



Te Tāhū Hauora
Health Quality & Safety
Commission

Highlighting quality improvement in the hand hygiene programme

Webinar for World Hand Hygiene Day 2023


27 April 2023



Opening karakia

E te huinga
Whāia te mātauranga, kia mārama
Unuhia te anipā,
te nguha, kia mahea
Kia whai take ngā mahi katoa
Tū māia, tū kaha
Aroha atu, aroha mai
Tātou i a tātou katoa
Hui e tāiki e

For this gathering
seek knowledge, for understanding
draw out the anxiety
and uncertainty, clear it away
have purpose in all that you do
stand tall, be strong
let us show respect
for each other.
It is complete



Agenda

Welcome Opening karakia	Ruth Barratt Jeanette Bell
Introduction to World Hand Hygiene Day	Ruth Barratt
‘Take a Moment’	Vicki McKenzie Bidwell trust Hospital
Waitaha Canterbury Hand Hygiene Programme Improvements	Carmel Hurley-Watts Irena de Rooy Susan Wood
HHNZ – a quality improvement programme	Amanda Wood
Hand Hygiene – Safe care in our hands	Cath Robbins Southern Cross Healthcare
Online learning opportunities	Amanda Wood
Closing karakia	Jeanette Bell

World Hand Hygiene Day

05 May

- The WHO slogan for 2023 is ‘Accelerate action together. SAVE LIVES – Clean Your Hands’
 - promotes the theme of accelerating action to prevent infections and antimicrobial resistance in health care
- The WHO campaign also promotes a culture of safety and quality in which hand hygiene improvement is given high priority



World Health Organisation video
https://youtu.be/2_SNsAMd0cg

**to accelerate
hand hygiene
action and
prevent
infections.**





‘Take a Moment’

**- a different approach to
hand hygiene strategies**

Vicki McKenzie

Infection Prevention & Control Nurse

Bidwell Trust Hospital



Reasons why hand hygiene auditing did not always work at BTH



Single rooms



Small number of staff



Hawthorne effect
perform HH if they know
they are being observed



Time to achieve



Constant change of
auditors



Reluctance of staff to
become auditors





IPCNC Conference Napier 2015

- ▶ The HQSC hosted Frontline ownership workshop given by Dr Michael Gardum
- ▶ I felt empowered by this and became very enthusiastic
- ▶ Resulting in.....

Talking to the workshop about issues relating to hand hygiene



Napier IPCNC Conference Napier 2015

- **Professor Mary-Louise McLaws**

(of epidemiology Australia) described:



- HH auditing as hard to achieve due to single rooms and HCW are not always receptive to being audited.
- They will however perform HH if they know they are being observed (referred to as the Hawthorne effect).



- ▶ Professor McLaws said a solution to this effect would be to encourage all HCW to remind each other to practice HH by saying

“take a moment.”

If a moment was missed




- ▶ It reminds a colleague you when are in front of the patient without them knowing you had missed a moment of the five moments for Hand hygiene.





Implementation

- In 2016 at the first staff meeting I introduced **'Take a Moment'** concept to the clinical ward staff.
 - We discussed the reasoning behind this concept...
 - Better than auditing
 - A simple reminder yet non threatening
 - Easy to stop what you doing and perform hand hygiene
 - Posters were put up around the ward
 - At every orientation I discuss **'Take a Moment'** with the new staff member
- 

Measure our success



Since 2016 all ward staff became aware of the rationale for 5 moments of hand hygiene.



In 2017 HealthLearn online education introduced to Bidwill. The Course for 5 moments of Hand hygiene is an annual core competency required for all staff.



This reinforces the moments to all the staff.
The use of hand gel has increased significantly.



Although the medical staff have significantly improved their hand hygiene this is not attributed to take a moment



Staff continue to use this method as well as gold hand hygiene auditing.



Outcome

- Our biggest challenge at Bidwill was maintaining auditors, especially over Covid.
- ‘Take a moment’ is an easy way to audit each other. It is best used in the ward situation





Waitaha | Canterbury Hand Hygiene Programme Improvements

Susan Wood - Director Quality & Patient Safety
Irena DeRooy - Quality & Patient Safety Manager
Carmel Hurley-Watts - Waitaha | Canterbury
Hand Hygiene Co-ordinator

