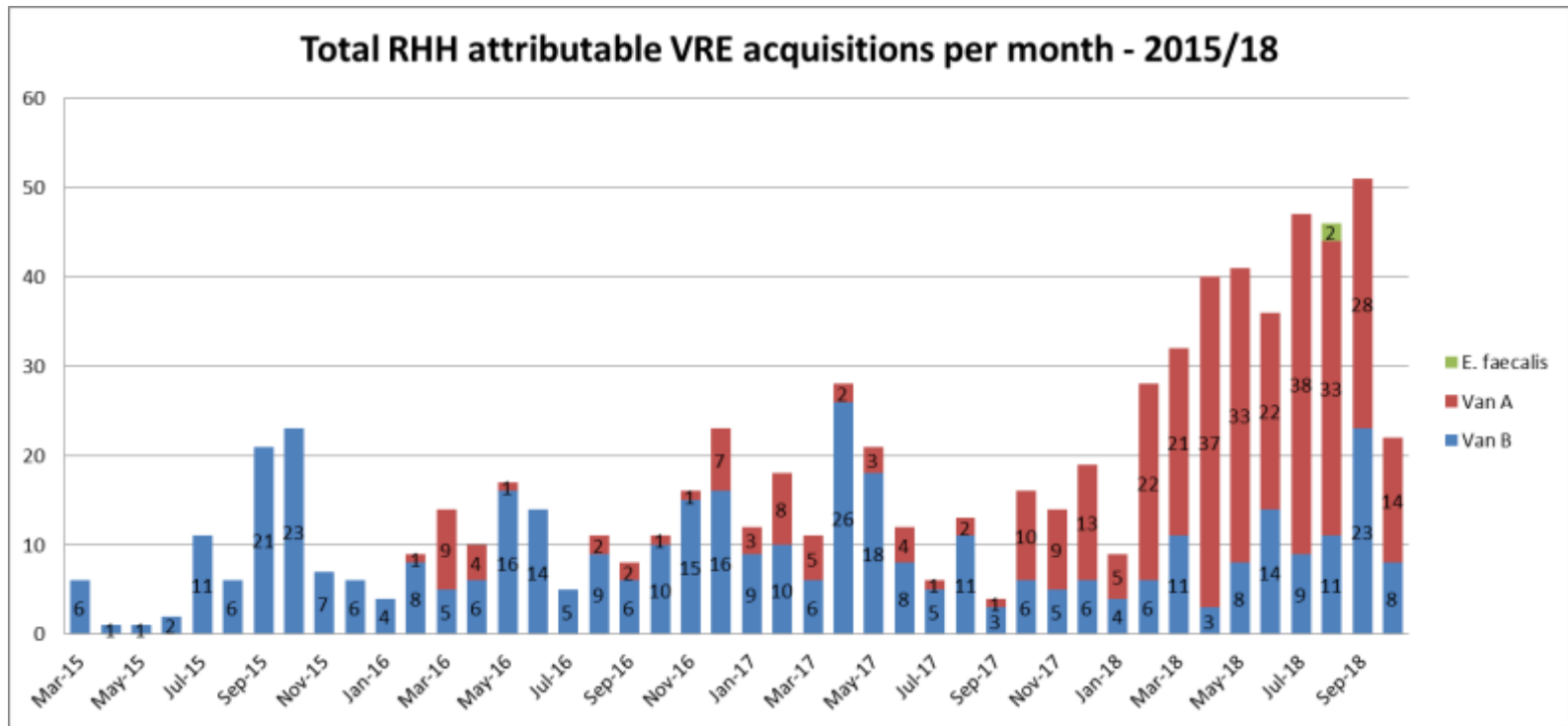


- The primary tertiary referral centre within Tasmania (412 beds)
- 22 Bed Critical Care unit, including a Cardiothoracic Surgical Unit (Level 3)
- 11 bed NPICU
- Satellite dialysis service (>5000 procedures/annum)

