

Reconciling **Work-as-Imagined** & **Work-as-Done** to Improve Hand Hygiene in an ICU



Who are we?

- Auckland Metropolitan Tertiary Hospital
 - 1000 beds
- Low socio-economic demographic
- Critical Care Complex
 - 12 bed ICU
 - 6 bed HDU
 - 24/7 Patient at Risk team



HH - The 5 Moments: WHO

- The 5 moments for hand hygiene at a glance:
- **Moment 1:** Before patient contact
- **Moment 2:** Before a procedure
- **Moment 3:** After a procedure or body fluid exposure
- **Moment 4:** After patient contact
- **Moment 5:** After contact with patient surroundings.

“easy, logical, applicable”



The Critical Care Complex story

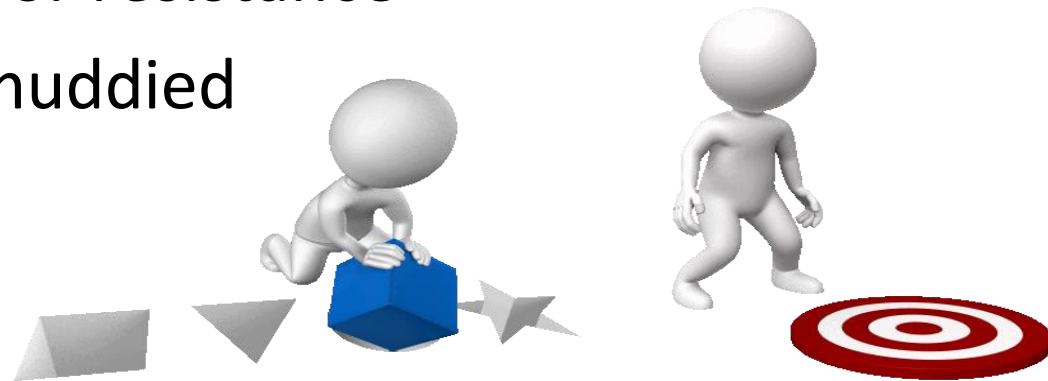
- Implemented the 5 moments
- HH champions, ICU SMO HH lead for the DHB
- Education and 'continuous training', e-learning modules
- Practical demos, focus groups/days, campaigns
- NAKED UNIT, promoted culture of patient safety,
- Auditing, feedback
- Slogans, pocket cards, posters, stickers, daily reminders,
- More auditing and feedback, re-educated...
- Badges, incentives, rewards
- Auditing and feedback again, regrouped
- Define the moments, define the bedspace, define glove use,
- Two steps forward, one step back...



DO BETTER! WORK HARDER!


Casual observations

- High number of moments
- Even higher number of extra moments
- Competing priorities
- Not a lack of knowledge or resistance
- Moments had become muddled
- HH had become a reflex



IDEAL vs REAL


REALLY? BUT WE DO SO MUCH HAND HYGIENE!




When you do a moment 2, you need to clean your hands, ok?



Ok.



Hey! You did a moment 2 and you didn't clean your hands.



But I cleaned my hands 10 times! How could I have missed a moment 2?

