

Patient Engagement on Hand Hygiene Program - From Planning to Implementation Prince of Wales Hospital, HK

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Overview

- Hand hygiene is a single most important strategy to prevent hospital acquired infection.
- The WHO Guidelines on Hand Hygiene in Health Care (2009) encourage partnership between patients, their families, and health-care workers to promote hand hygiene in health-care settings.



Hong Kong Strategy and Action Plan on Antimicrobial Resistance 2017-2022

Strategic Interventions

9.1 Strengthen infection control training among healthcare workers

- Training and education materials will be developed to promulgate standards and good practice to healthcare professionals and allied healthcare personnel. Infection control training will continue to be provided to new intakes of healthcare workers under HA with regular refresher courses.
- While the responsibility for hand hygiene rests with the healthcare worker, as part of a multimodal hand hygiene improvement strategy as advocated by WHO's Guidelines on Hand Hygiene in Health Care⁴⁰, positive engagement with patients in the pursuit of improving hand hygiene compliance by healthcare workers will also be promoted. Studies have shown that organisation culture and staff perception are essential in patient empowerment programmes. Training to raise awareness and solicit healthcare workers' support for patient engagement programmes on reminding healthcare workers to perform hand hygiene will also be conducted. Researches or review of literature will be needed to provide insight to what is achievable in the local community. Patient engagement in hand hygiene is recognised as an important part in improving hand hygiene among healthcare workers. The acceptability and benefits of various forms of patient engagement in hand hygiene compliance will be explored in HA hospitals.

Patient Engagement on Hand Hygiene Program – Prince of Wales Hospital

Objective:

- To establish a new culture in engaging patients to be our partners to enhance the hand hygiene practice of HCWs and to promote patient safety



醫患同心，潔手防感染!

**We work together with the same heart,
let's perform Hand Hygiene to prevent
infection!**

Process



I. Preparation phase

II. Pilot study phase

III. Implementation phase

I. Preparation phase

	3Q 2015	4Q 2015	1Q 2016	2Q 2016
1. Established “ Patient Focus Group on Hand Hygiene” to seek their views and input with regular meeting; members are from patient group representatives and volunteer groups				
2. Patient group Survey (pre-pilot study)		Sept – Oct		
3. Promotion in various meetings – Infection Control Committee, Department Operation Manager meetings etc..				
4. Staff Survey (pre-pilot)				April

Patient Focus Group on Hand Hygiene (手部衛生聚焦小組)



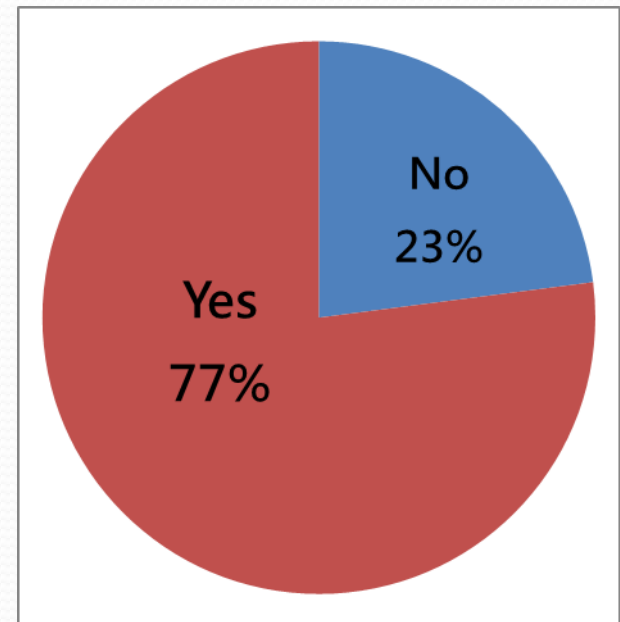
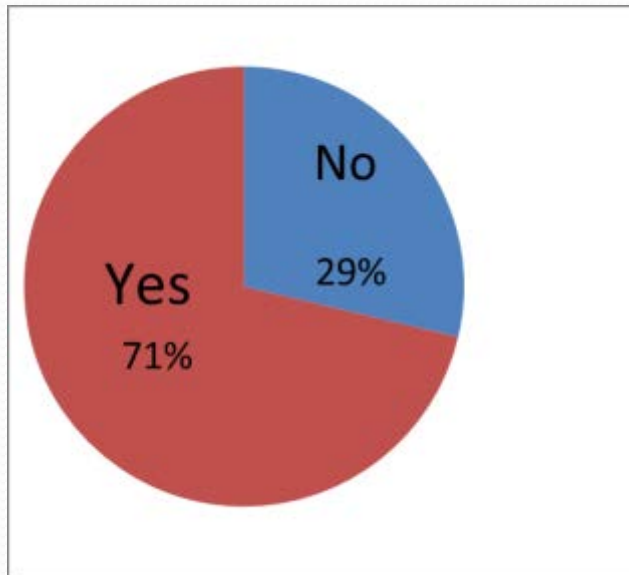
Hand Hygiene promotion activities with Patient Focus Group (Oct 2015)



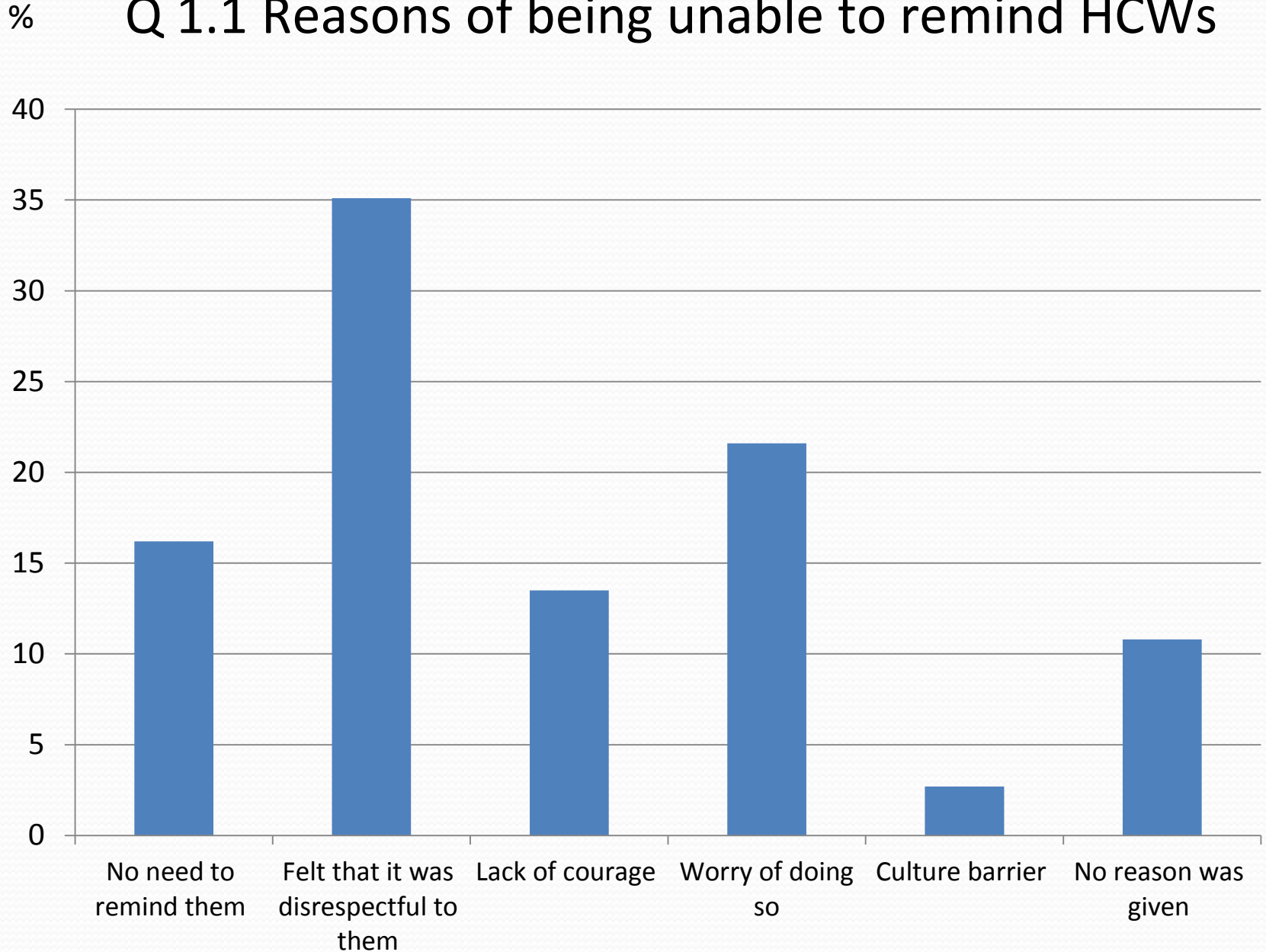
Pre-pilot - Patient group survey 3/4Q 2015

