



# Hand cleaning compliance updates, Quarter 3, 2014/2015

Prepared by the Provincial Hand Hygiene Working Group of British Columbia

March 2015

**Our Mission:** to create a comprehensive provincial program to improve and sustain hand hygiene culture with the goal of decreasing the transmission of healthcare-associated infections

## Why are we measuring hand cleaning compliance?

Every year, 8,000 to 12,000 Canadians die from infections acquired during their stay in hospital. Cleaning hands is one of the most effective ways to prevent patients from getting infections while they are in hospital. All healthcare workers (HCW) must clean their hands **before** and **after** contact with each patient or the patient's immediate environment (i.e. around their bedside).

Cleaning hands is also an important safety measure for HCW to protect themselves from transmittable diseases.

## What are we measuring?

We observe how often HCW clean their hands before and after they come into contact with patients and the patient's immediate environment.

## How do we measure it?

Every quarter, trained auditors observe a sample of HCW working in acute care sites across each health authority, including nursing staff, physicians, clinical support services, and others such as housekeeping staff. Glove use is not a substitute for hand cleaning. The percentage score reports how often HCW clean their hands when required to do so. The health authorities do not all measure the compliance in exactly the same way (e.g. self-auditing versus dedicated auditors); however, all health authorities are measuring the same thing.

## How are we doing?

The overall hand cleaning compliance was **82%** in quarter 3 (Q3) of fiscal year 2014/2015, which means that the target performance has now been surpassed for three consecutive quarters. However, there is still room for improvement as the provincial compliance was still lower before patient contact (78%) than after patient contact (86%), and lower among physicians (77%) than other HCW groups.

**Congratulations to all healthcare workers for their dedication to hand hygiene, and achievement in surpassing the target!**

## What are some of the barriers?

Barriers to increasing compliance include availability of sinks and hand cleaning products, and a culture where people feel too busy to wash their hands when there is an opportunity.

## What are we doing?

1. Encouraging all HCW to incorporate hand cleaning into their practice routines before and after direct patient care
2. Reporting performance on a regular basis to senior leaders, physicians, and managers across the health authorities, and to the public
3. Using a variety of communications such as posters, newsletters, and posting of results on units
4. Making improvements to reduce the barriers identified, such as ensuring that hand cleaning products are readily available for all staff and patients
5. Identifying new initiatives and opportunities to improve the compliance before patient contact and to engage physicians more effectively.

## How can you become involved?

1. Clean your hands often and thoroughly before and after contact with patient and the patient's immediate environment.
2. Remind all HCW, including physicians, to clean their hands before touching a patient.
3. Patients, family, and visitors should clean their hands when visiting.

Performance in Q3 of 2014/2015	Performance target by the end of 2014/15	Expectation
<b>82%</b>	<b>80%</b>	<b>100%</b>
of hand cleaning opportunities taken	of hand cleaning opportunities taken	while recognizing positive improvement

**Acknowledgements:** Thanks to the Evaluation, Reporting, and Communications sub-committees of the Provincial Hand Hygiene Working Group.