Deconstructing the moments

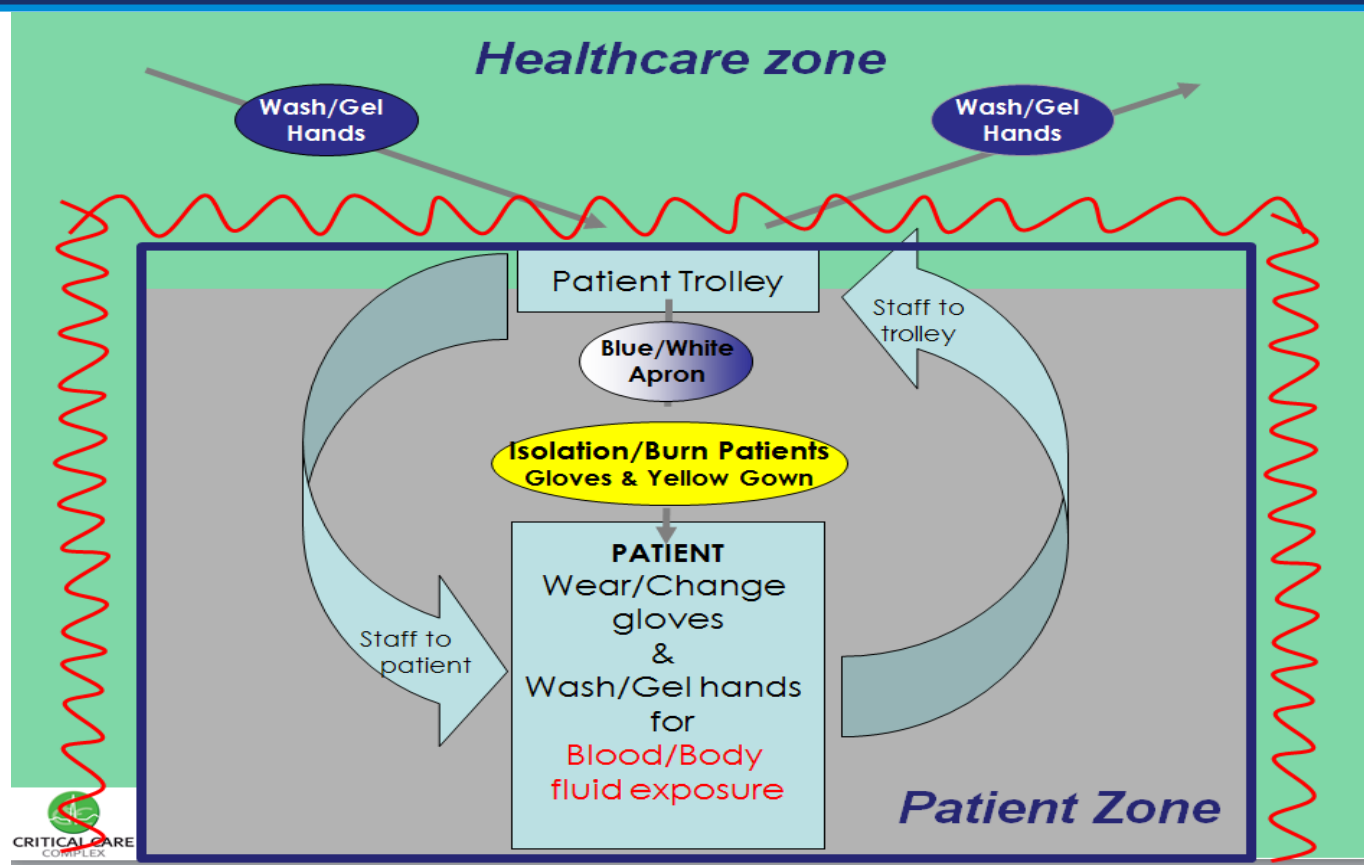
- Spent time in the bedspace
- Watched
- Listened
- Asked curious questions
- Got involved
- Recognised vulnerability
- Built trust in co-design