Total no. of patient surveyed : 129

- Q1: If the hospital invite you to remind HCWs to clean their hands before caring you, are you able to do so ?
- Q3: Would you ask the HCW to clean their hands before taking care you if you see they missed ?

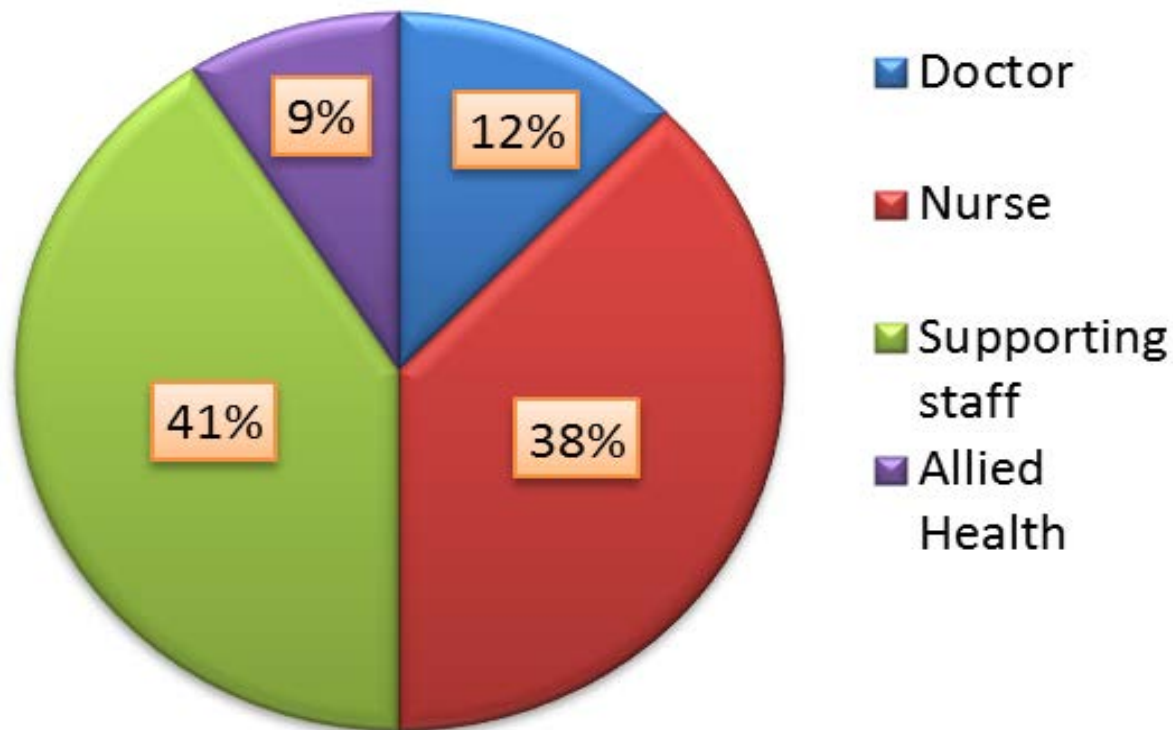


Q 1.1 Reasons of being unable to remind HCWs

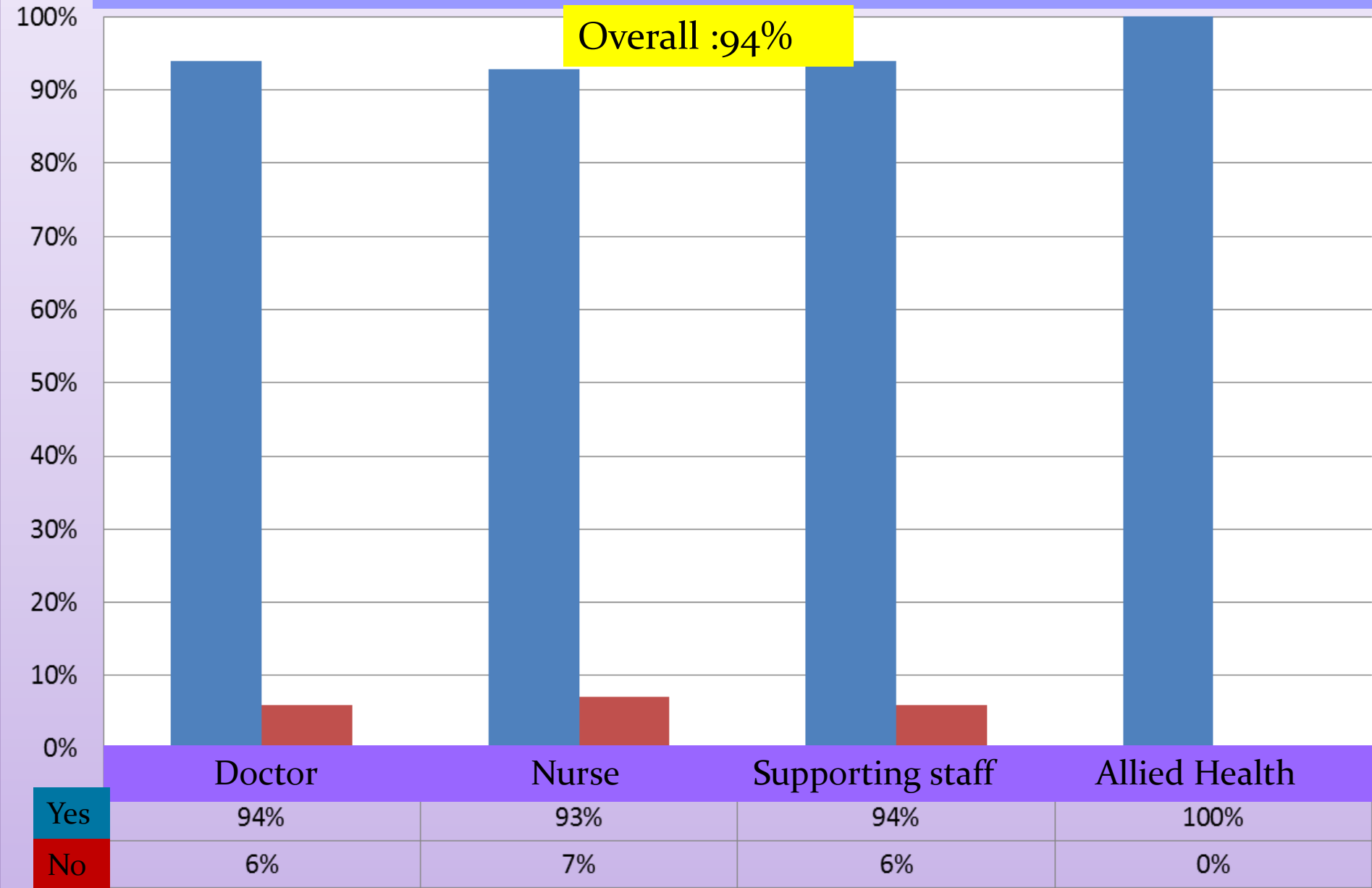


Pre- pilot - Staff Survey 2Q 2016

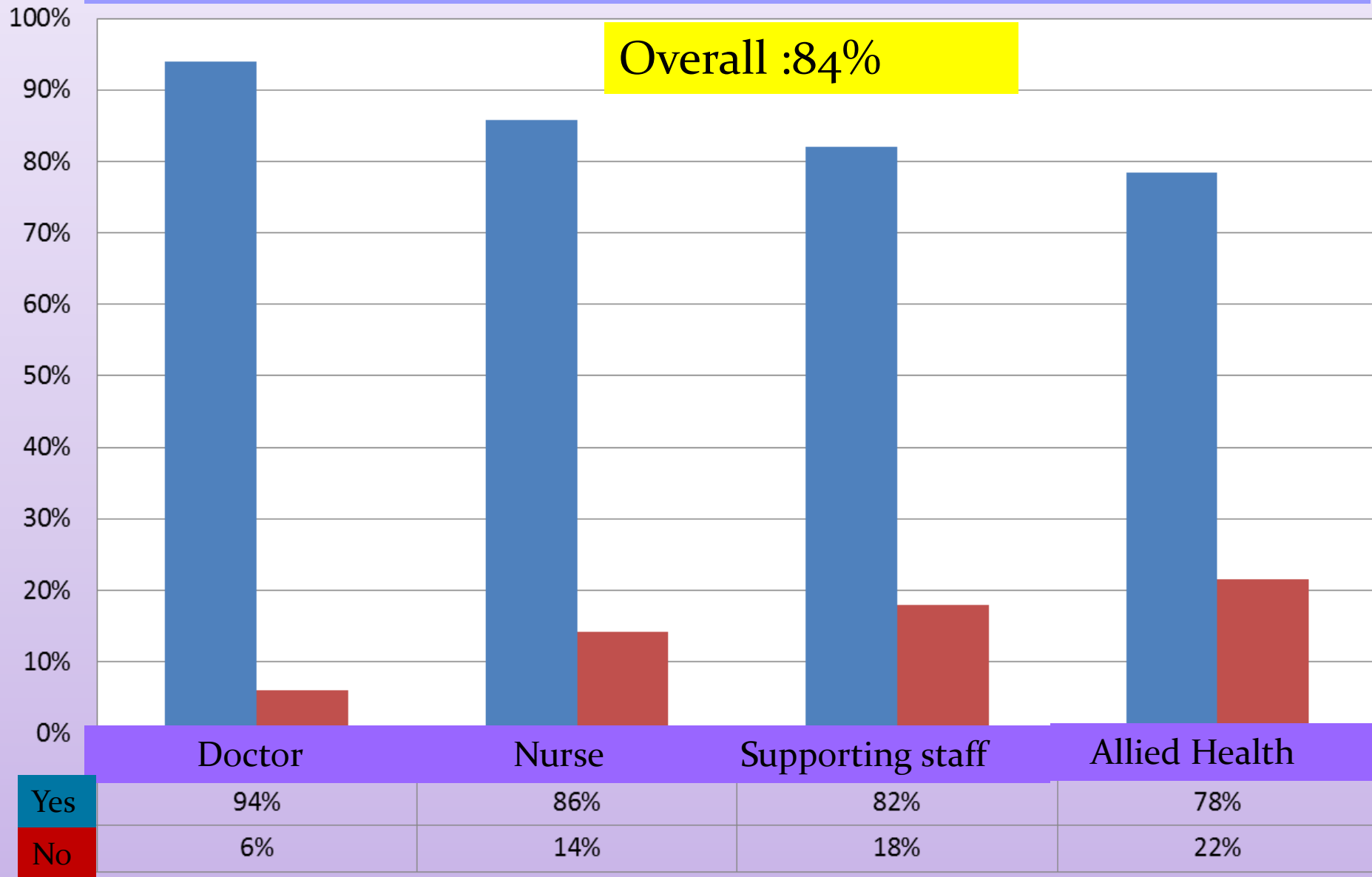
Total no. of staff surveyed : : 410



Q9: I would accept my patients to remind me if I forgot to perform hand hygiene



Q10: I would encourage my patients to remind me if I forgot to perform hand hygiene



II. Pilot study phase

	2Q 2016	3Q 2016
1. Seek Hospital Management's support		
2. Invitation of 2 pilot study wards		
3. Briefing to pilot wards staff esp. supporting staff		May - June
4. Preparing the Patient Information sheet		June
5. Performed pilot study in 2 wards – Surgery and Ortho		June- August
6. Post – pilot study staff and patient survey		August

Phase 2 – Pilot study : Departmental briefing to supporting staff



