


IPAC/IFIC Canada 2019 Education Conference


Creation of a Tailored Hand Hygiene Program in Community Audiology

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Creation of a Tailored Hand Hygiene Program in Community Audiology

Disclosures



Background:

In January 2018 hand hygiene (HH) reviews were introduced in an Alberta Health Services (AHS) Community Audiology program in Calgary.

Month	Overall compliance	Moment 1	Moment 2	Moment 3	Moment 4
January	77.4% (31)	75.0% (8)	85.7% (7)	77.8% (9)	71.4% (7)
February	89.3% (28)	100% (4)	100% (10)	70.0% (10)	100% (4)
March	86.7% (30)	100% (7)	50.0% (8)	100% (8)	100% (7)
April	67.9% (28)	85.7% (7)	71.4% (7)	14.3% (7)	100% (7)



The QI Team:

- Manager of Community Audiology
- Audiology Clinical Practice Lead
- 2 Audiologists
- IPC
- Hand Hygiene Coordinator

Solution Parking Lot

Ensure good ideas don't get lost.

1	Need education of staff before launch
2	Need clearly defined moments
3	Need professional approach
4	Larger sample size
5	Video demo of procedure: peds and adults

Pluses and Deltas

What is working well and what could be improved?

Pluses	Deltas
Scheduling model with standardized length of appointments maximizing patients	Limited equipment (not always a back up).
Separating test space oae's/tymp's separated	Equipment constraints (not always a back up)
Efficiencies within the department optimizing work space	Can't have all equipment in one room for peds
Core group of staff engaged and want to do best to learn and improve	
Flexible start and stop times	
Scheduling so we are efficient (when scheduled appropriately/no sick calls)	Scheduling system may schedule patients inappropriately and accommodating sick calls can create challenges

Scoping

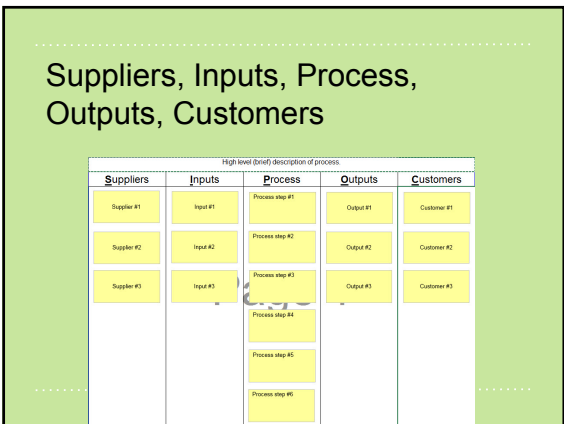
Define the boundaries of the project.

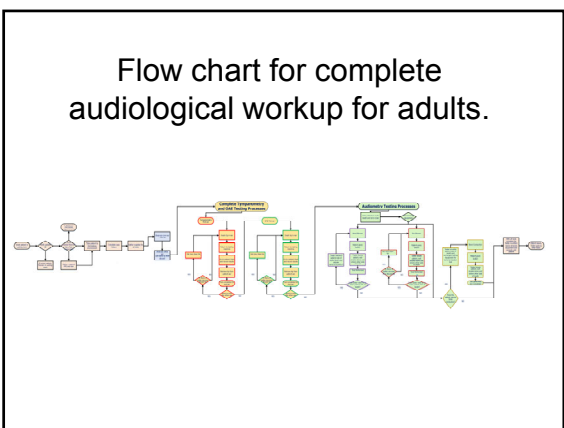
Leaders and sponsors think they can do this