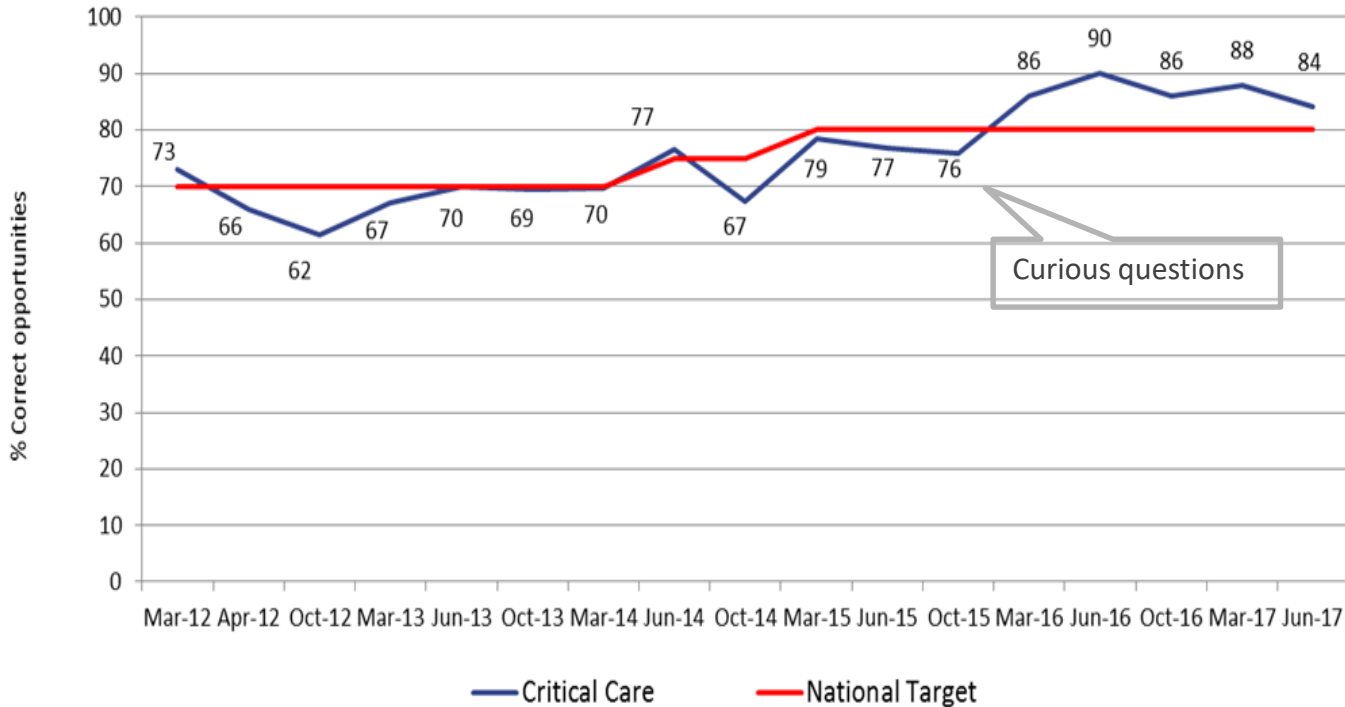
5 moments no longer...