Phase 2 – Implementation of Pilot study to 2 wards (Jun to Aug 16)



A general surgery and an orthopedic ward



Pilot study phase

i) Posted up Roll-up banner outside the wards



Pilot study phase

- ii) Onsite promotion by Volunteers (wearing the HH T-shirt) and ICNs
- iii) Distribution of patient information sheet
- iv) Closely follow up wards staff for the implementation and enquires



病人參與手部衛生計劃

為進一步提升手部衛生文化及預防交叉感染；本院已經展開「病人參與手部衛生計劃」，如你察覺醫護人員在照顧你前忘記潔手，我們鼓勵你向他們溫馨提示：

「請您潔手，多謝！」



威爾斯親王醫院感染控制組
Prince of Wales Hospital Infection Control Team



Patient Engagement on Hand Hygiene Program

To further promulgate our hand hygiene culture and to prevent cross infection, our hospital has implemented the “Patient Engagement on Hand Hygiene Program”.

If you observe health care workers not performing hand hygiene before taking care of you, we encourage you to say:

“Please clean your hands, Thank you!”



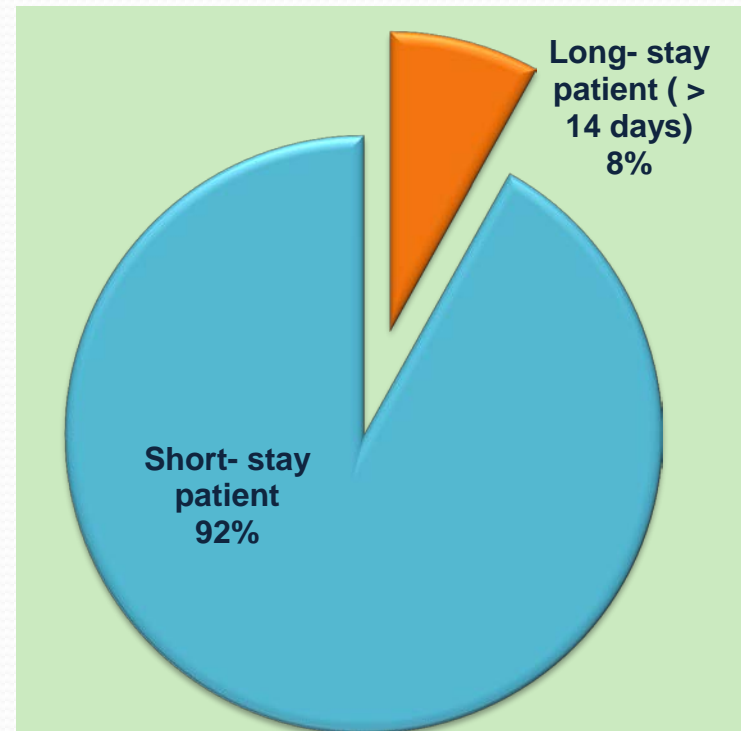
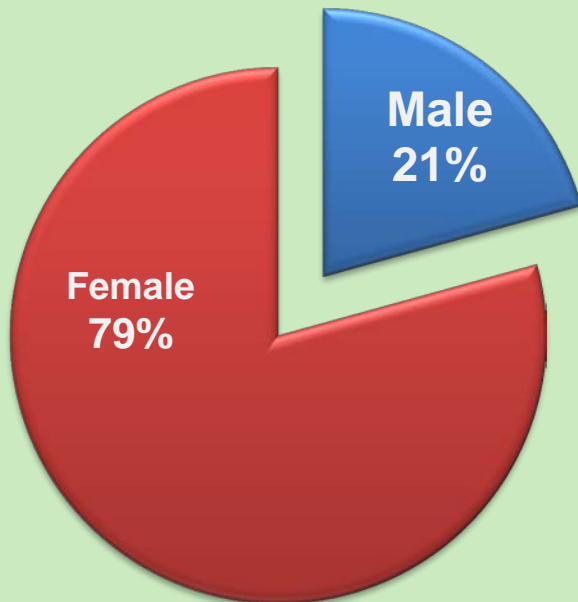
威爾斯親王醫院感染控制組
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Pilot phase - Patient survey 3Q 16