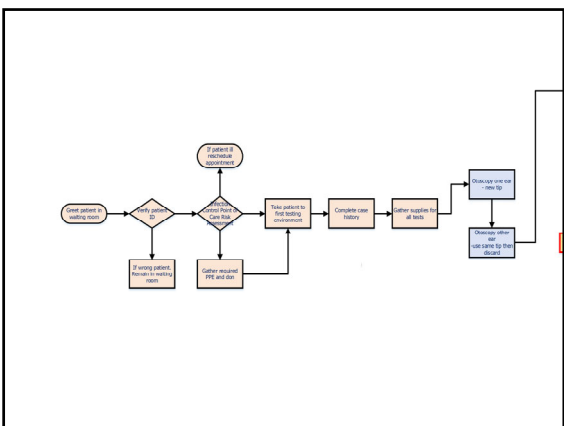
Team considers and thinks we can do this

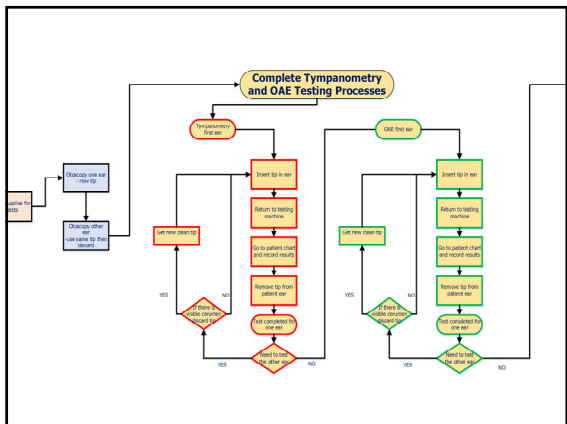
Reality and time reveal you can do this

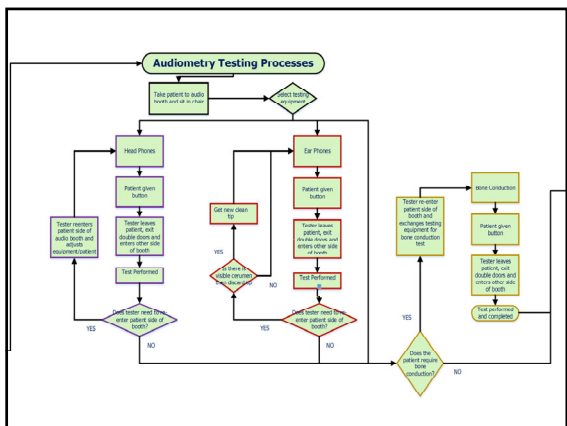
In Scope	Out of Scope
e.g. use gloves	e.g. hours of clinic operation
Looking for efficiencies within testing process	Scheduling rooms and appointments
Supplies in room	Equipment for pediatric testing
Timing use of low level disinfectants for cleaning equipment	Testing protocols
ABHR placement	Non-AW testing
AW's	
Toys	Toys

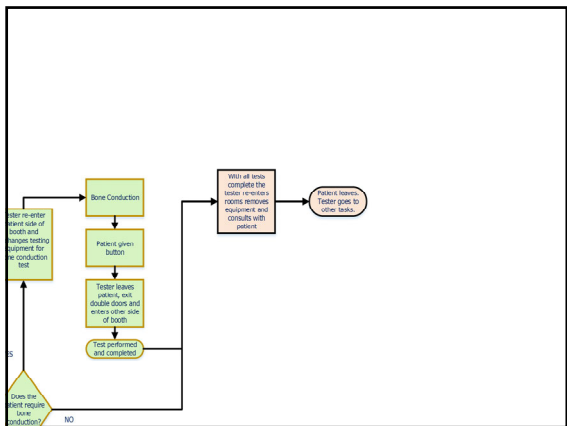












Flow chart for complete audiological workup for adults.



A 2 month trial period for HH reviews was planned for November and December with conservative compliance targets of 75% and 90%, consecutively.

The IPC HH Coordinator conducted these reviews.

Results:

Trial HH compliance exceeded targets with 88.2% the first month and 92.5% the second month.

Feedback from the frontline:

“... much better now than before when person doing reviews didn’t understand our department – things seemed to change all the time.”

“Prior to collaboration the HH review process caused stress and impacted engagement by team members.”

Thank you.

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