Waitaha | Canterbury Hand Hygiene Programme

Carmel Hurley-Watts - Nurse Coordinator Hand Hygiene Programme Coordinator

Irena de Rooy - Quality and Patient Safety Manager

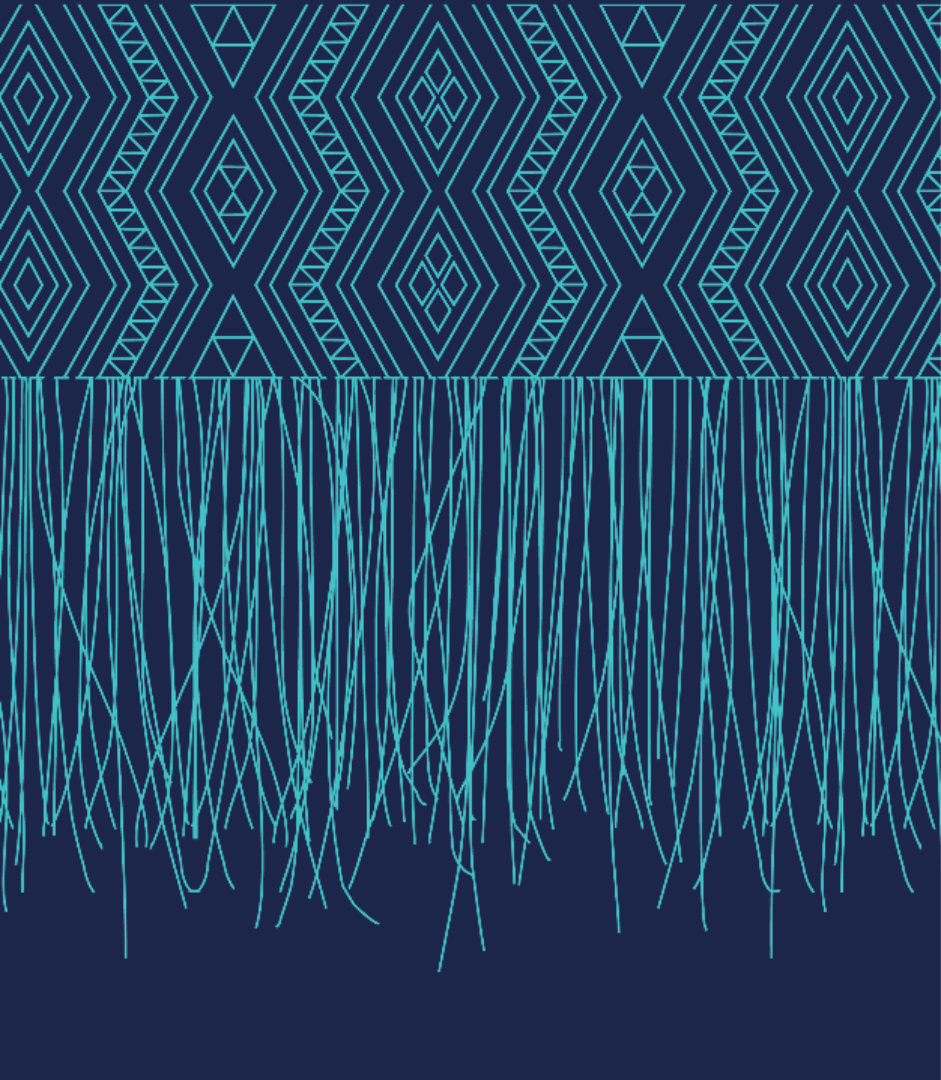
Susan Wood - Director Quality & Patient Safety

Accelerate Action Together
Save Lives - Clean Your Hands

World Hand Hygiene Day 2023 webinar

27 April 2023





Hand Hygiene Programme

Interactive Report

Enabling Patients

The background is split into two main vertical sections. The left section is dark blue, and the right section is teal. Both sections feature a white geometric pattern. The top half of the teal section has a repeating diamond and zigzag pattern, while the bottom half has a pattern of vertical lines that appear to be hanging or dripping. The dark blue section also has a similar pattern of vertical lines hanging from the top edge.

Hand Hygiene Programme

Process for Improvement



Aims

5 moments of hand hygiene is achieved >90% overall

100% for moment before and after procedure



Te Whatu Ora
Health New Zealand
Waitaha Canterbury

Drivers

Local leadership improves hand hygiene practice

Hand hygiene 5 moments is the social norm

Staff are knowledgeable about how the 5 moments apply in their work area

Work processes and the environment support hand hygiene

Actions

Leaders have hand hygiene on the improvement agenda

Leaders focus removing barriers to hand hygiene

Leaders act as role models

Leaders support teams to monitor local hand hygiene practice and focus improvement efforts

Hand hygiene results viewed regularly (Seeing our System)

Leaders foster hand hygiene champions

Staff mutually reinforce high hand hygiene standards

Staff support each other to sustain hand hygiene

Peer reviews include hand hygiene performance

The 5 moments are made relevant to the work environment

Orientation and mentoring includes the 5 moments

Hand Hygiene information is easily accessible

All relevant education includes hand hygiene practice

Work process/ flow is 'lean' so hand hygiene can be sustained

Patients are enabled to have access to hand hygiene if unable to walk to the hand basin