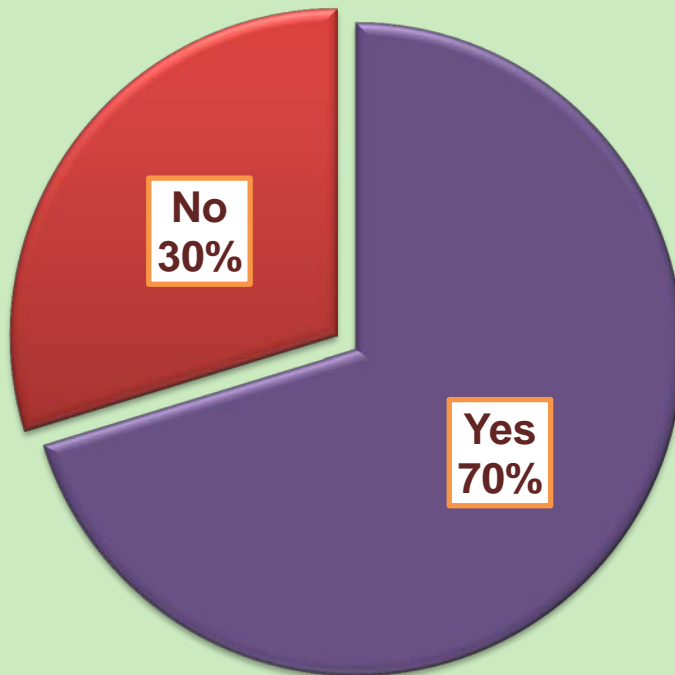
Total no. of Patient surveyed : 111

Sex

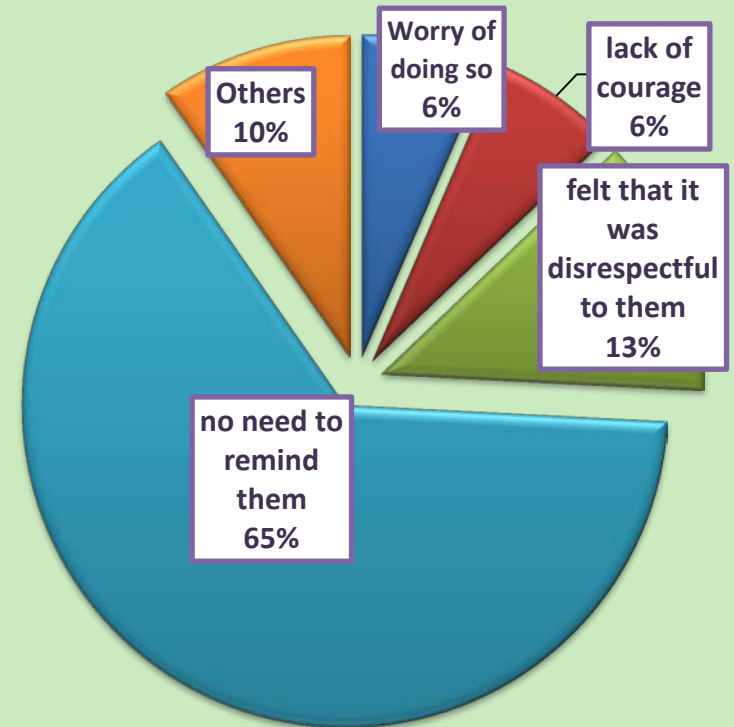


Pilot phase - Patient survey 3Q 16

Q1. If hospital invite you to remind HCWs to perform hand hygiene before taking care of you , can you do it?



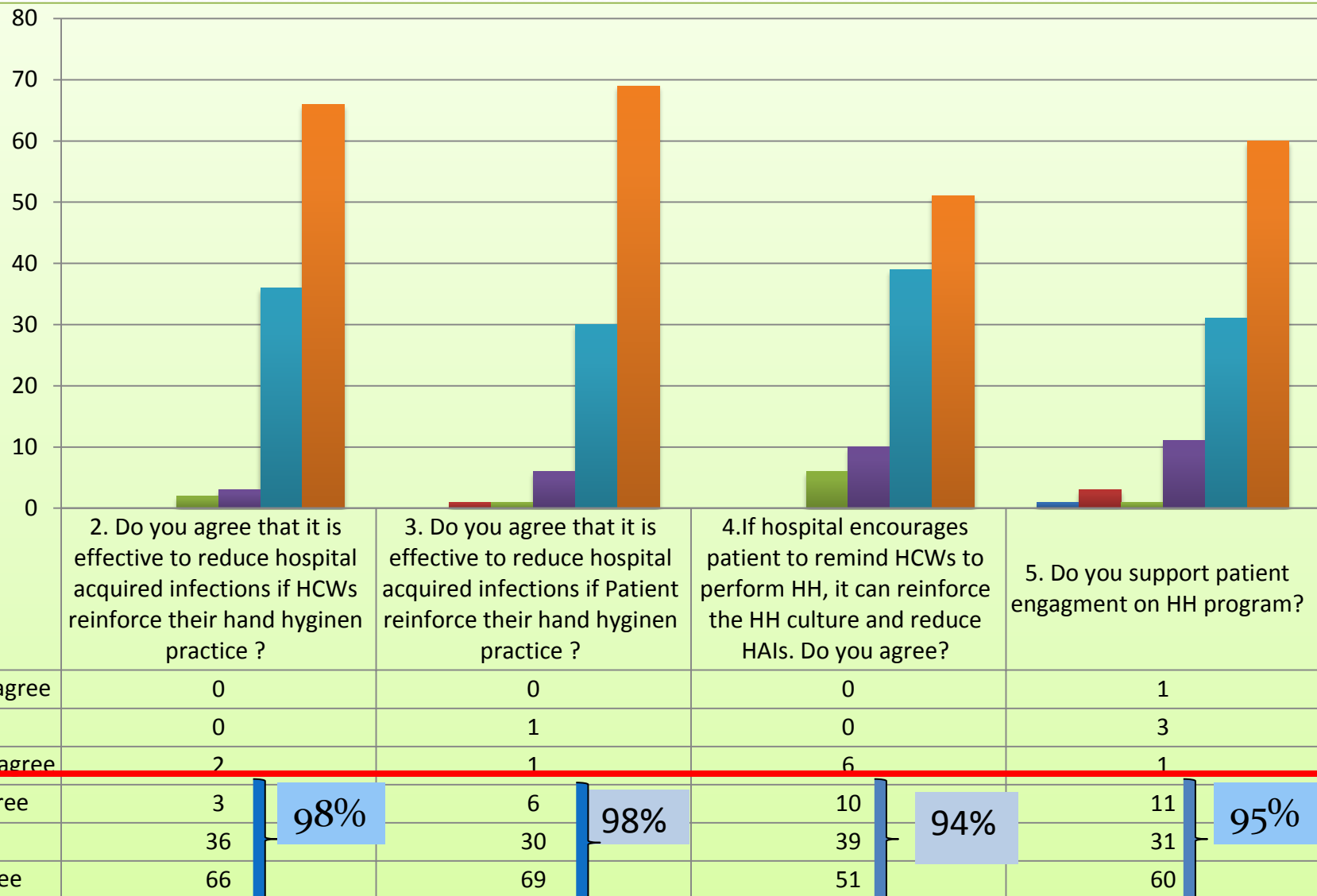
Q1.1 if you say no, please indicate your reasons