Figure 1. Provincial hand cleaning compliance by quarter<sup>1</sup> and year

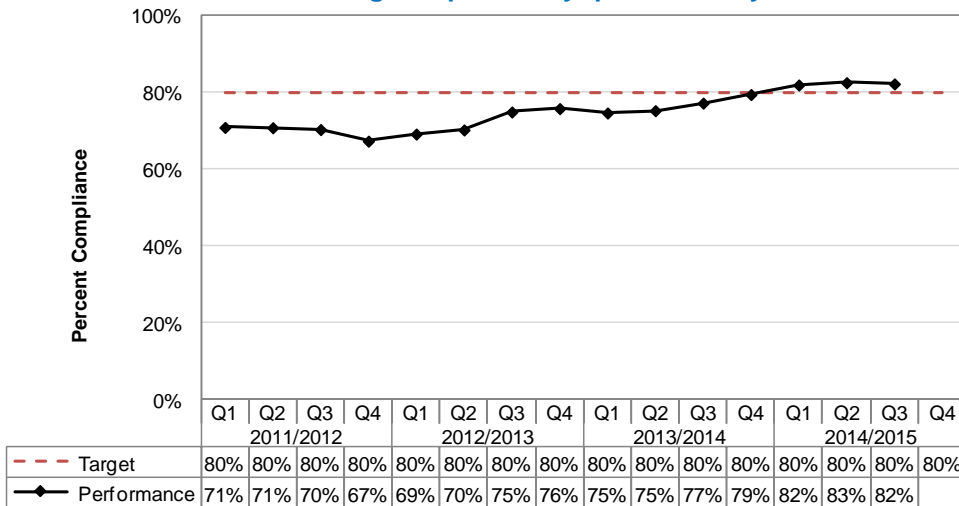


Figure 2. Provincial hand cleaning compliance by moment, Quarter 3, 2014/2015

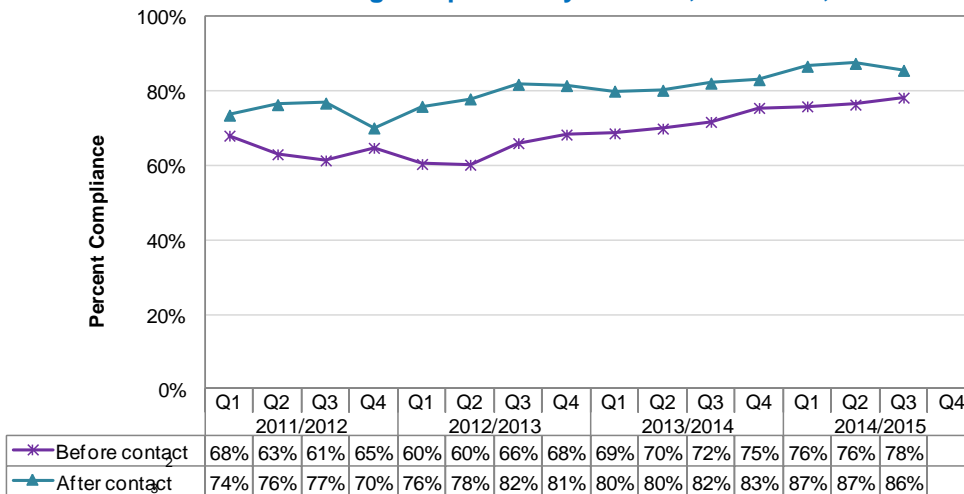
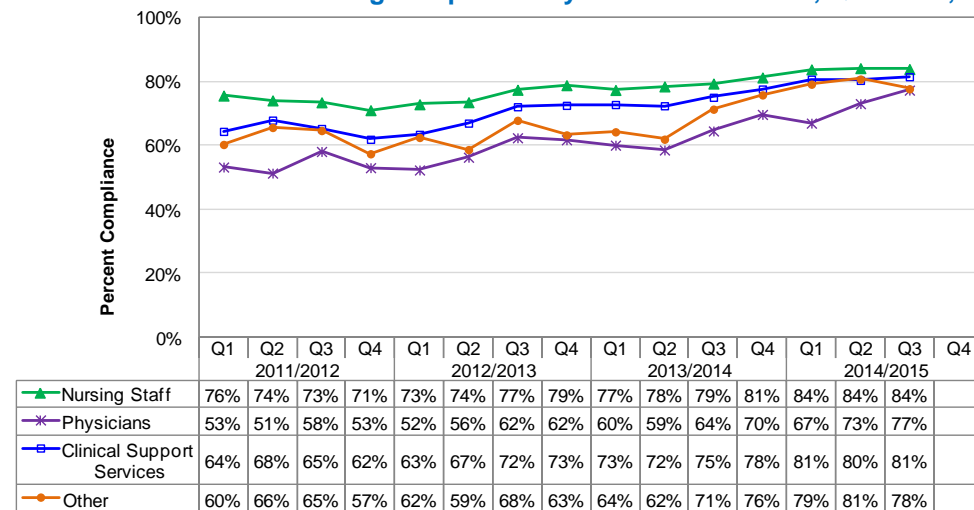


