

## Collated Responses from IPAC CHAT

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**DATE:** Mar 28/14

**QUESTION:** I need help with the placement of Hand cream dispensers on the nursing units. How did you choose your locations? Any resources to help with placement would be greatly appreciated.

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### **RESPONSES:**

1. Our managers and staff determined how many hand cream dispensers and where they are placed. In general, they appear to be placed adjacent to the handwashing sink in the nursing station.

We use DEB hand cream. We have had the devil of a time this winter with staff complaints of skin breakdown. Unfortunately a switch of non medicated hand soap was made over the past year, and I'm wondering if it's playing a role in the skin breakdown. Also, we have removed a variety hand creams, and Bath and Body Works products from staff washrooms, in addition to sending out messaging to managers and staff.

It's a toughie.

Sheila Churilla, RN BScN, CIC

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2. I believe we place the hand cream dispensers anywhere where there is a hand washing sink. We have no locations where the hand lotion dispenser is mounted alone. They are used only in combination with soap dispensers in patient care areas.

Kris Cannon, BSc, MBT

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3. What we have found useful in the past is to give health care workers sticky notes or coloured dots and they can place these adhesives as markers to where the dispensers should be located.

They know their workflow best, so lean on them for the expertise of where they think it should be placed.

Of course there will be minimum specifications as to where they are placed i.e.) height and proximity to other objects such as soap, ABHR, sinks etc.

**Anson Kendall MBA, B.Sc.**

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4. I believe we have lotion mounted next to the soap at every sink. It is not generally used in conjunction with the alcohol gel (which has emollients anyway) so it is not mounted with the hand sanitizer in the hallways.

Rhonda DeMarco RN, BHScN.

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5. Some of ours are beside the Hand hygiene receptacles and others simply sit on the Nursing station.

Sherry Palmer RN, ICP, BScN, BA

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6. At [facility name] we have placed the hand cream dispensers at the main hand washing sink at the nurses' station. This is the only place on the nursing units that the hand cream has been installed.

Some staff washrooms also have the hand cream dispensers installed in there also.

Myonne Allan

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7. The CSA standard Z8000-11 Canadian Health Care Facilities Table 11.1 section 19 (g) addresses soap and lotion dispensers. It doesn't tell you exactly where to put them. The units in our hospital that chose to put them in put them next to the soap dispensers in the nursing stations or any of the sinks that are frequently used for hand hygiene.

Chris Cohoon RN BN

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8. We put them on the care carts our PSW use. In the offices and in the medication room.

Julie McMillan RN ADOC

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9. We placed our lotion dispensers on the walls in staff lounges and central/nursing stations. Over time we found they were rarely used, so we have begun to purchase table top bottles of lotion that we put out only during the winter season. We use an Ecolab lotion, and they have a large removable sticker that says Hand Lotion Lives Here. We place this sticker in the center of the table in the central areas and the lounges, and the usage has gone up dramatically. Judy

Judy Dennis, RRT, CIC

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10. I think I would ask the staff or healthcare providers on that area for their feedback.

**Andrea Neil RN BSN**

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11. We installed our hand cream dispensers above the sink beside the soap. We originally had 2 soap dispensers above each sink (1 with neutral soap and 1 with 2% CHG soap). When we discontinued the 2% CHG soap, we simply swapped out the covers for a cream one, so for us it was a matter of convenience. It did take a while for staff to get used to the hand cream being there, but they love it now.

**Sheila Browning**

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12. At [*facility name*], we put lotion up in the following locations:

- 1) Beside any sink where the CHG soap was installed (mainly med rooms, some soiled utility rooms, etc.)
- 2) In staff washrooms
- 3) Upon request by staff – this has been a bit of a sticky budget issue between us and Environmental Services but we feel our provincial policy and procedure for HH support placing them in more than just CHG soap sinks.