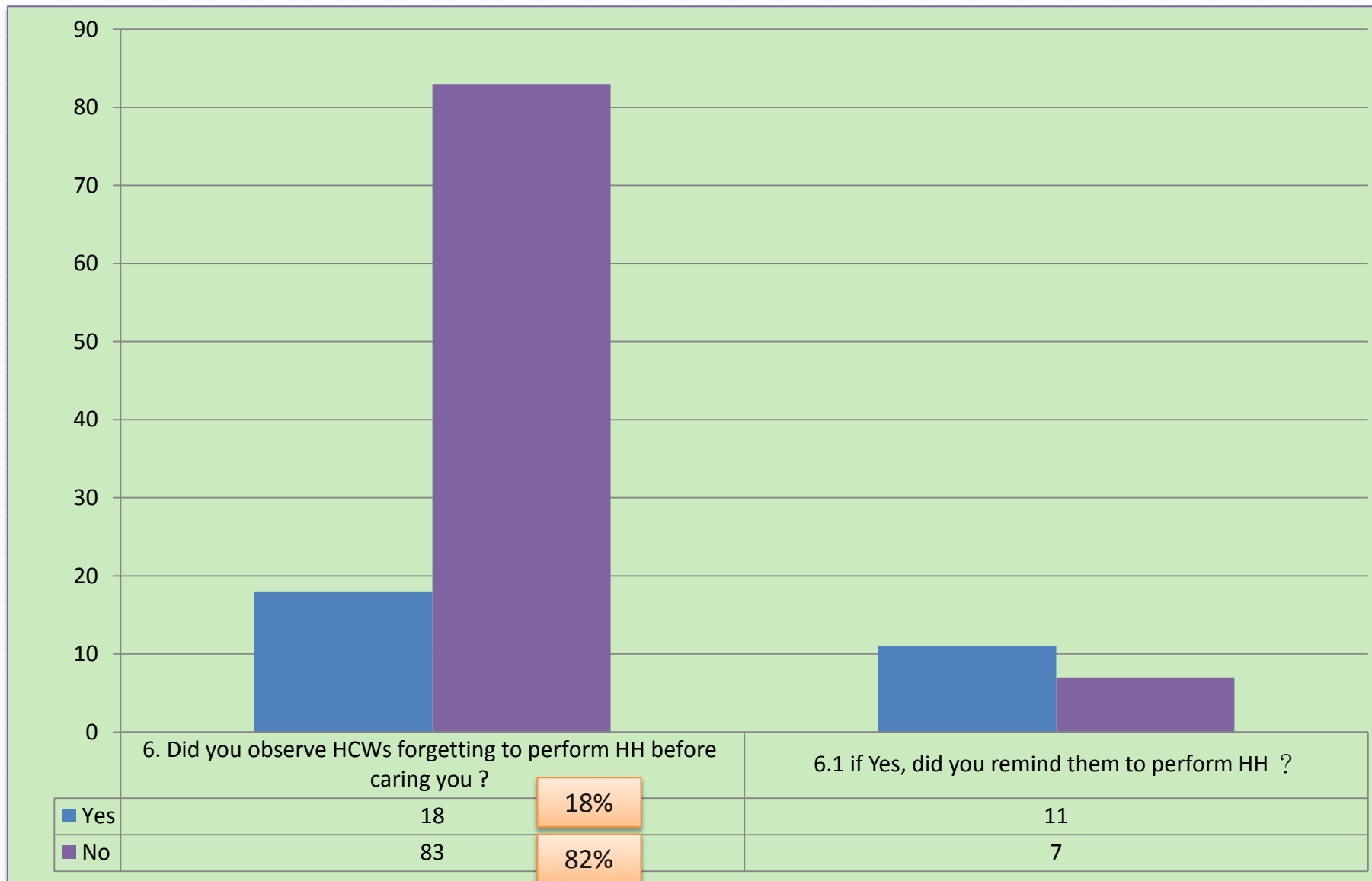
*Others :

- Tired
- HCWs already cleaned their hands

Pilot phase - Patient survey 3Q 16

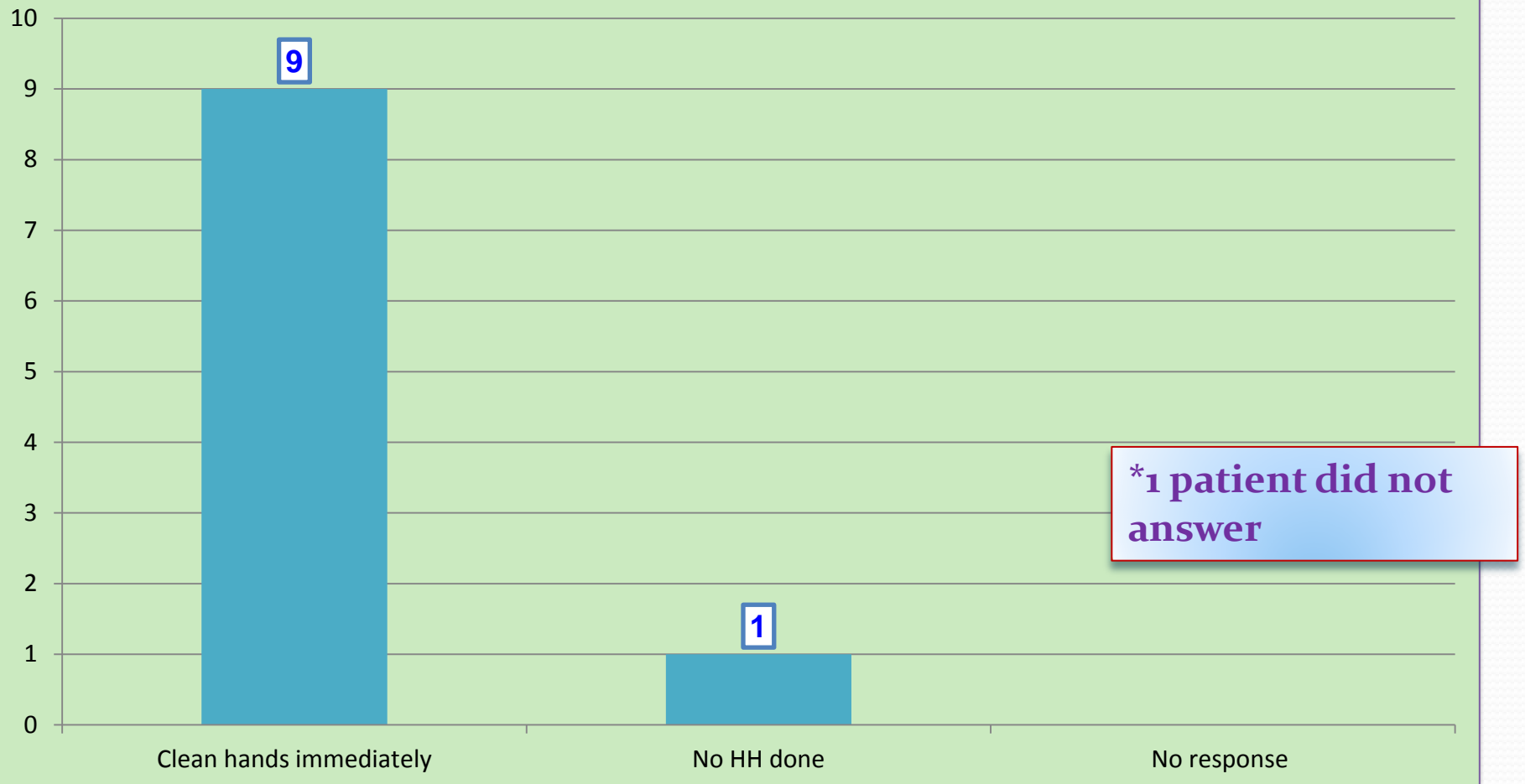


Pilot phase - Patient survey 3Q 16



Pilot phase - Patient survey 3Q 16

6.2 if you did, what is the response of HCWs ?