Appropriate Hand Hygiene product is available

Restocking of product occurs as per plan and is monitored

Target - Canterbury Hand Hygiene Moments

90 % Overall

100% for moments 2, 3 and 4

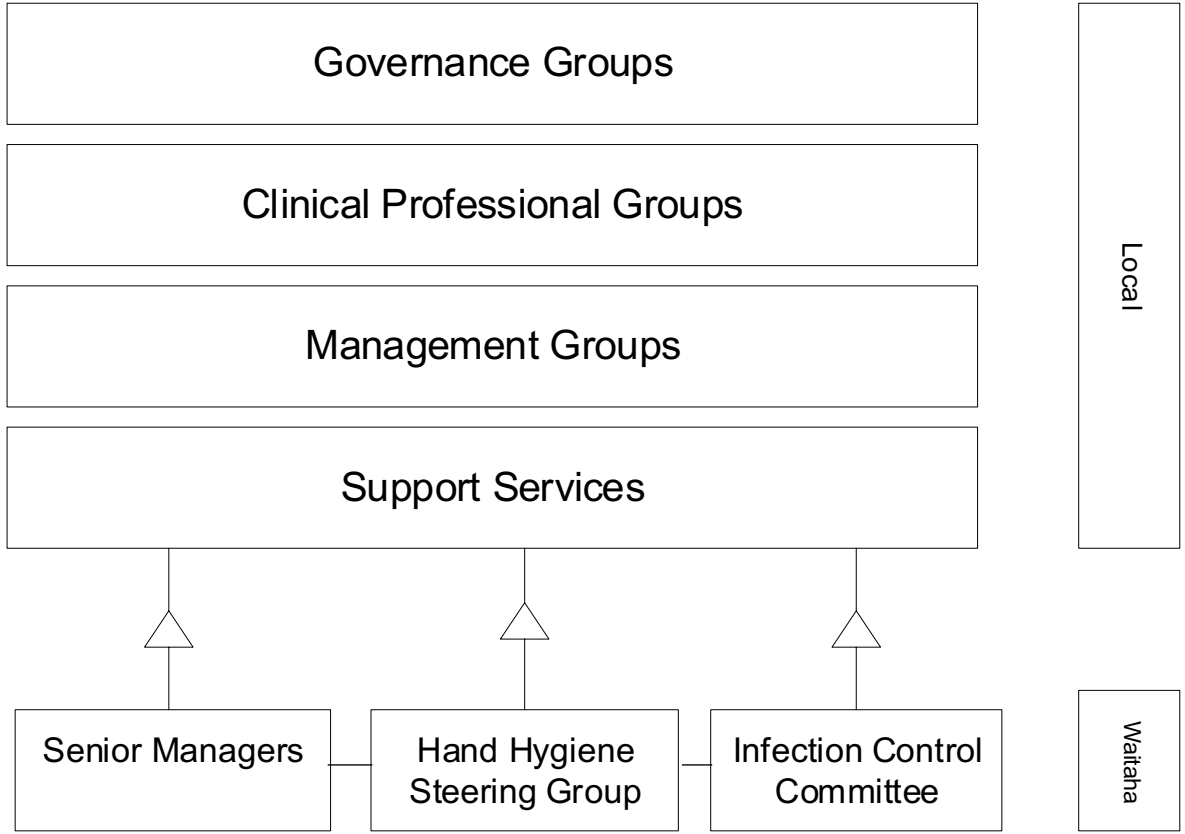
Moment 1: Before patient contact

Moment 2: Before a procedure

Moment 3: After procedure or body fluid exposure risk

Moment 4: After patient contact

Moment 5: After contact with patient surroundings



The background features a dark blue vertical stripe on the left and a teal vertical stripe on the right. The teal stripe is decorated with a repeating geometric pattern of white lines forming diamonds and zig-zags. Below the teal stripe, there are white, thin, vertical lines that resemble a fringe or a textured surface.

Interactive Hand Hygiene Report

Observational data & Patient Experience Data

Interactive Analytics and Reports



Service Level Care Process Measures

Clinical Reports
This interactive report display current inpatients, their most recent EWS scores and details; along with PIVC lines recorded in Patienttrack. This report is secured to specified staff as it contains patient identified information. To request access, contact quality@cdhb.health.nz

