

# RESILIENCE & RE-EMERGENCE IN HAND HYGIENE

## CANTERBURY DHB'S IMPROVEMENT JOURNEY

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### BACKGROUND

In May 2014, Canterbury DHB (CDHB) established a Hand Hygiene Governance Group made up of an interprofessional team of clinical staff as well as Quality and Infection Prevention and Control representatives.

Reframing the Hand Hygiene Programme to 'everyone's business', the IPC Gold Auditor Programme collection data programme was transformed into a sustainable multidisciplinary improvement programme.

Note: Compliance with the World Health Organisations '5 moments of hand hygiene' is assessed through audits as per the Health Quality Safety Commission/Hand Hygiene New Zealand (HQSC/HHNZ) Hand Hygiene New Zealand Auditing Programme.

### AIM

To maintain the 80% target while spreading to 43 inpatient areas and sustain results by December 2018.

### METHODS

CDHB applied the 'process for improvement' (see "Persistent Puzzling") using team approach and supported by an active organisational wide Hand Hygiene Governance Group.

### RESULTS

From 62% in 2013 reaching 80% in 2017 and have consistently maintained over 80% since. By 1 November 2018 spread of the programme to all 43 CDHB inpatient areas was achieved. Developed resources: toolkit for use at a local level, service specific training, annual campaign, frequent data dashboard reports indicating status and consistent key messages.

TABLE 1: OVERVIEW OF HAND HYGIENE RATES (5 MOMENTS)

	Start	Improvement initiatives						Target 1st Met	Embedding & Sustaining						
	Jul - Oct 14	Nov 14 - Mar 15	Apr - Jun 15	Jul - Oct 15	Nov 15 - Mar 16	Apr - Jun 16	Jul - Oct 16	Nov 16 - Mar 17	Apr - Jun 17	Jul - Oct 17	Nov 17 - Mar 18	Apr - Jun 18	Jul - Oct 18	Nov 18 - Mar 19	Apr - Jun 19
<b>CDHB Total results rates</b>	62%	73%	77%	78%	78%	79%	79%	83%	81%	81%	81%	81%	81%	82%	83%
<b>Moments</b>															
1. Before touching a patient	60%	73%	76%	77%	76%	77%	77%	83%	78%	78%	77%	79%	78%	79%	81%
2. Before procedure	58%	61%	74%	84%	80%	78%	80%	85%	83%	83%	84%	79%	86%	85%	84%
3. After a procedure or body fluid exposure	66%	76%	77%	84%	81%	83%	83%	88%	88%	84%	89%	85%	88%	88%	88%
4. After touching a patient	74%	80%	86%	82%	85%	85%	82%	89%	86%	86%	86%	87%	84%	86%	89%
5. After touching a patient's surroundings	45%	60%	62%	67%	66%	70%	73%	70%	70%	73%	74%	75%	73%	73%	70%
		<75%		>75%				>80%							

### CONCLUSION

Through "Persistent Puzzling" and a dedicated multi-disciplinary collaborative approach CDHB has achieved, and strives for continued improvements towards the aspirational goal of 100% by the end of 20/21 with the '5 moments of hand hygiene' principles.

### NEXT STEPS

- Focus on before and after procedure moments
- Target medication administration and the correct use of gloves
- Tailor specific Health Care Worker Groups educational resources
- Spread to Specialist Mental Health Services and Aged Residential Care facilities
- Review hand hygiene opportunities provided for patients at meal times
- Repeat "It's OK to ask me to clean my hands" campaign