Surveys result (Pilot and Implementation)

Staff	During / Post pilot (2 wards) – 3Q 2016 (103 surveyed)	Implementation since Oct 2016	After Fully implementation in PWH - Feb 2017 (399 surveyed)
1. I would <u>agree</u> my patients to remind me if I forgot to perform hand hygiene	Yes- 91%		Yes - 90%
2. I agree that this program <u>would not increase</u> the conflict between patients and HCWs	Yes- 55% But actually no complaint / incident received from staff		71 %
3a. Any patient reminded you to perform hand hygiene ?	Yes - 7% (7)		Yes – 6.27% (25)
3b. If Yes, then what is your response ?	100% Clean hands immediately		100% Clean hands immediately
Patient	August 2016 (111 surveyed)		Feb 2017 (145 surveyed)
1. If the hospital invited you to remind HCWs to clean their hands before caring you, are you able to do so ?	Yes- 70%		Yes-83%
2a. Did you see any HCWs forgot to perform hand hygiene ?	Yes - 18% (18)		Yes- 6% (8)
2b. If yes, did you remind HCWs to perform hand hygiene ?	Yes 61.1% (11)		Yes- 25% (2)

III. Implementation phase

	3Q 16	4Q 16	1Q 17	2Q17	3Q 17	4Q 17	2018
1.Report to Hospital management meeting and seek approval for implementation	Sept						
2.Kick Off ceremony		Oct					
3.Message printed on Patient Admission notice							
4.Continue promotion activities and material display							
4.Annual Patient and staff survey				Feb			In-progress

Full implementation

- Patient Engagement on Hand Hygiene Program Kick – off ceremony : Oct 2016
- We sent emails to all staff
- Statement on Patient Admission notice
- Promotion materials
- Periodic survey - staff and patients



Pilot wards representatives and Volunteers sharing





Patient Admission Notice

7. Patient Safety

- a. Patients and their relatives are encouraged to collaborate with hospital staff during treatment and investigation procedures to ensure patients' safe and speedy recovery.
- b. Infection Control Measures: Patients with infectious risks may be required to be transferred to different wards with enhanced infection control facilities, thereby minimizing cross infection within the hospital premises. In addition, to protect yourself and safeguard public health, please undertake precautionary measures such as wearing a surgical mask if you have respiratory symptoms; and perform hand hygiene before eating, taking medicine and after using toilet. Our health care workers are also required to clean their hands before and after taking care of patients. If you are aware of any healthcare staff not doing so, please make a friendly reminder to them.

Promotional activities by Volunteers and ICT



Promotion materials

Roll up banner



手部衛生你講得!

病人參與手部衛生計劃

PATIENT ENGAGEMENT ON HAND HYGIENE PROGRAM

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Patient Engagement on Hand Hygiene Program

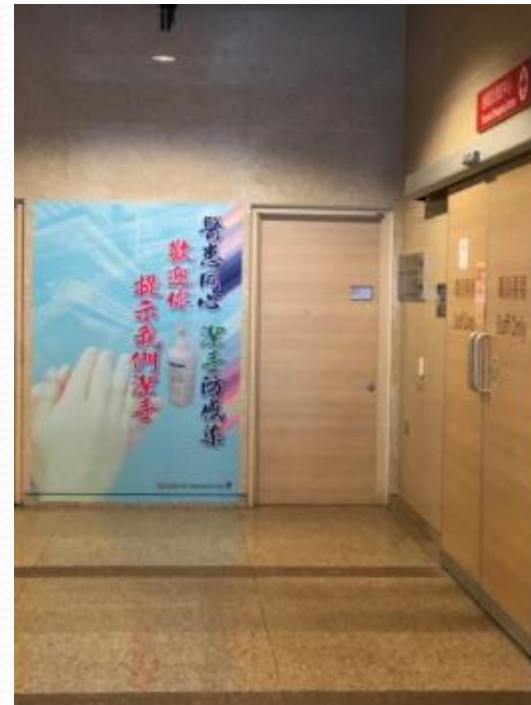
If you observe health care workers not performing hand hygiene before taking care of you, we encourage you to say friendly:

*“Please clean your hands,
Thank you!”*

- Floor sticker



- Wall sticker



2018-2019

Poster (inside all lifts)



E- display system (at ward entrance)



SAVE LIVES: Clean Your Hands



If HCWs work together with patients to perform proper hand hygiene;

The superbugs will have no chance to stay

Card holders for staff



You are welcome to remind me to perform hand hygiene!

Paper fans for patients



Video clip in Final production



Surveys result (Pilot and Implementation)

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HH Practice Monitoring

Target group	Observer	Frequency	Remark	Reporting
All staff in clinical areas	ICN	Through out the year	Medical staff	Immediate feedback & Half yearly name- based report to Chief of Service
			Intern (house-office)	Immediate feedback & Monthly name- based report to Chief of Service
			Other staff (nurses, supporting staff , allied health etc.)	Immediate feedback & Quarterly to individual department / ward
Ward internal audit	Ward manager or delegates	Monthly for 3 months	Will be conducted if the HH compliance audit from ICN is lower than 85%	Ward to submit the audit result to ICN for record
Poor compliance staff / staff group	ICN	Ad hoc monitoring will be conducted		Will be issued to corresponding supervisor