Deteriorating Patient by Observations

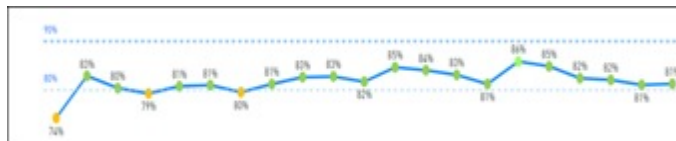
Deteriorating Patient by Patient

EWS Audits

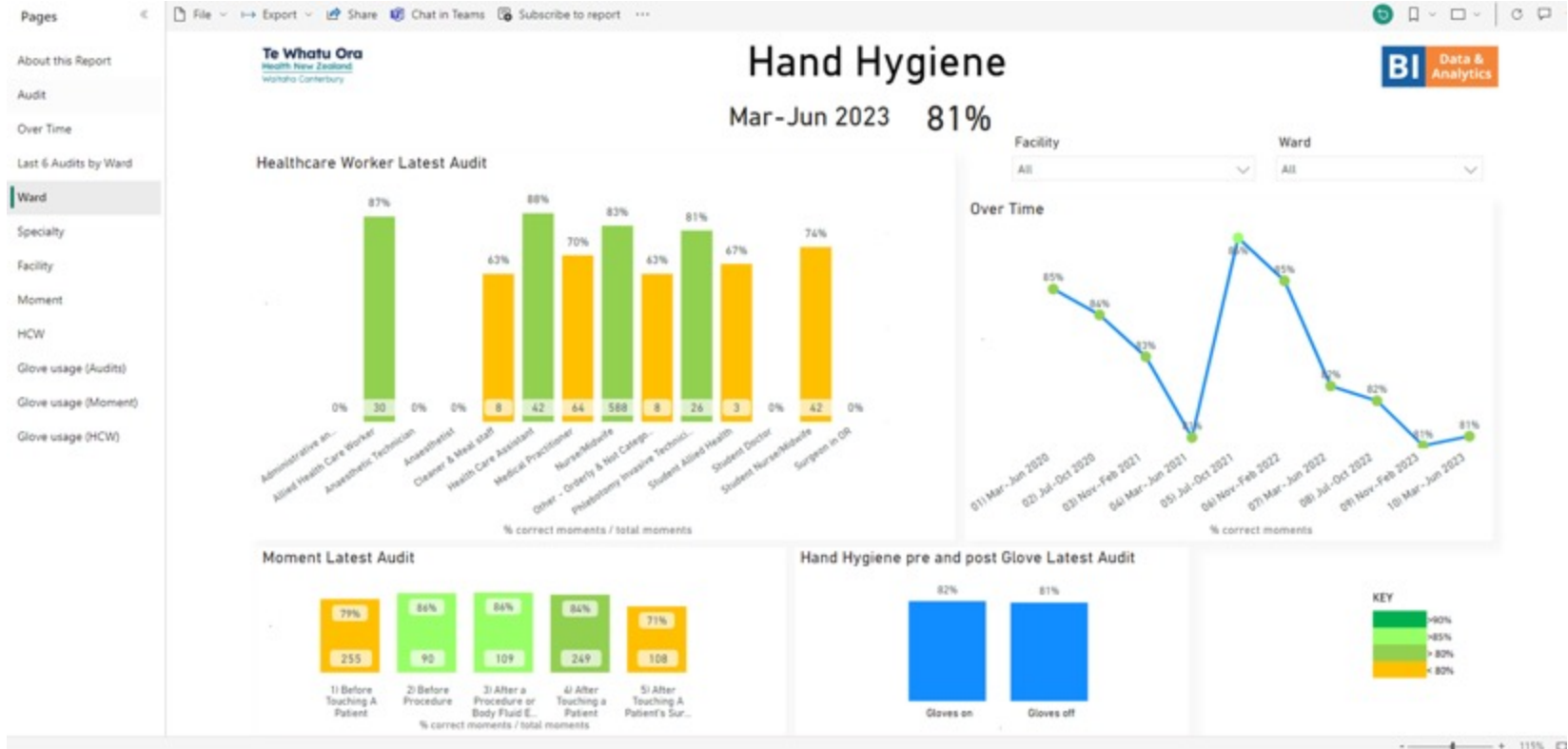
Hand Hygiene - open with EDGE or CHROME



Interactive Analytics and Reports



Hand Hygiene Observational data Interactive Report




Hand Hygiene Observational data Interactive Report

Hand Hygiene

Last 6 Audit Periods

01) Jul-Oct 2021 02) Nov-Feb 2022 03) Mar-Jun 2022 04) Jul-Oct 2022 05) Nov-Feb 2023 06) M

						
80 % (20)	89 % (76)	83 % (18)	90 % (61)	82 % (17)	0 % (0)	Targeted Plan
97 % (96)	93 % (62)	100 % (54)	100 % (28)	96 % (55)	100 % (67)	Consolidate
84 % (84)	89 % (139)	87 % (102)	90 % (52)	70 % (30)	87 % (16)	Consolidate
91 % (100)	89 % (73)	74 % (66)	77 % (101)	72 % (77)	94 % (36)	Consolidate
83 % (107)	88 % (95)	83 % (66)	86 % (83)	80 % (91)	84 % (64)	Revisit Plan
94 % (172)	96 % (111)	0 % (0)	91 % (109)	93 % (60)	0 % (0)	Targeted Plan
85 % (100)	91 % (106)	88 % (77)	85 % (104)	66 % (101)	95 % (22)	Consolidate
90 % (76)	85 % (154)	90 % (76)	95 % (62)	93 % (101)	84 % (26)	Revisit Plan

The background features a dark blue vertical stripe on the left and a teal vertical stripe on the right. The teal stripe is decorated with a repeating geometric pattern of white lines forming diamonds and zig-zags. Below the teal stripe, there are white, thin, vertical lines that resemble a fringe or a textured surface.

Enabling Patients

Inpatients

Patient Experience Hand Hygiene feedback

Did staff use hand sanitiser or wash their hands before they touched or examined you?

Response Count: 4728

Date Range: 01/04/2022-31/03/2023

Filter Set One: Hospital: Ashburton Hospital, Burwood Hospital, Christchurch Hospital, Darfield Hospital, Hillmorton Hospital, Kaitiaki Hospital, Lincoln Maternity Hospital, Oxford Hospital, Rangiora Hospital, Waikari Hospital Location of Service: Canterbury



Inpatients

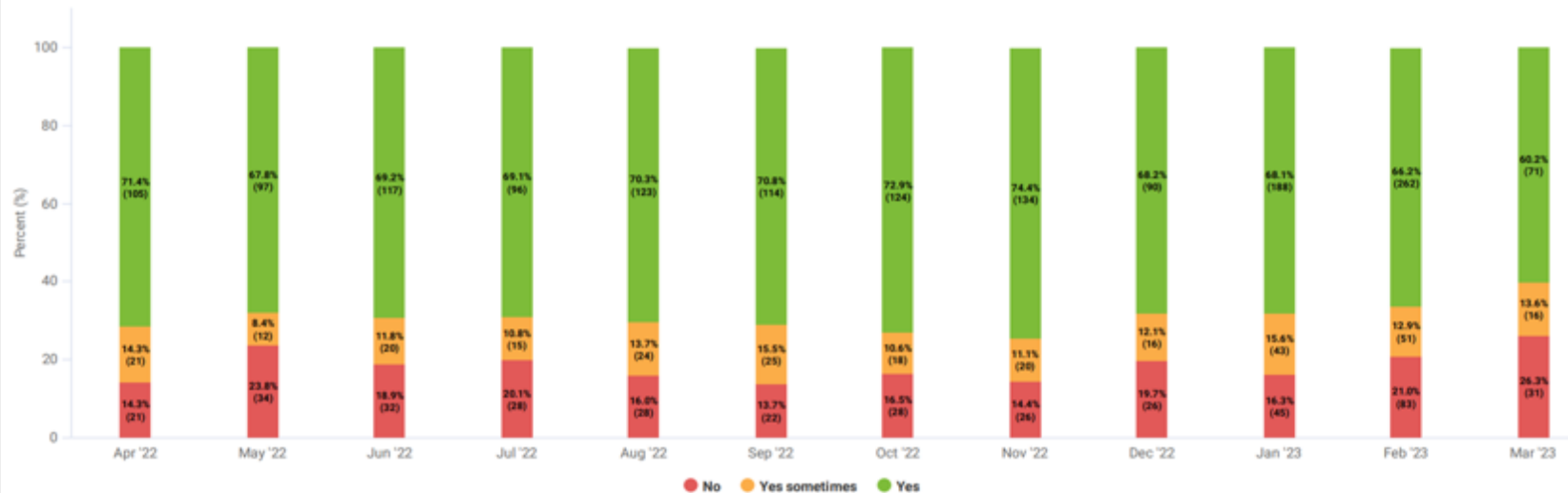
Patient Experience Hand Hygiene feedback

