

Engaging Ambulatory Patients in Hand Hygiene

OWN THE PATIENT EXPERIENCE

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Description

Background:

At Sunnybrook, we observe and comply with the **'4 Moments of Hand Hygiene'** as outlined by the Ontario *Just Clean Your Hands* initiative.

Currently, in the family practice setting, our auditors observed before and after contact with the patient (moments 1 and 4), and demonstrate a combined compliance of 95%. Effective monitoring of hand hygiene compliance is challenging in this setting and direct observation of moment 2 (before aseptic procedures) and moment 3 (after body fluid exposure risk) is difficult due to: availability of trained auditors, physical layout restrictions, and respecting patient confidentiality.



Method:

Patients in family practice were given a survey and asked to 1) observe the HH process for all four moments 2) fill out the survey anonymously and 3) drop it off in a box located in the waiting room. This pilot project was conducted in December 2013 over two and a half weeks with a target of 200 surveys. The aim was to maintain the overall hand hygiene compliance of 95% in all four moments. Process map, fishbone and PDSA cycles were used to identify opportunities for improvement for this pilot study.

Results:

200 surveys were distributed to patients and 198 were completed; 188 were completed correctly to effectively monitor and report healthcare providers' compliance with hand hygiene guidelines.

The results showed an overall Hand Hygiene compliance rate of 97% for all 4 moments of hand hygiene, exceeding the aim to maintain the overall compliance of 95%.

4 Moments of Hand Hygiene



Discussion:

The results of the pilot study suggest that involving the patient as the observer is a feasible and beneficial solution in monitoring HH compliance in an ambulatory care setting. This quality improvement initiative emphasized the importance of patient communication as a novel way to evaluate programs that have direct patient care implications.



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