

Hand Hygiene Education and Compliance

The WRHA's hand hygiene compliance goal is 100%. A comprehensive hand hygiene strategy includes education for all staff and volunteers as well as compliance monitoring. It has been shown that the cost associated with health care-associated infections (HAIs) are a lot higher than the cost of teaching, maintaining and monitoring hand hygiene programs. The WRHA Regional Policy 90.00.060 Routine Practices for Reducing the Risk of Infection Transmission outlines the requirement for learning, performing and compliance monitoring of the 4 Moments of Hand Hygiene.

<https://policies.wrha.mb.ca/policy/120/infection-prevention-control/3065/90-00-060.pdf>

<https://professionals.wrha.mb.ca/old/extranet/ipc/files/routine-practices/HH-4Moments-InfoSheet-2020.pdf>

Required Organizational Practices (ROP) Tests for Compliance

- ✓ Compliance with accepted hand-hygiene practices is measured using direct observation (audit)
- ✓ Results are shared with team members and volunteers
- ✓ Results are used to make improvements to hand hygiene practices
- ✓ Hand-hygiene education is provided to team members and volunteers

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Importance of Hand Hygiene Education

Hand hygiene education is vital for providing safe health care, protecting ourselves, other staff members, volunteers and visitors. Education outlines what hand hygiene is, how to correctly perform hand hygiene, when and where to do hand hygiene according to the 4 Moments and why it is important. This knowledge should also be available for families/visitors in the form of:

- Pamphlets targeted at the general public
<https://professionals.wrha.mb.ca/old/extranet/ipc/files/W00509.pdf>
- Posters in public areas like waiting rooms <https://professionals.wrha.mb.ca/infection-prevention-control/ordering-information/>
- Staff using teaching moments (e.g. demonstrating hand hygiene to family/visitors when they are about to enter the PRC room/area)

Delievery of Hand Hygiene Education

In the WRHA Hand Hygiene education is provided either through:

- Learning Management System (LMS)
- PowerPoint Presentation OR
- Booklet

Education shall be ongoing; hand hygiene reminders are important:

- posters – for both how to do hand hygiene and when to do hand hygiene
- cards
- screen savers
- discussed in safety huddles

Frequency of Education

Hand hygiene education should be renewed every 2 years. It can be reviewed more often as part of an area's hand hygiene improvement plan. Or when transmission of healthcare acquired infections (HAIs) has increased, for example during an outbreak.

Things to Think About....

1. How are you providing hand hygiene information to visitors?
2. What does your staff use to complete hand hygiene education?
3. How do you keep track of staff that have completed the education? SAP Report? Excel List?
4. What hand hygiene reminders do you have for staff and volunteers?
5. How often does your area review hand hygiene education?

Measure Hand Hygiene Compliance

The WRHA uses electronic direct observation audits (HandyAudits). Direct observation is considered to be the best method to measure compliance with hand hygiene. The audits are based on the 4 Moments of hand hygiene.

The audits must be done by trained auditors.

If you have auditors, ensure they are maintaining their competency by auditing.

If you need auditors, determine who should audit for your organization/facility/program and arrange to have them trained.

If training is not yet available for your area, put together a plan for your site including when you are able to start training, who might be auditors, how many potential auditors, and obtain auditing devices.

<https://professionals.wrha.mb.ca/infection-prevention-control/audit-tools/>

The Importance of Measuring Compliance

Hand Hygiene is critical to preventing infections in healthcare, however hand hygiene compliance rates are often low.

Measuring hand hygiene rates can show us if current education and training about hand hygiene is effective. It also provides an evaluation of resources and a benchmark for comparison for future audit results.

<https://wrha.mb.ca/infection-prevention-control/hand-hygiene/>

Share the Results

Results should be shared with all staff and volunteers in your organization/facility/program. Results should be reviewed and analyzed to determine where and how improvements should be made. Staff should be involved with developing an action plan to improve or maintain hand hygiene rates.

How to share the audit results and action plan

Decide what works best for your organization/facility/program.

Share with staff and volunteers:

- In an email
- At a meeting
- Safety huddle
- On a noticeboard
- Newsletter OR
- Whatever else works for your staff and volunteers

What else should you do to prepare?

Ensure all staff and volunteers in your organization/facility/program are aware of the plan to improve hand hygiene in your area.

Staff and volunteers should be aware of:

1. Hand Hygiene is an effective way to prevent healthcare acquired infections (HAIs)
2. How they took their hand hygiene education (LMS, PowerPoint or booklet)
3. How often they do the education
4. The policy that outlines the requirements to learn, use and monitor hand hygiene throughout the WRHA and where it can be found
5. The 4 Moments of Hand Hygiene
6. How to effectively clean their hands with either alcohol-based hand rub or soap and water
7. How they are audited
8. How the audits are shared
9. The audit results – Good? Needs a little improvement? Needs a lot of improvement?
10. The WRHA's goal for hand hygiene compliance
11. The plans for improvement of hand hygiene compliance

Things to Think About...

1. How many auditors to you have?
2. What quarter do you audit in?
3. If you aren't currently auditing, what is your plan to start auditing?
4. What is your improvement plan?
5. What are your strategies to meet your goals?
6. How will you measure success?
7. How are you sharing your results?
8. How are you sharing your action plan?
9. How are you sharing your hand hygiene improvement goals with staff and volunteers?

Sample Surveyor Questions

- What is one of the most important things healthcare providers can do to prevent the spread of infection – among patients and themselves?
- What type of hand hygiene training opportunities do you provide your staff and volunteers? How often is this done?
- What opportunities for hand hygiene education and training has your organization provided for you?
- How do you create awareness around hand hygiene for staff, volunteers and patient/family?
- How are volunteers, and patients/families included in the hand hygiene education plan?
- Tell me about this training. How often have you taken this?
- Where would you find this information, policy, procedure, SOP or guideline?
- Tell me about your hand hygiene practices?
- When should you wash your hands? Why is this done?
- How should you clean your hands? May ask for demonstration or observe staff members
- What is the policy on hand hygiene?
- How does your organization/facility/program assess compliance with hand hygiene?
- What were the latest hand hygiene compliance results for your organization/facility/program?
- What are the average hand hygiene compliance results? By program? By site?
- How have your hand hygiene results informed your quality and safety improvement initiatives?
- What changes have you made as a result of your hand hygiene compliance measurements?

If you have questions, please contact the Infection Prevention and Control Professional for your organization/facility/program.

<https://professionals.wrha.mb.ca/infection-prevention-control/contact/>