If unable to walk unattended to the hand basin, when you needed to clean your hands, were you provided with a suitable alternative?

Response Count: 2206

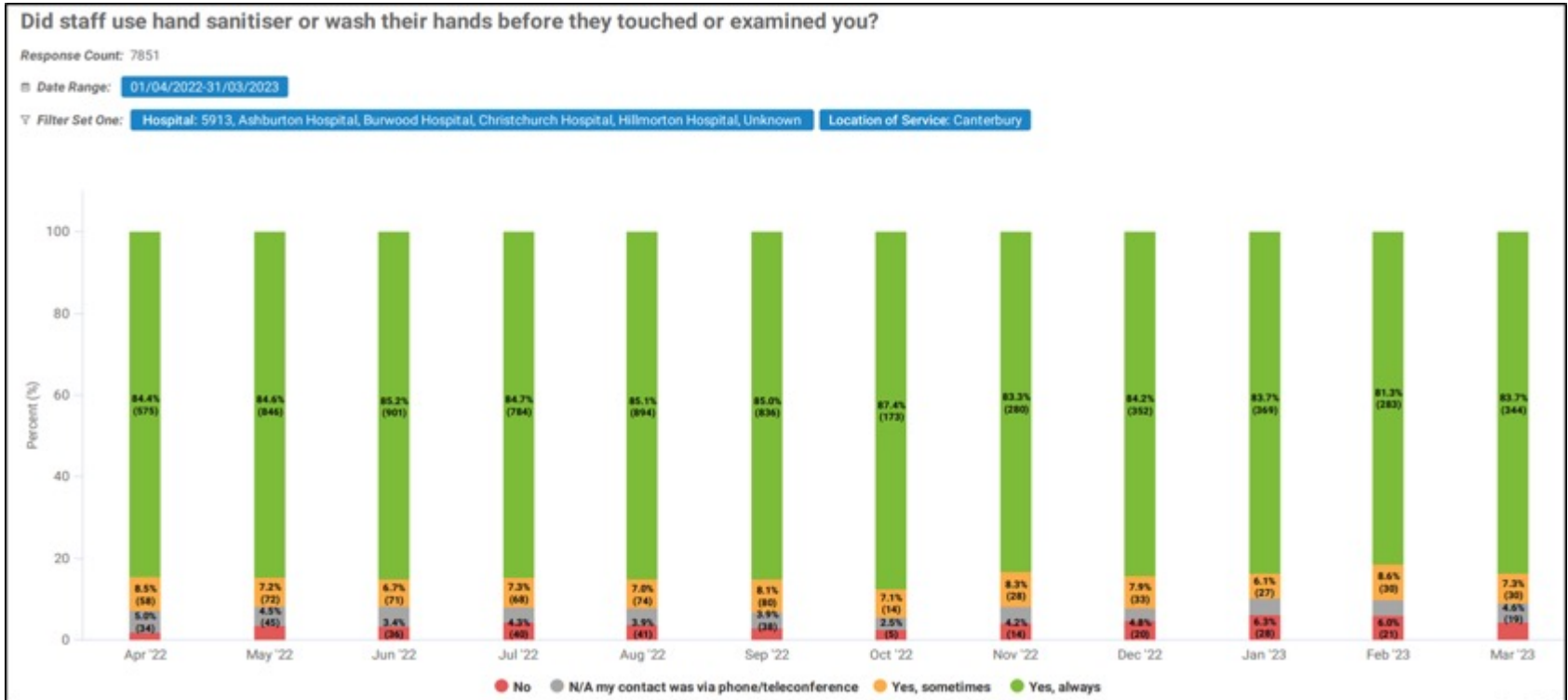
Date Range: 01/04/2022-31/03/2023

Filter Set One: Hospital: Ashburton Hospital, Burwood Hospital, Christchurch Hospital, Darfield Hospital, Hillmorton Hospital, Kaikoura Hospital, Lincoln Maternity Hospital, Oxford Hospital, Rangiora Hospital, Waikari Hospital Location of Service: Canterbury



