



Exceptional care that makes a difference

MERCY HOSPITAL DUNEDIN



Hand hygiene update 2017

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- 66 credentialed staff across all specialities
- 8 theatres
- ICU as needed
- 6,500 – 7,000 patients per annum
- 220 staff

Private elective surgical hospital located on hill

These facts and figures give you a feel for the size and output of our workplace.

Many of our surgeons work across public and private sector as do some of our theatre staff

KEY DEVELOPMENTS

Product change

- Enhanced point of use access
- Stock control

Education & promotion opportunities

- Health Learn module on-line
- World Hand Hygiene day, influenza vax campaign

Skin Care

- Dermatitis, assessment & treatment, moisturiser promotion

Audit project

- Audit project

Over the last 3 years we have made progress in all these areas

PRODUCT CHANGES – GETTING IT RIGHT



- Our progress in achieving hand hygiene moments compliance was limited by not having the right product
- We have had the product on the left for 8 years and staff liked it
- Understanding the importance of point of use access wasn't matched by the supply company developing bracketing options- we were unable to get the bottle successfully bracketed to the end of the bed and the wall mounted options remained limited.
- Intermittent batch product dispensing problems occurred– the plunger failed on new bottles and the dispensing tube was too short so the last quarter of product in both the moisturiser and gel couldn't be used.
- As a result staff thought the bottles were functional - you couldn't tell that these 2 bottles were unable to be used
- In 2016 we weren't ready to start auditing
- Mercy hospital completed a product change in 2016; all beds have gel and smart looking gel stations are around the organisation
- The clear bottle is easy to see in terms of gel level and housekeeping staff change them regularly
- We have doubled the use of gel product since the change in 2016.

SKIN CARE

- Dermatitis, assessment & treatment, moisturiser promo



- As hand hygiene moments have increased we are focusing on hand care and increasing the location and management of moisturiser placement.
- There are a number of staff who have skin problems who struggle with the gel.
- We have just commenced a trial of an alcohol free gel product.
- Staff must complete an occupational health assessment and the distribution of the product is controlled. It's not to be used by other staff as it is not registered for hospital wide implementation.



We have well established hand hygiene education and promotion systems and structures

- All new staff complete 5 moments education in the first month of employment.
- The introduction of the Health Learn electronic education platform module is excellent- thank you to Jane Barnett for her work in developing the hand hygiene module.
- Every year we promote world hand hygiene day through staff & clinical newsletters, talking walls and link into the national and international themes
- The staff influenza vaccination campaign to assess staff skin condition as part of hand hygiene continues to provide a useful touchstone.

Auditing

- We joined the HQS commission audit pilot early in 2017 and we decided to showcase a positive auditing image with our bespoke vest.
- Here's a snapshot of how we are doing

Quality Project Name:	Food Service Hands, In Pursuit of Excellence
Department:	Foodservices

- Foodservices staff have a high level of patient interaction on a daily basis. Patients look forward to food service delivery and are observant of foodservice staff hand hygiene practices.
- This project reviewed food services hand hygiene practices against the health quality and safety commission 5 moments of hand hygiene gold standard. Practices were not concurrent with this gold standard.
- This resulted in staff education, new procedures with hand hygiene best practice integrated into patient interactions.


Ward Food Delivery and Collection	Gloves worn	Gloves Changed after each patient environment contact	Hand Hygiene Observed
Morning	y	n	n
Afternoon	y	n	n
Night	y	n	n

We stated off our auditing in the inpatient ward and results very soon highlighted some incorrect practices from our food services staff who thought that wearing one set of gloves for the complete service delivery was best practice.

We set up some team meetings and clarified their understanding of infectious disease risks and transmission.

Food Service Hand Hygiene Evaluation Audit – June 2017

Moment:	Correct Moments:	Total Moments:	Compliance:
Before touching a patient	5	7	71.4%
After touching a patient's surroundings	53	65	81.5%



**CLEAN HANDS
SAVE LIVES**
Ringa Mā, Hunga Ora

Hand Hygiene Moments (Clinical Areas) - Food Services

Key moments for hand hygiene* (hand wash or waterless antimicrobial gel)

1. Wash / gel your hands on entering the ward
2. Gel every time if you have touched *anything* in the patient / patient environment before you leave the room
 - Why? To protect yourself and the healthcare environment from harmful germs
3. Wash / gel your hands on leaving the ward

Remember

- If you enter a patient room and deliver a drink, food tray or collect a food tray without touching the patient/ environment – you don't need to gel/ wash
- Clearing patient tables ready for meal delivery - gel / wash before you leave the room, each bed space (2 or 4 bed room) every time
- Food or drink delivery: if you touch anything* - table, bed, curtains, bed linen, light switches, drink container or patient personal belongings - this is a gel moment



Modifying the 5 moments into useful food service procedures, putting gel on the delivery trolley's and using this group as champions to promote the audit programme turned into an opportunity.

Mercy Hospital Quality Awards 2017 – Catherine Scally Patient Safety Award
“Food Services Hands: In Pursuit of Excellence”



Last week this food services hand hygiene entry won the patient safety award at our hospital quality awards – we are delighted.

This paves the way for the next audit project work- our auditing has identified a particular clinical group and activity where moments are being missed. We are in the process of discovering what the barriers are, removing them and making a difference.

So – we love the audit tools and reporting ability.

Looking forward, it's about using this resource as part of Mercy hospital's multi-faceted hand hygiene programme.