

## HAND HYGIENE EDUCATION AND COMPLIANCE

WRHA and its affiliates must practice the 4 Moments of Hand Hygiene throughout their work day. This requirement is outlined in policy 90.00.060 *Routine Practices for Reducing the Risk of Infection Transmission*. Hand hygiene is critical to preventing infections in healthcare, however hand hygiene compliance rates are often low. It has been shown that the cost associated with healthcare-associated infections (HAIs) are a lot higher than the cost of teaching, maintaining and monitoring hand-hygiene programs.

### Hand Hygiene Education

Hand hygiene education is provided by the WRHA upon hire/orientation with refreshers every two years for all staff and volunteers. Education includes the who, what where, when, why and how of hand hygiene. It is available in various formats including a computer module (LMS), PowerPoint, and booklet. Hand Hygiene education must also be provided to visitors/families through information sheets, posters and in the moment teaching by front line staff.



### The 4 Moments of Hand Hygiene

1. BEFORE initial patient/resident/client (PRC) contact and PRC environment
2. BEFORE aseptic/clean procedures
3. AFTER body fluid risk exposure
4. AFTER PRC contact and PRC environment



### Measure Compliance

Direct Observation (audits) is the best way to measure compliance with hand hygiene practices. In the WRHA auditing is:

- Based on the 4 Moments of hand hygiene
- Done by a trained auditor
- Uses a standardized electronic audit tool (HandyAudit)



### Compliance Rates

Knowing compliance rates shows us where and how to improve our hand hygiene practice:

- What 'Moment' do we have to work on?
- Is a knowledge refresher needed?
- Should hand hygiene products be more accessible?
- More reminders needed in the work place?

### Improve Compliance Rates

- Our WRHA goal is *100% compliance* with the 4 Moments of Hand Hygiene
- Measuring compliance with hand hygiene
- Practices allow the WRHA and its affiliates to improve education and training, evaluate resources and benchmark compliance practices across the WRHA
- Studies show that improving compliance with hand hygiene practices decreases HAIs.

### Your Role is to be Aware of...

- Why Hand Hygiene is important
- The 4 Moments of Hand Hygiene
  - Refresh your knowledge.
  - How often should you be refreshing your HH education?
- Be prepared to demonstrate your hand hygiene technique
- Is auditing happening in your area?
  - Find out your latest audit results for your area and facility
- The WRHA's compliance goal
- How you are improving your hand hygiene practice
- What is being done to teach families/visitors about hand hygiene
- Is there a policy about hand hygiene?



Have more questions or concerns? Contact your facility/program ICP