Outpatients

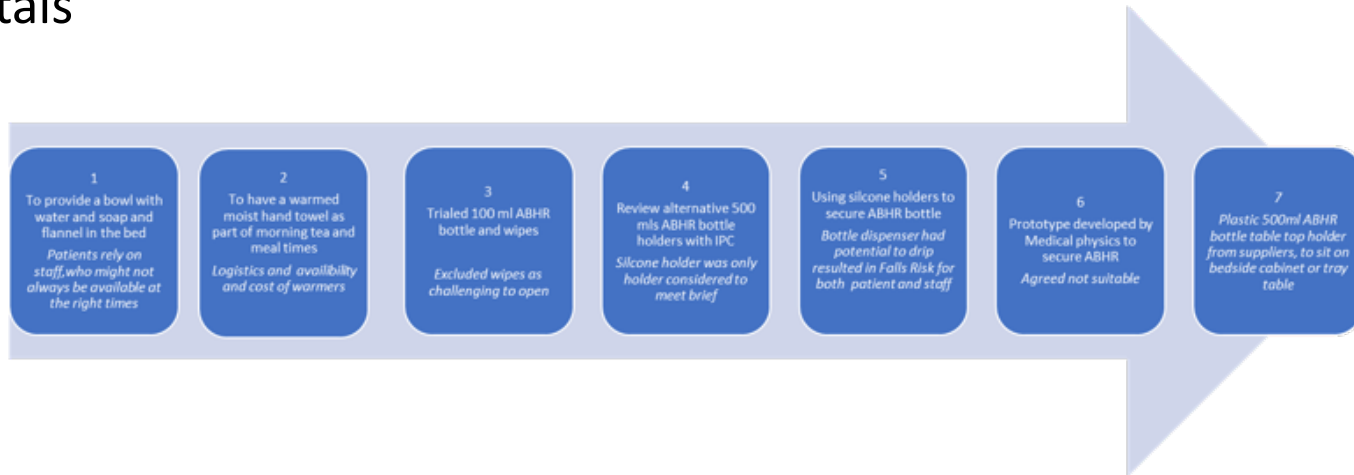
Patient Experience Hand Hygiene feedback



Enabling Patients Hand Hygiene Improvement Project

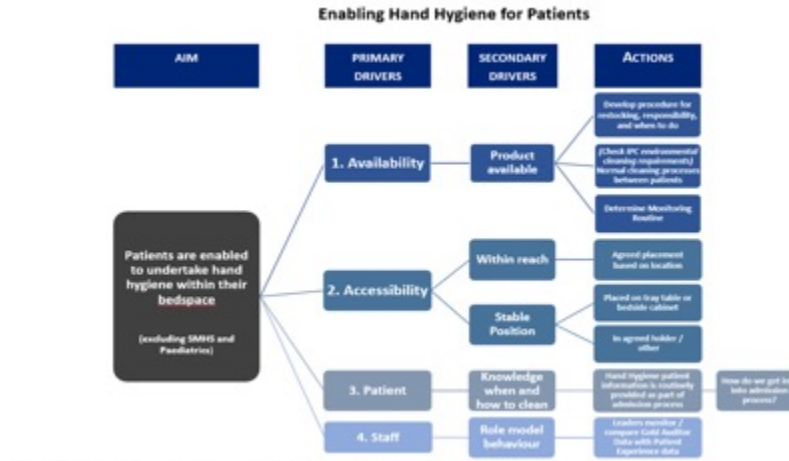
Aim: To enable in-patients to clean their hands when not able to walk independently to the hand basin

7 PDSA cycles undertaken to determine the best option in two Canterbury Hospitals



Enabling Patients Hand Hygiene Improvement Project

- Introduction table top holder 500 ml ABHR at bedside
- Scope to all inpatients
- What now?
Spread



Ngā mihi nui

Questions?



Hand Hygiene New Zealand (HHNZ) - a quality improvement programme

Amanda Wood
Infection Prevention and Control
Specialist


Hand Hygiene New Zealand

- HHNZ is a national quality improvement programme
- The programme goal is to improve hand hygiene practice amongst healthcare workers





Key components of a successful hand hygiene programme

1. Build and sustain a patient safety culture
 2. Identify key individuals, assign responsibilities and select wards
 3. Ensure product placement at the point of care
 4. Establish an education programme for all healthcare workers
 5. Promote hand hygiene
 6. Evaluate hand hygiene compliance and feedback to key stakeholders
- 

2022 HHNZ programme review - recommendations

- Develop an active partnership with local quality and risk departments and
- Refocus the programme on patient safety



What is patient safety?

- Patient safety is a framework of organised activities that creates cultures, processes, procedures, behaviours, technologies and environments in health care that:
 - consistently and sustainably lower risks
 - reduce the occurrence of avoidable harm,
 - make errors less likely
 - reduce the impact of harm when it does occur.





Hand Hygiene – safe care in our hands

Catherine Robbins IPC Advisor
Infection Prevention and Control Programme
Southern Cross Healthcare

Safe Care in Our Hands



Hand Hygiene Campaign

Why?

- To improve hand hygiene compliance

What?

- New marketing material with patient focus
- Link to Speaking Up For Safety (SUFS)
- Local influencers in the hospitals
- Sustainability

Hand Hygiene Campaign

How?

