The Many Ways to Involve Patients in Hand Hygiene

Outline

Objectives:

- Provide an overview of different ways to involve patients in hand hygiene

- Effectiveness

- Provide tips and ideas
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Studies Reviewed:

1. WHO guideline on HH in Health Care (Geneva Model)


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Studies Reviewed cont.

- Promoted patient education of HH and to improve HH compliance of HCWs
  - Enhanced performance feedback
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Canadian Guidance

-Patient Safety Institutes – Engaging Patient in Patient Safety

-Accreditation Standards

Accreditation Canada Standards – infection prevention and control

- 6.0 The organization engages clients and families in infection prevention and control practices.
  - 6.1 The organization provides clients and families with information about routine practices and additional precautions as appropriate in a format that is easy to understand.
  - 6.2 The organization provides clients, families, and visitors with access to hand hygiene resources and PPE based on risk of transmission of microorganisms.
- 14.3 The organization seeks input from staff, services providers, volunteers, and clients and families on components of the IPAC program.
  - Surveys, focus groups, interviews, meetings, etc.
- 14.5 The organization shares evaluation results with staff, service providers, volunteers, clients, and families.
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- Mobilizing patients to evaluate their quality of care
decrease medical errors
HCW hand hygiene compliance

"Engaging the patient to report on hand hygiene compliance was found to be efficient and acceptable to patients and providers, and the results of the observations were representative of actual provider behavior."

Be a partner in your health care!

Our goal is to provide you with safe, high-quality healthcare. We welcome any additional comments or suggestions.

Using soap & water or alcohol rubs such as Purell helps to prevent the spread of germs.

Be a partner in your health care by completing the reverse side of this card and placing in receptacle in the reception area.

The card is issued to the patient at check-in. The patient receives a small pencil to complete the card and places the card in a yellow drop box on leaving the clinical practice.
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**Hand Hygiene Observation Forms**

1. Did the healthcare worker touch the patient or an object within the patient zone?
   - Yes ☐
   - No ☐
   - Do not fill out form

2. Did you see the healthcare worker touch an object or a surface outside of the Patient Zone before entering the Patient Zone of the patient?
   - Yes ☐
   - No ☐
   - I don’t know ☐

3. Did you see the healthcare worker perform hand hygiene before touching the patient or a surface within the Patient Zone?
   - Yes ☐
   - No ☐
   - I don’t know ☐

4. Type of Healthcare worker
   - Nurse ☐
   - Physician ☐
   - Other ☐
   - I don’t know/unsure ☐

**Research Assistant:**

Ms. X

For any question/comment:
- Dial XXXX on the phone in the patient room. You can leave a message if no answer.
- OR
- Dial XXXX-XXXX (pager) and enter the number to call back after the beep. The research nurse will call you back as soon as possible.

**Patient observation tools:**
- Focusing only on moment #1

**Timeline:**
- Enrollment: 5 minutes
- Training: 30 minutes
- Certification: 24 hours
- HH observations: 30 minutes
- Post-observation survey