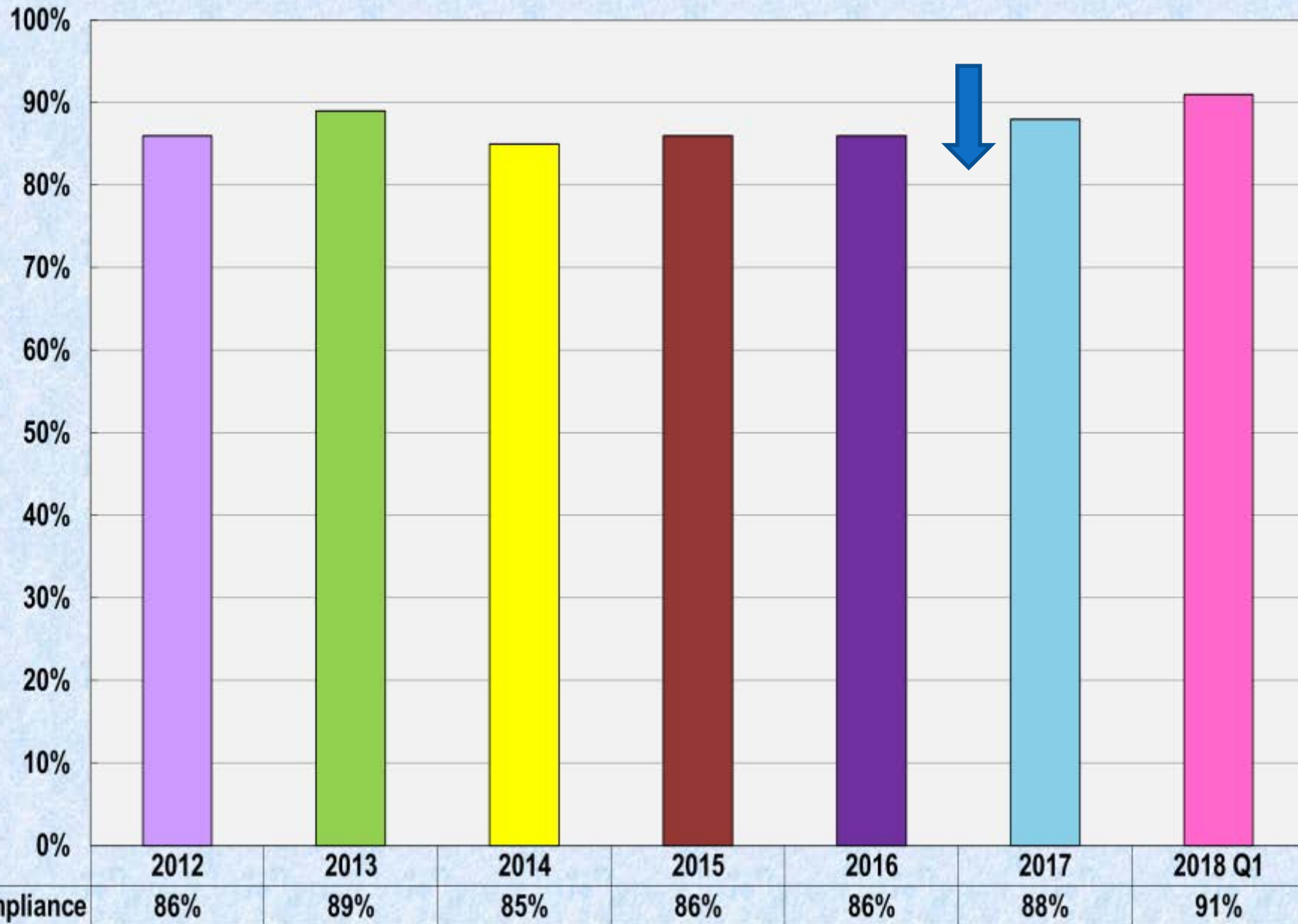
Awards



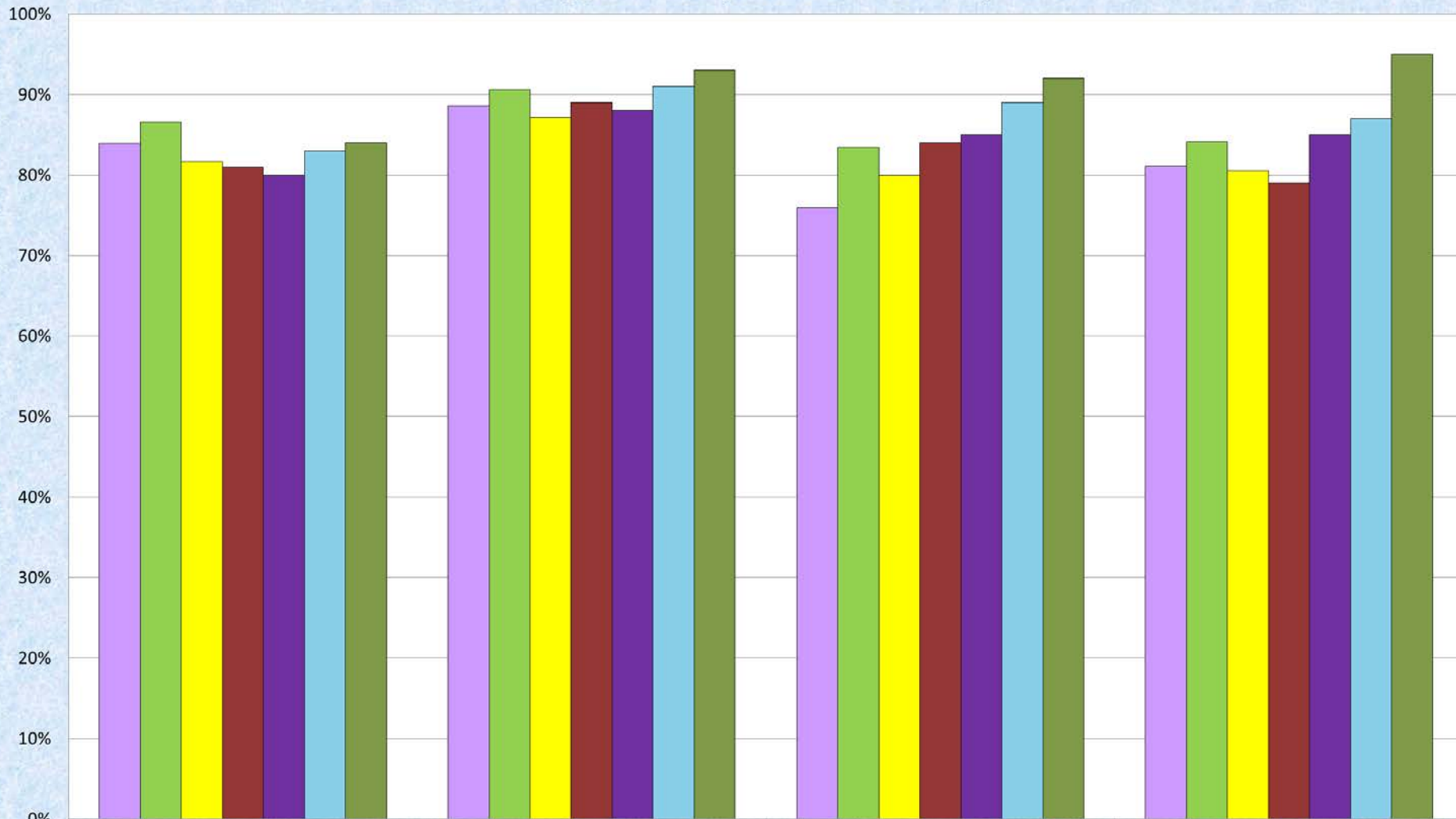
Other souvenirs to staff



Overall Hand Hygiene Compliance of PWH

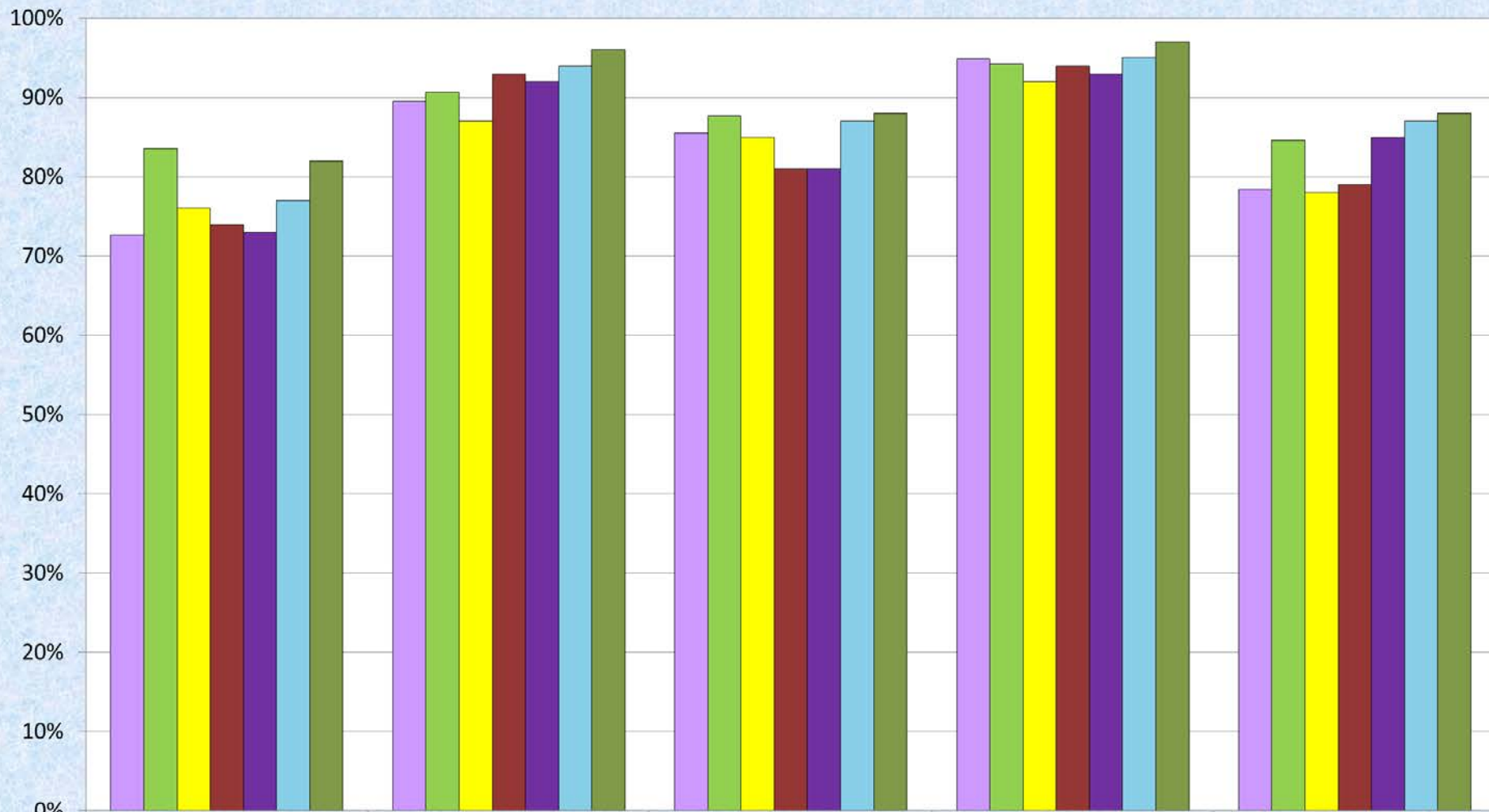


Overall Hand Hygiene Compliance of PWH - By Rank



	Doctor	Nurse	PCA	Allied Health
2012	84%	89%	76%	81%
2013	87%	91%	83%	84%
2014	82%	87%	80%	81%
2015	81%	89%	84%	79%
2016	80%	88%	85%	85%
2017	83%	91%	89%	87%
2018 Q1	84%	93%	92%	95%

Overall Hand Hygiene Compliance of PWH - By indication



	Before touching a patient	After touching a patient	Before Clean/ Aseptic Procedure	After body fluid exposure risk	After touching patient surroundings
2012	73%	89%	86%	95%	78%
2013	84%	91%	88%	94%	85%
2014	76%	87%	85%	92%	78%
2015	74%	93%	81%	94%	79%
2016	73%	92%	81%	93%	85%
2017	77%	94%	87%	95%	87%
2018 Q1	82%	96%	88%	97%	88%

Implementation of Patient Engagement on Hand Hygiene Program in NTEC

	4Q 2016	3Q 2017	4Q 2017	1Q 2018	2Q2018	3Q 2018	4Q 2018
PWH	Impleme nted	<div>Oct</div>					
SH/SCH/ BBH	-	Pilot	Implemente d	<div>Nov</div>			
AHNNH/T PH	-	-	Pilot	Impleme nted	<div>May</div>		
NDH	-	Pilot	Implemente d	<div>May</div>			

NTEC hospitals Kick-Off

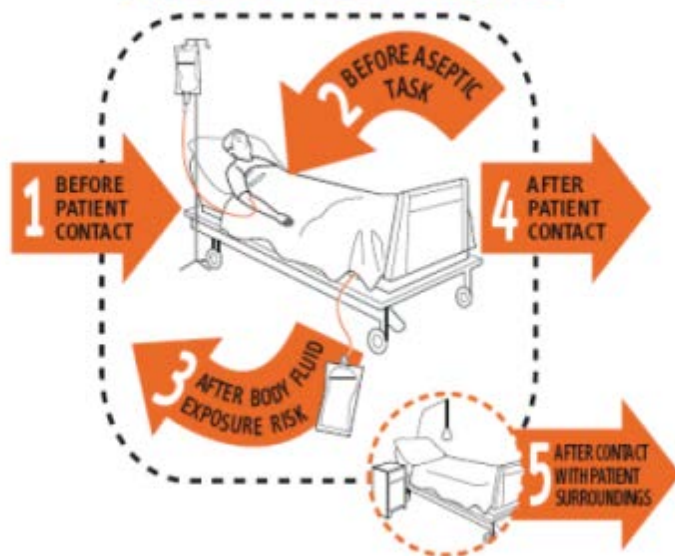


Enhancement of Hand Hygiene Practice

Healthcare Workers

Patients

Your 5 moments for HAND HYGIENE



The WHO Five Moments for Hand Hygiene (2006)

This infographic is titled "「手」護健康 Your Health in Your Hands" and "病人手衛生 時刻要潔手 Patient's Moments for Hand Hygiene". It features the Hospital Authority logo and provides guidance for patients on when to wash their hands.