- Project group including IPC Lead, IPCNs, Q&R, Marketing
- Reviewed behavioural material and previous campaigns
- Set design brief and timeline
- Budget agreed
- Baseline audit of ABHR placement in clinical areas
- Engaged external design company
- Planned trial at 2 pilot sites – local ambassadors identified
- Education opportunities and links to SUFS

Pilot 2022

- Planned for March 2022 at 2 hospitals
- Baseline audits completed February 2022 (hand hygiene observation and ABHR usage)
- Delayed by Covid-19 (Omicron surge)
- Pilot commenced 5th May 2022 for 6 weeks
- Comms via intranet, CMO message to Specialists
- Survey for all staff including Specialists over 3 week period

Resources



Safe care in our hands

Southern Cross
Healthcare

**Gel your hands
before you go-go**

Wake me up before you go-go,
Wham, 1984

Hand Hygiene
Safe care in our hands

Southern Cross
Healthcare

**My my,
how can you
resist me**

Mamma Mia, ABBA, 1975

Hand Hygiene
Safe care in our hands



Results

- Campaign launch provided a great focus for international hand hygiene day
- GM's really supportive of the campaign
- Impact of Covid and winter illnesses delayed the start and the progress of the pilot, staff availability to complete both hand hygiene audits and feedback surveys
- Good to focus on hand hygiene in the middle of Covid despite the challenges
- Hand gel usage as a measure was unsuccessful due to the large number of bottles being used and number of staff replacing them.

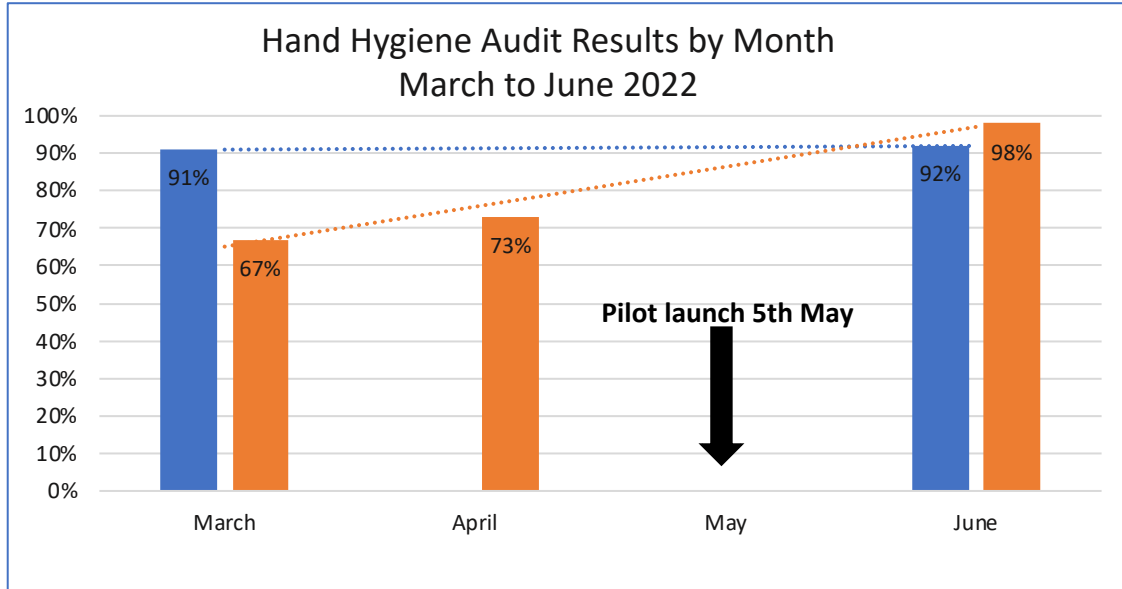
Survey Results

- Survey response from 63 staff and 9 Specialists
- People posters were the favourite campaign material, with resources by hand gel the second choice
- Lyrics posters least popular
- 75% staff said they felt comfortable discuss a colleague's hand hygiene practice and 63% of Specialists



“Great resources, great incentive, great to see a Southern Cross Brand for hand hygiene, it would be good to have an anaesthetist on the posters and more variety, confused about the lyrics, posters too heavy, lyrics were terrible, not familiar with music/lyrics”

Audit results



Pause

- Pause and review campaign material (specifically the lyrics resources) before rolling out to the wider network
- Wider staff engagement with resources – more local ambassadors and plans for tagline competition
- Consider comms including intranet, screensaver, network magazine, comms from CMO

Network Rollout March 2023



Be in To win

One of three \$100 Prezzy cards



To enter, simply email communication@schl.co.nz before 28 April with a new tag line for our Hand Hygiene posters or share a great example about how you are helping promote hand hygiene and you're in to win.

Winners will be announced on World Hand Hygiene Day, 5 May



Network Rollout March 2023

My challenge to you is a simple one: let's improve our compliance to 80%+ (particularly in the "before touching a patient" moment) so we don't need to have awkward conversations with patients about that infection.



A vertical poster with an orange header. In the top left of the header is the Southern Cross Healthcare logo (a white cross on an orange background) and the text "Southern Cross Healthcare". To the right of the logo, the text "Many hands make 'right' work." is written in white. Below the header is a photograph of a man in blue scrubs, Matthew Clark, smiling. At the bottom of the poster, on the left, is the text "Matthew Clark, Chief Medical Officer, Southern Cross Healthcare". On the right is the Hand Hygiene logo and tagline "Safe care in our hands".





Hand hygiene means the right care, for all my patients.



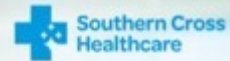
Andrew, Anaesthetist
Brightside Hospital



Could you always give yourself 10 out of 10 for hand hygiene?

