

Patient, Family and Visitor Hand Hygiene Knowledge and Practices

Lisa Krueckl*, Zerlyn Lee, Joanna Lo, Eva Lau, Lisa Jacques, Jocelyn Srigley

Provincial Health Services Authority of BC, BC Children's and Women's Health Center

May 27, 2019

Overview

- The Study – Patient, Family and Visitor Hand Hygiene Knowledge, Attitudes, and Practices
- Interventions





Why is patient and visitor hand hygiene (HH) important?

- Transmission can occur via patients' hands
- Pathogens have been found on patients' hands^{1,2}
- Patient hand hygiene prevents health care-associated infections³
- Patient hand hygiene improves health care worker (HCW) hand hygiene⁴
- Reported rates for patient HH in the literature range from 3-73%^{5,6,7}



The study

- To assess the hand hygiene knowledge, attitudes, and practices of patients, families, and visitors at BCCH/BCWH using a mixed methods approach
 - Survey (quantitative and qualitative)
 - Direct observation of hand hygiene



Study Results

- Overall Results of study conducted in 2018
 - Only 38.54% of patients and families reported that healthcare providers had spoken to them about hand hygiene
 - Overall patient and family hand hygiene rates was 8.4%
- Oncology Specific Rates:
 - Only 14% of patients and families reported healthcare providers had spoken to them about hand hygiene
 - Only 3.8% Patients, families and visitors washed their hands when they should



Interventions

Few patients/families/visitors reported that HCW had spoken to them about HH

- Pilot in Oncology/Hematology/BMT Program
- Collaborate to develop and implement interventions geared at improving HH rates amongst patients, families and visitors
- Standardize the education nurses are providing families



Standardizing the Education Provided by Nurses

- Developed tools to assist with patient and family teaching
 - Teaching checklist for nurses
 - Age appropriate activity sheets / comics / puzzles
 - Glo Germ and black flashlight
 - Updated Patient and Family hand hygiene pamphlet
- Rolled out of tools and checklist
 - Edu-Quicks
 - Guidance on how to talk to families



Checklist for Nurses

Patient and Visitor Hand Hygiene Education Checklist on Admission:

Interventions	RN Initials
Review important moments for hand hygiene in the hospital: <ul style="list-style-type: none"> <input type="checkbox"/> Before entering and after exiting patient rooms or clinic areas <input type="checkbox"/> Before eating or feeding (including breast feeding) <input type="checkbox"/> Before talking or giving medication <input type="checkbox"/> Before entering the kitchen, playroom, or other shared areas <input type="checkbox"/> After using the toilet or commode <input type="checkbox"/> After changing a diaper 	
Teach patients/visitors when to use Alcohol-Based Hand Rub (ABHR) and when to use Soap & Water: <ul style="list-style-type: none"> <input type="checkbox"/> ABHR for when your hands are NOT visibly dirty <input type="checkbox"/> Soap & Water for when your hands are visibly dirty and/or you are on Contact Plus precautions <input type="checkbox"/> Emphasize that ABHR is the gold standard because it kills infectious organisms on contact and contains moisturizers to protect your skin 	
Demonstrate hand hygiene technique with ABHR or Soap & Water to patients/visitors. (see "How to Rub!" posters)	
If your patient is on additional precautions, explain that they are not allowed to use shared spaces on the unit (e.g., kitchen, playroom). If the patient is on Contact Plus or Airborne precautions, family members also should not use shared spaces.	
Activity sheets printed and given to patients (preschool and school aged children)	
Hand hygiene pamphlet given to and reviewed with patients, families, and visitors	

Patient/Guardian Signature _____ the above information has been reviewed.



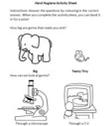
Tools

Clean Hands Give Germs



Hand Washing Crossword









Lessons Learned

- Surveys showed a discrepancy between what nurses felt they were teaching and what patients and families reported they were being taught around HH
- Post intervention audits show a slight increase in hand hygiene compliance
- Changing HH behaviours will require more than a single intervention



Questions?



Contact Information

Lisa Krueckl, RN, BSN, EMBA | Infection Prevention and Control Practitioner
BC Children's Hospital and Sunny Hill Health Centre for Children & BC Women's Hospital & Health Centre
OFFICE: 2X5 4500 Oak Street | Vancouver | BC | V6H 3N1
T: 604-875-2345 x 6650 | F: 604-875-3777 | E: lkruECKl@cw.bc.ca



PHSA Infection Prevention and Control
"Empowering **everyone** to prevent infections"



References

1. Istenes N, Bingham J, Hazelett S, Fleming E, Kirk J. Patients' potential role in the transmission of health care-associated infections: prevalence of contamination with bacterial pathogens and patient attitudes toward hand hygiene. *Am J Infect Control* 2013;41:793-8.
2. Cao J, Min L, Lansing B, Foxman B, Mody L. Multidrug-resistant organisms on patients' hands. *JAMA Int Med* 2016;176(5):705-6.
3. Srigley JA, Furness CD, Gardam M. Interventions to improve patient hand hygiene: a systematic review. *J Hosp Infect* 2016;94(1):23-9.
4. Fox C, Wavro T, Ash Drake D, et al. Use of a patient hand hygiene protocol to reduce hospital-acquired infections and improve nurses' hand washing. *Am J Crit Care* 2015;24(3):216-24.
5. Mattam K, Al-Badawi T, King S, Guleri A. The missing link in the health-care associated infection acquisition cycle: An innovative patient hand-hygiene audit led by doctors at a tertiary cardiac centre in northwestern England. *Clin Microbiol Infect* 2012;18(Suppl 5):S89.
6. Randle J, Arthur A, Vaughan N. Twenty-four-hour observational study of hospital hand hygiene compliance. *J Hosp Infect* 2010;76(3):252-5.
7. Srigley JA, Furness CD, Gardam M. Measurement of patient hand hygiene in multiorgan transplant units using a novel technology: an observational study. *Infect Control Hosp Epidemiol* 2014;35(11):1336-41.