**Janice Pitchko, MHSc, CIC**

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13. When I previously worked in Alberta we placed them near the hand washing sinks (the sinks for staff only). In residential they were near sinks & then one on the way out of the unit/house/pod. Hope this helps.

**Marian Kabatoff RN BSN CIC**

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14. Hi .recommendation for cream dispensers is usually at sinks where staff wash their hands frequently. You could refer to the WHO recommendations on HH or the Just Clean your Hands.....they have excellent resources as well.

**Fran Little RN, BN**

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15. What we did went we opened our new LTC facility I had the nurses participate and put dots on the wall to where the hand cream would be best utilized. I also did this in our acute care. So it created a positive deviance and it involved staff. I hope this helps.

**Betty Anne Elford**

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16. In response to your question – we surveyed the managers and staff to find out where it would be most suitable and accessible for them. We did the same for the ABHR, to some extent.

**Carol Turner, BA, RRT, CIC**

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17. Hello. Thought I'd share what we are currently doing for placement of hand cream dispensers We are in the process (currently) of changing hand sanitizer/soap/cream suppliers ... specifically our cream dispensers will be in a black dispenser with white lotion as compared to the silver/grey dispensers for sanitizer and soap with clear liquid

Anyways ... environmental services went around and did a general placement of lotion dispensers ... and then, in collaboration with our hand hygiene auditors, I went around and asked the nurses/staff on various shifts on all units (at the same time as I showed them the display model - black dispenser) and asked them ...

Most of the nurses/staff said that they wanted the lotion in the area of the sink so it could be used after hand hygiene. The nurses/staff said that the dispenser had to be clearly marked/labelled so there was no confusion as to what it was and no one used it for hand hygiene

It was during this review that we found gaps in location of hand sanitizer (ABHR) and we did a dedicated hand hygiene sink audit at the same time.

Hope this helps – we didn't use any specific tool as we mostly follow PIDAC hand hygiene and routine practices guides.

**Janet Evans RN, BScN, MN**

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18. Locations were chosen in collaboration with each unit as space is an issue in many of our facilities. Some went with wall dispensers in location where staff thought it would work best (typically close by Nursing station). Others chose portable hand lotion 'pump bottles' that were strategically placed around Nursing station for easy access.

**Diane**

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19. Hand cream dispensers - I place them at the nursing desk. This is sometimes not possible on the LTC Protective Care Unit as everything must be out of sight there. Some nurses carry their own but this is not really advised as many of them have highly scented hand creams that others find offensive. (again, not much help to you.)

**Debbie**

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20. Located in staff washrooms only.

**Mary Delaney**

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21. For frequent access, we have placed our dispensers at the nursing stations and in charting rooms

**Donna Baker**

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22. In [facility name] in BC hand cream dispensers are placed in staff bathrooms and the hand hygiene sinks.

**Deanna Hembroff RN BSN CIC**

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23. When our hand cream dispensers were installed the staff were consulted as to where a good location would be. I don't know if the staff working today would necessarily agree. We are finding that the staff do not use the hand cream provided as much as myself or Employee health would like & are trying to find out why. We know at the containers don't empty that often and the staff say - "I don't use that stuff".

**Cathie MacDonald**

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24. We have 3 dispensers/unit and we had input from staff to decide where they would be placed. They owned it and use it!

**Anne**

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25. Hand lotion should not be placed outside to the Nursing Station as it may be mistaken for Hand Sanitizer. Additionally, it should not be placed near sinks as it may be mistaken for soap. I believe this is in the original 'Just Clean Your Hands' program. Hope this helps!

**Kim Baker, RN BScN CIC**

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26. Sorry for the delay in responding to your chica chat question...at our facility, we've chosen to place hand lotions dispensers in staff only areas such as conference/nursing rooms, and staff lounges. We always encourage staff to put on lotion to prevent skin breakdown when they know it will have an opportunity to stay on their hands for a while (e.g. when they go for breaks).

**Bridget**

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