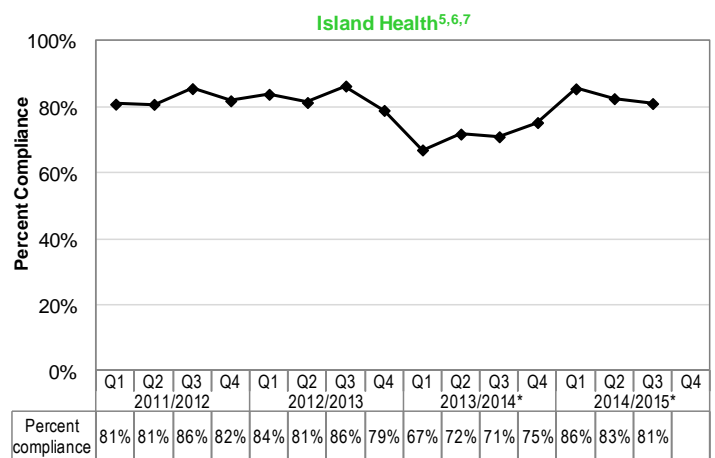
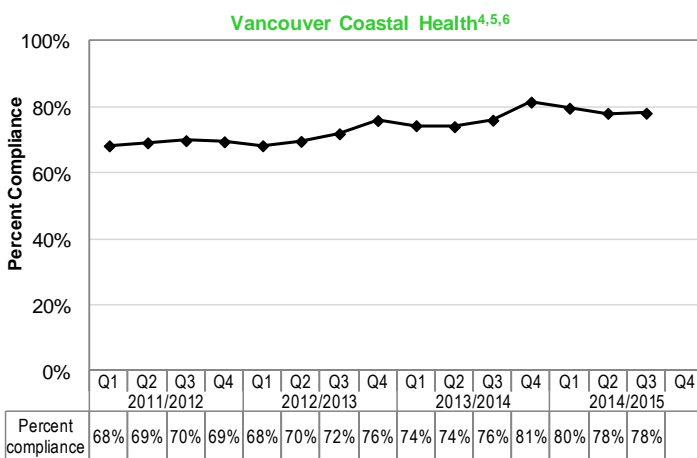
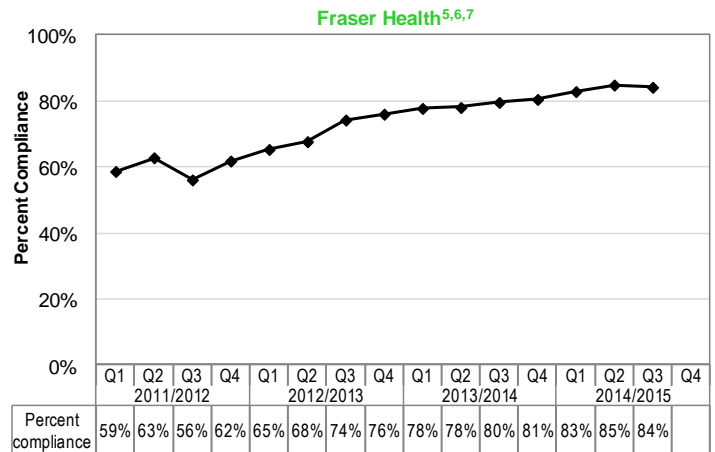
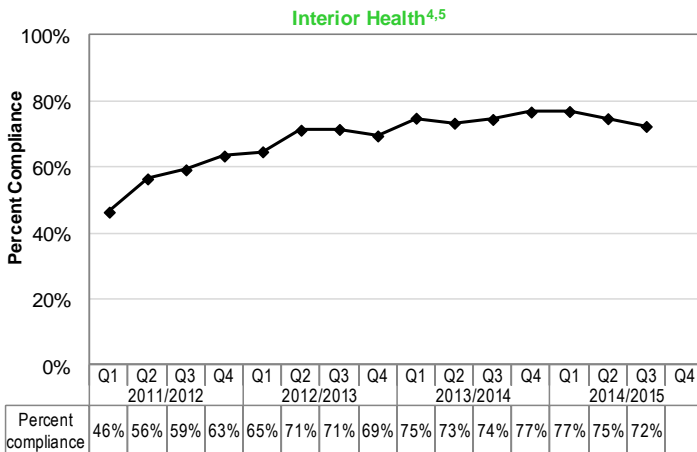
Figure 3. Provincial hand cleaning compliance by healthcare worker, Quarter 3, 2014/2015