- The curtain
- The patient
- Blood and body fluids



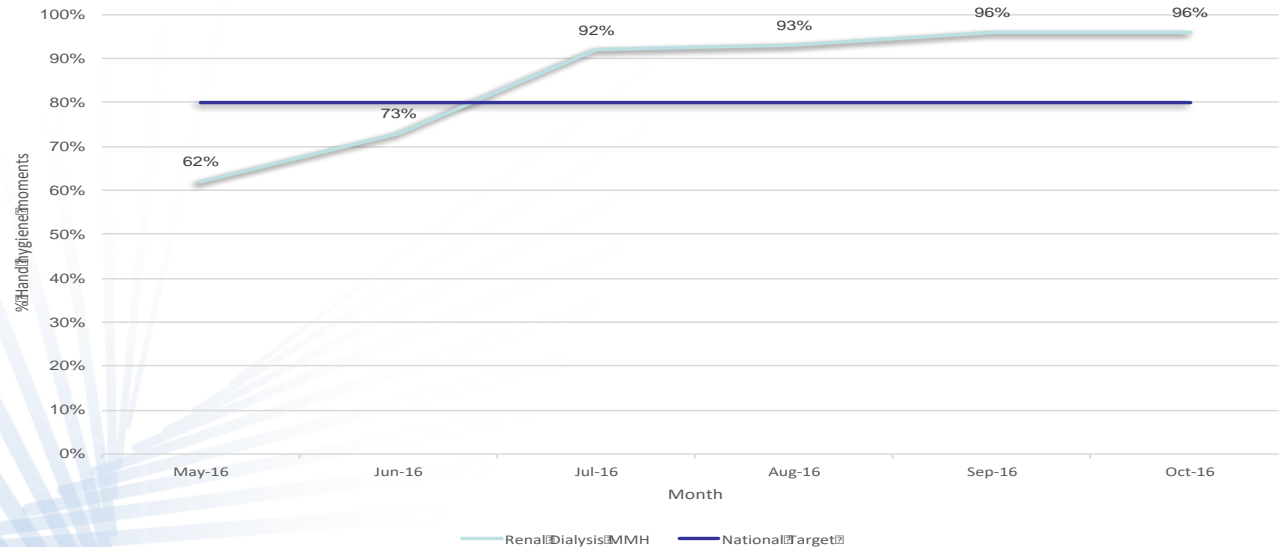


Hand Hygiene Performance Critical Care Complex - June 2017

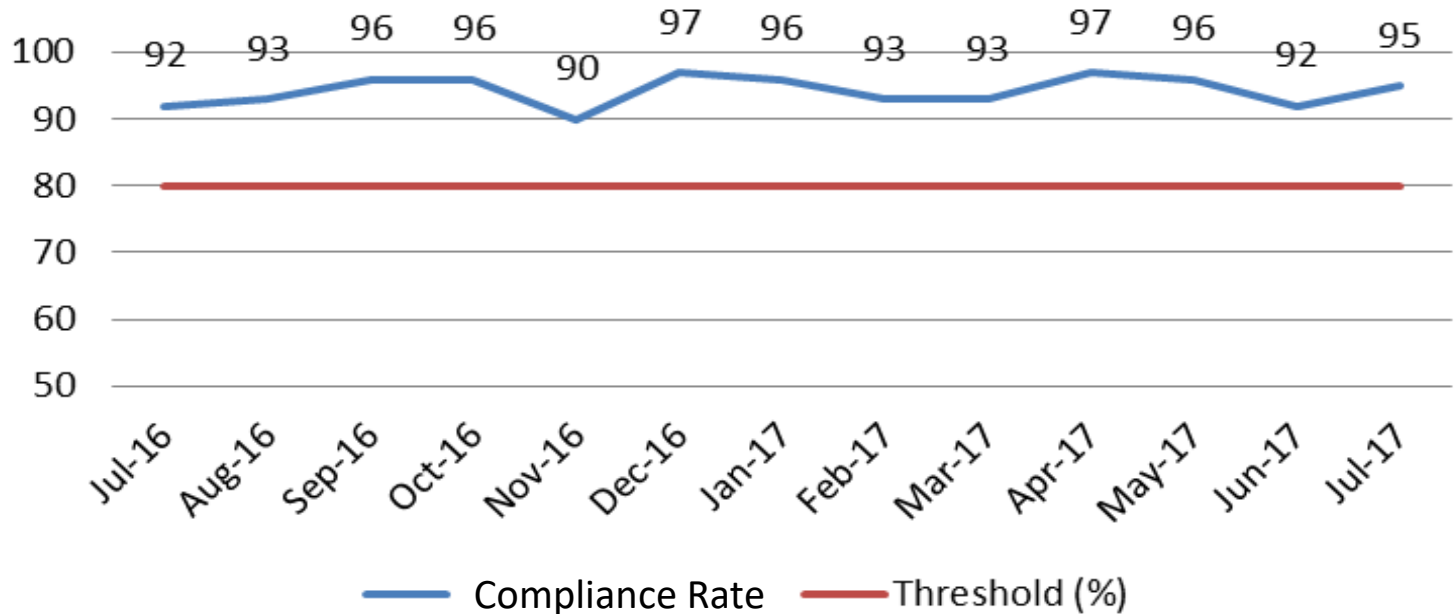


Transfer

Dialysis unit



Hand Hygiene compliance- Scott Dialysis



Hand hygiene - IT'S WHAT WE DO



References

- World Health Organisation

http://www.who.int/gpsc/tools/Five_moments/en/