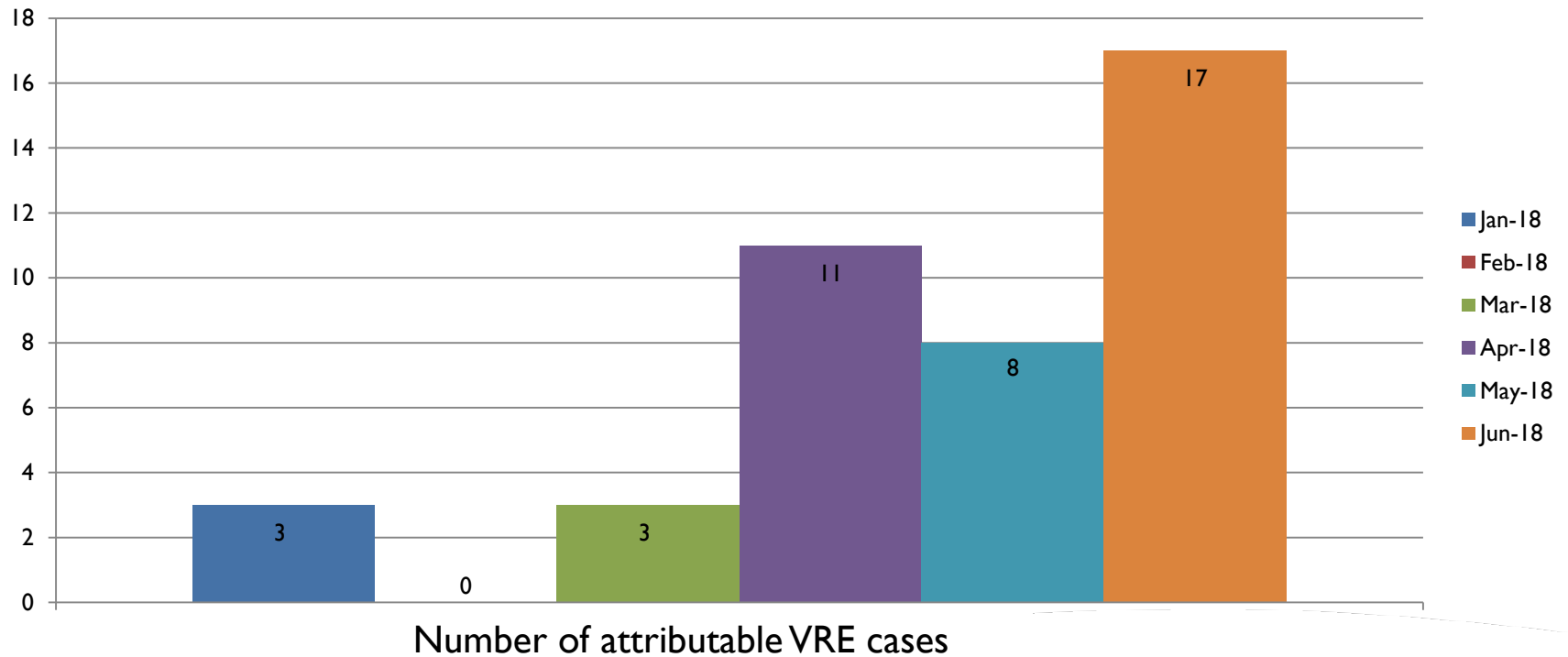
My hospital – **Royal Hobart Hospital**



# HH and patient engagement – a personal experience




# HH and patient engagement – a personal experience



# HH and patient engagement – a personal experience

**STOP AND THINK**

**Isolation**



**Important Information:**

- **Clean your hands.** The best way to prevent the spread of infection is by washing your hands. Visitors should also wash their hands with soap and water or use the alcohol hand rub before and after visiting you.
- **Be involved in your care.** The reason for isolation may be different for patients. Please ask staff if you have any questions about being in 'isolation'.
- **Prevent the spread of infection.** Before leaving your 'isolation' room, check with your treating Doctor or Nurse.
- **Visitors are welcome.** Visitors should ask your nurse before entering your room for the first time about what precautions are required.
- **Please ask questions.** We are happy to explain anything that you are unsure about. The Nurse Unit Manager or the Infection Control Team are also available to speak with you.