**Note:**

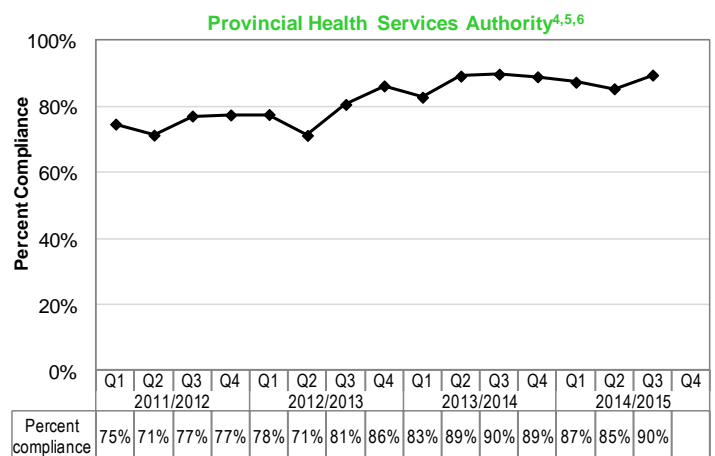
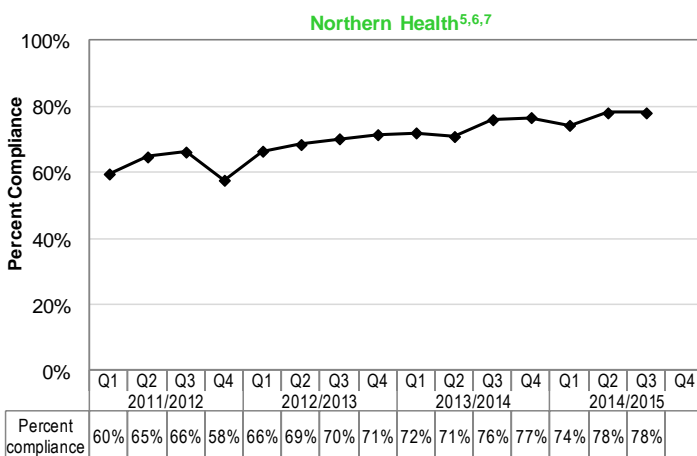
1. Data were aggregated by fiscal quarter (Q3 of 2014/2015 was from Sep 12 – Dec 4, 2014) for FHA, PHC, VIHA, and NHA, and by calendar quarter (Oct 1 – Dec 31, 2014) for IHA, VCHA (except PHC) and PHSA
2. Includes before contact with the patient or the patient’s immediate environment (i.e. around their bedside)
3. Includes after contact with the patient or the patient’s immediate environment (i.e. around their bedside)

Figures 4-9. Overall hand cleaning compliance by health authority



Note: includes Providence Health Care, which aggregated data by fiscal quarter

Note: \*Dedicated auditors were employed to perform auditing in some facilities since Q1 of 2013/2014



Note: Includes Children's Hospital, Women's Hospital, and BC Cancer Agency Vancouver Center

**Note:** The compliance percentages are **NOT** directly comparable between health authorities due to the differences in the methodology and strategies for hand cleaning auditing used by each Health Authority.

4. Data were aggregated by calendar quarter (see note 1)
5. Includes audits at the emergency departments
6. Includes audits in the specific clinics (i.e. dialysis, day surgery) or outpatient areas
7. Includes self-audits conducted by units/departments in some facilities