病人手衛生 時刻要潔手
Patient's Moments for Hand Hygiene

The infographic lists five key moments for hand hygiene, each with an illustration and bilingual text:

- 飲食或服藥前** (Before eating, drinking, eating or taking medicine)
- 如廁後** (After using the toilet)
- 咳嗽、打噴嚏或擤鼻涕後** (After coughing, sneezing or touching nose or mouth)
- 進入或離開病房 / 醫院時** (When entering or leaving the ward / hospital)
- 接觸病人後** (After touching the patient)

潔手小貼士 (Tips for Hand Hygiene)

The tips section includes three points:

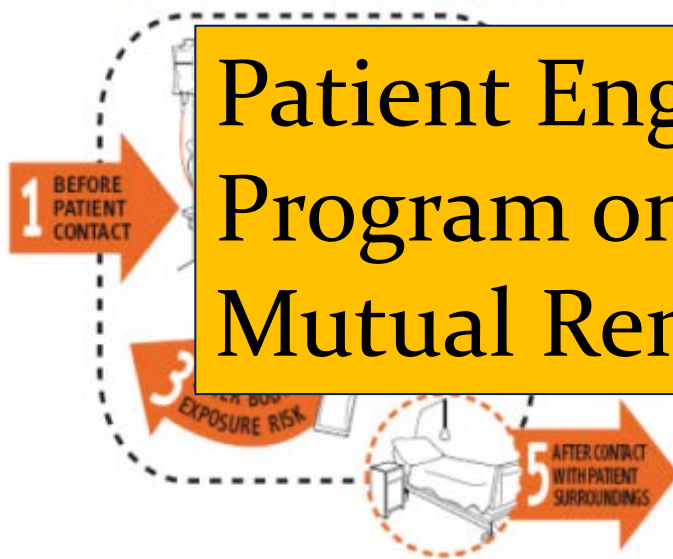
- 潔淨雙手** (Clean hands with alcohol-based sanitizer)
- 潔淨雙手** (Clean hands with soap and water)
- 潔手至少20秒** (Rub hands for at least 20 seconds)

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The WHO Five Moments for Hand Hygiene (2006)

Patient Engagement
Program on Hand Hygiene
Mutual Reminding on HH



Way forward

1. To enhance the program publicity
2. To closely monitor the implementation of the program
3. To continuously monitor the hand hygiene compliance

Concern by HCWs



We are already very busy at work, will it create more conflicts with patients if we encourage them to challenge us on hand hygiene?

We are busy at work and so may occasionally forget to perform HH before patient contact. We welcome and will humbly accept patients in reminding us.



Concern raised by patients



It is not our duty to remind HCWs to perform HH, they should do it themselves.