## Contact Details

Infection Prevention and Control Unit Royal Hobart Hospital

Telephone: 6166 8658

Hours: Mon-Fri 8am – 4.30pm



The Royal Hobart Hospital (RHH) is Tasmania's largest hospital and provides a number of statewide services including cardiothoracic surgery, neurosurgery, burn, hyperbaric and diving medicine, neonatal and paediatric intensive care and high-risk obstetrics.

RHH is also Tasmania's major teaching and research hospital and works closely with the University of Tasmania.

Many health care professions are taught within RHH; an important part of training is learning about examining and interviewing patients.

We ask for your cooperation with our teaching and research activities. Your permission is required for participation.

The RHH welcomes feedback from patients and visitors to help us better understand your needs and improve care. Contact the Consumer Liaison Service on (03) 6166 8154.



Royal Hobart Hospital is a smoke-free site.



Date: July 2019 Review Date: July 2022

CCCSI – Infection Control – Isolation

Standard 3 Preventing & Control Healthcare Associated Infections



## Infection Control Isolation

Information leaflet for  
patients and visitors

Please read this important  
information about your care.

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- There was a bundle approach taken in response to increasing VRE rates
- This included a renewed focus on transmission-based precautions
- An updated patient information leaflet was created with HH guidance

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# HH and patient engagement – a personal experience

## Patient Information



### What is 'isolation'?

Sometimes patients develop infections that can be spread to other people. If this happens, you may be moved to a single room with an ensuite bathroom or to a shared room with a dedicated bathroom in a ward with other patients in the same situation.

You will see health care workers washing their hands or using alcohol hand rub, as well as wearing protective clothing such as gowns, gloves, and masks when caring for you.

This is called 'isolation'.

### What does this mean for me?

A sign will be placed on your door or bedside curtain to remind all staff and visitors to wear the protective clothing when visiting.

Generally, you will not be required to wear protective clothing. If you have a respiratory infection you may be asked to wear a mask if leaving your room.

Unfortunately, sometimes a dedicated bathroom will not be available and you may need to be toileted and washed at your bedside. Staff try to avoid this situation as much as possible.

Each patient and each infection is different. To reduce the risk of spreading infection in the hospital, before you leave your room or bed area, please ask your Doctor or Nurse if it is ok to do so and for any other advice.

### Be involved in your care

Please ask staff if you have any questions about being in 'isolation'. The hospital has an Infection Control team who advise the ward staff about any extra care that you may require. The Infection Control team visit the wards and are happy to speak with you if you have any questions/concerns about your infection or isolation.

The best way to prevent the spread of infection is through cleaning your hands.



It is very important to clean your hands after using the toilet, before eating and drinking and before leaving your room. You can clean your hands by washing your hands with soap and water or using the disposable hand-wipes provided.

Packets of hand wipes are available from your nurse at any time in all wards.

### Preventing Infection

Please do not visit other patients without asking your nurse if it is ok. The Infection Control team can give advice to ward staff about visiting other patients including those that may be your friends or family members.

### Visitors

Visitors are welcome, but they should check with the nurse looking after you before visiting for the first time. Visitors should wash their hands with soap and water or use the alcohol hand rub before and after visiting you. Visitors may be asked to wear protective clothing when visiting you.

### Can I leave my room?

This will depend on why you are in isolation. The Infection Control team will have advised the ward staff of any extra care that is required should you need to visit any other departments, for example to have an x-ray. Being in isolation will not affect the care you receive.

### Leaving Hospital

Usually there will be no delay in going home. If you need to be transferred to another hospital, you may experience a slight delay as the hospital may want to place you in a single room which may take time to organise. Staff will keep you informed.

When you go home, it is very unusual that any special care will be required relating to the need for 'isolation' whilst you were in hospital. If special care is necessary, staff will discuss this with you before you are discharged.

After you have gone home, you can contact your own doctor for further advice, if needed.

- The leaflet included a pictorial focus on HH and critical moments for performing
- Each patient under transmission-based precautions was provided with a leaflet by their nurse and information was reviewed



# HH and patient engagement – a personal experience

## Ward Poster

**Clean Hands Save Lives**

The best way to stop the spread of infection is to clean your hands.

Wash your hands or use hand wipes after going to the toilet and before eating.