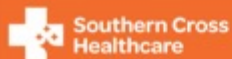


Wendy, Ward Nurse
New Plymouth Hospital



Hands you can trust





Horoīōu ringa kia noho haumarū.
Wash your hands to be safe.



Kimberley, Ward Nurse
North Harbour Hospital



Let's keep passing the hand
hygiene test, every day!



Angus France
Charge Anaesthetic Technician
Rotorua Hospital



Hand hygiene counts,
for me and my patients.



Stan, General Surgeon
Auckland Surgical Centre



Next Steps

- Auditing to monitor impact of campaign
- 5th May – announce competition winners
- Plan for refresh of ambassador posters and taglines






Online learning opportunities

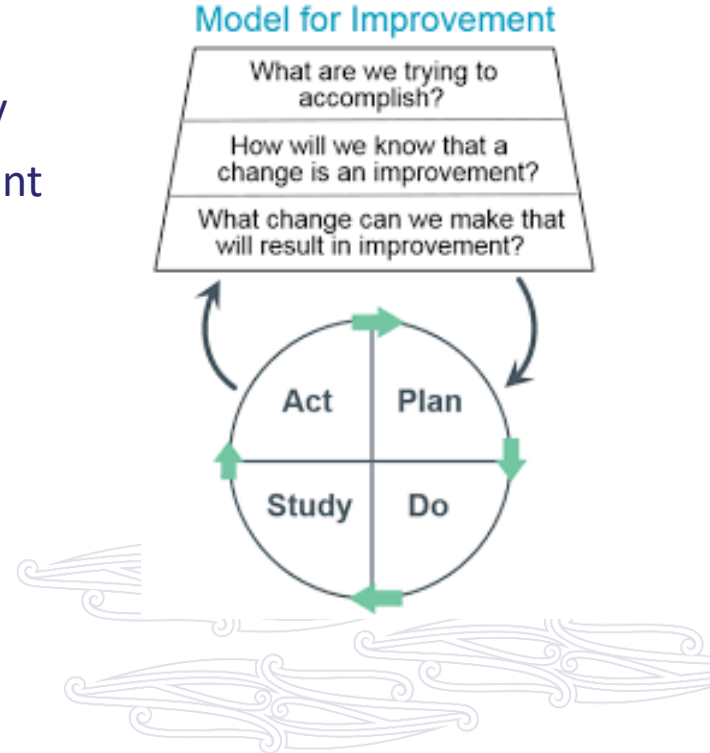


‘Improving together’

- Course available via the Learn Online platform:
<https://learnonline.health.nz/course/index.php?categoryid=172>
 - Aims to provide foundation-level quality improvement knowledge and skills for everybody participating in health and disability service improvement, consumers and the workforce.
 - Describes the importance of improving quality and safety in health care by reducing harm, waste and variation.
- 

Course content

- Module 1: Principles and benefits of quality
- Module 2: Teamwork, consumer engagement and a whānau-centred approach
- Module 3: Systems thinking
- Module 4: The Model for Improvement





Co-design in health

- Course available via the Learn Online platform:
<https://learnonline.health.nz/course/view.php?id=573>
- The course explores the six stages of a co-design process and how it enables you to engage consumers, whanau, staff and other stakeholders to design and provide health services that better meet the needs of people





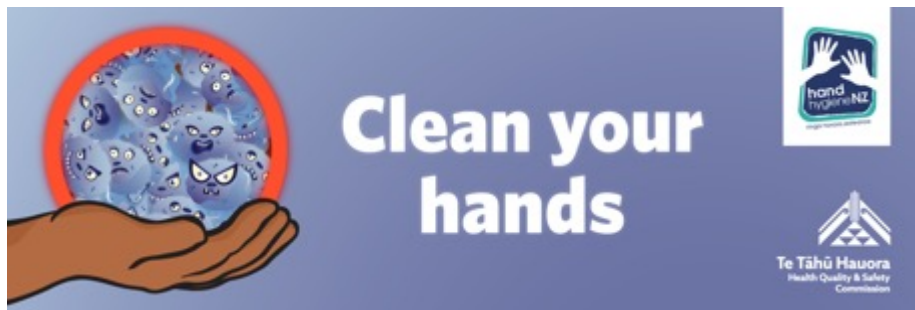
Human factors in health care

- Course available via the Learn Online platform:
<https://learnonline.health.nz/course/view.php?id=579>
- The module is designed to develop your knowledge of human factors within an Aotearoa New Zealand health care context



Celebrating World Hand Hygiene Day 2023

- Te Tāhū Hauora resources available on our website
 - Free hand hygiene posters in different languages
 - Screensaver
 - Email signature
 - Social media tile
- Your organisation's World Hand Hygiene Day activities
 - Send us photos of activities or resources to upload after the event



Questions and comments





Closing karakia

Kua mutu a tātou mahi
Ka tae te wā
mō te whakairi te kete
I te kete kōrero,
I te kete whakaaro
Hei tiki atu anō mā tatou
Tauwhirotia mai mātou katoa
Ō mātou hoa
Ō mātou whānau
Āio ki te Aorangi.
Hui e tāiki e.

Our work has finished
the time has arrived
to gather one's thoughts in the basket
that contains discussion
and concepts
that we may use it again in the future
Protect us all
our colleagues
our families
Peace to the universe.
It is complete.