Ask your Nurse for a packet of hand-wipes.

## Admission pack information

**Clean Hands Save Lives**

The best way to stop the spread of infection is to clean your hands.

Wash your hands or use hand wipes after going to the toilet and before eating.

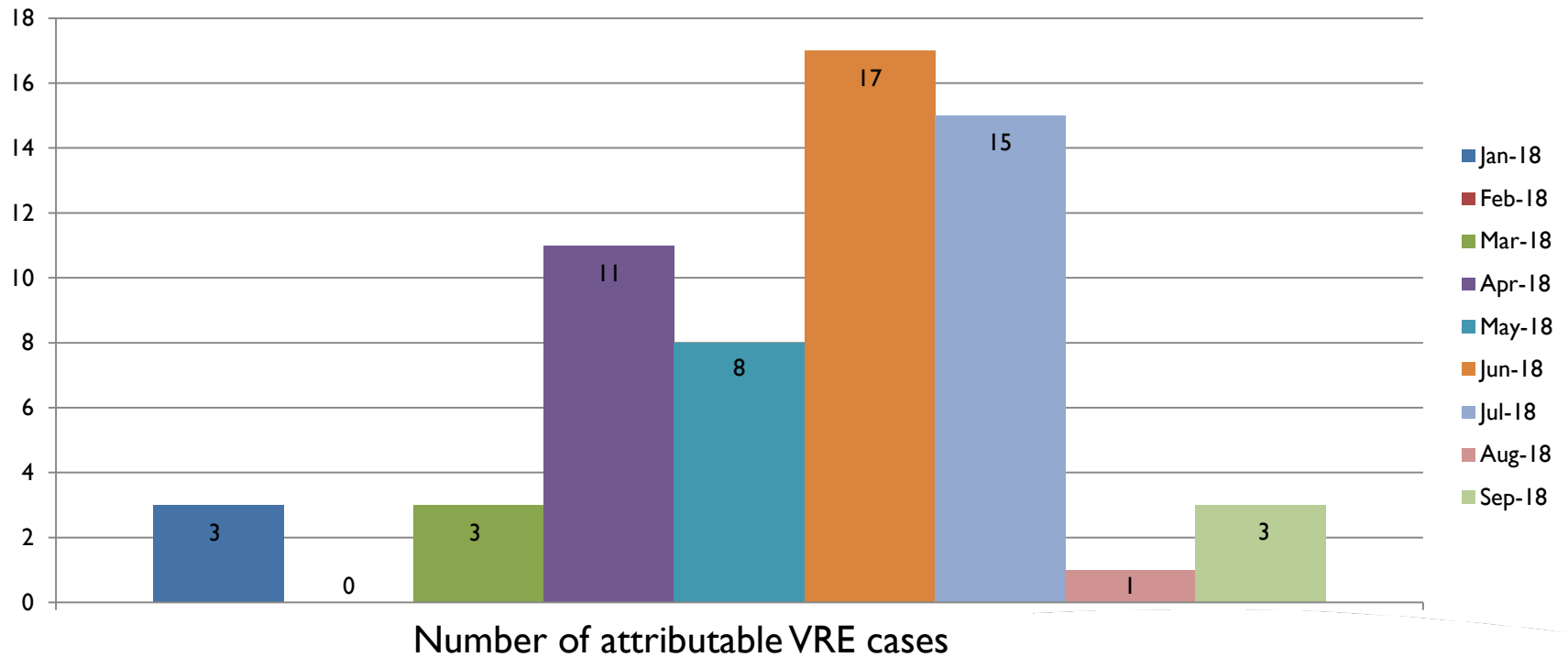


Packets of hand wipes are available on this ward at any time.



Ask your Nurse for a packet.  
Thank you

# HH and patient engagement – a personal experience



# Summary

- Hand hygiene for patients is now an accepted component of safe care
- Measure success if possible through consistent methods
  - Target pathogens
  - Surgical Site Infections
  - Patient surveys
- HH methodologies and strategies to achieve success are likely to need to be tailored to specific clinical care contexts
  - Acute, Mental Health, Aged Care, Maternity etc.
- Staff engagement will require ongoing efforts with buy-in from leaders

# Questions

