

# An Integrated Approach to Hand Hygiene: Engaging Patients and Families



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SHN  
SCARBOROUGH  
HEALTH NETWORK

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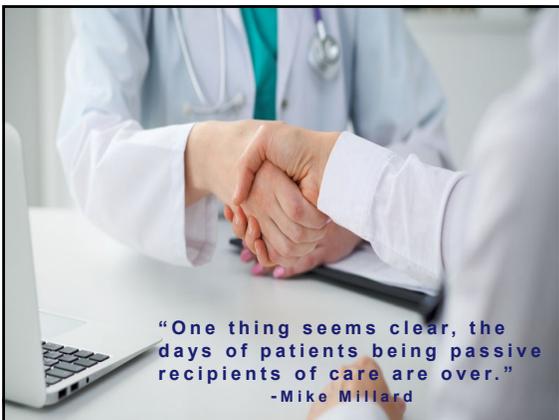
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**“One thing seems clear, the days of patients being passive recipients of care are over.”**  
-Mike Millard

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**BUT, WAIT...**

**How do you engage with patients?**



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### Survey #1 Highlights

Patients don't have to worry about cleaning their hands while in hospital



True	9%
False	91%

Being a patient in the hospital increases your risk of getting an infection



False	36%
True	64%

Hand sanitizer kills 99.9% of germs on your hands in 15 seconds



False	23%
True	77%



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### Patient & Staff Feedback

Eye catching posters	Hand sanitizer at bedside	Patient and family education
Show family how to clean their hands	Hand hygiene info in admission package	Education on patient's TV
Increase HH signage when entering hospital	Create a hand hygiene video	Hand sanitizer on meal tray



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Hand sanitizer at patient bedside



Hand hygiene poster in each patient room



Access to hand sanitizer upon entrance to the unit



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**DON'T BE SHY!  
SANITIZE!**



The hand sanitizer in your room is for you, your visitors, and health care team to use!

**USE YOUR HAND SANITIZER:**

- Before you eat a meal
- After using the washroom
- Before and after touching your wound or IV site



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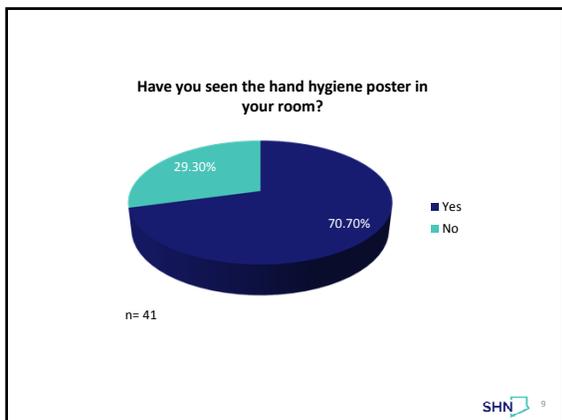
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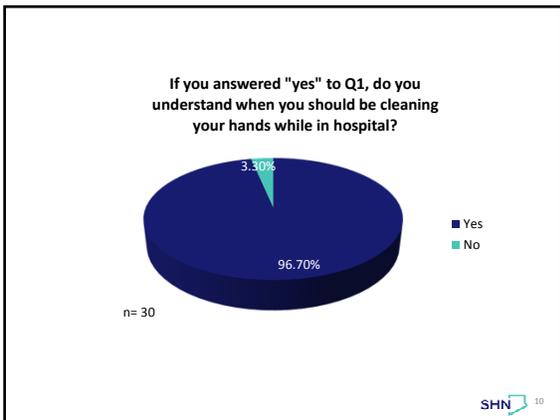
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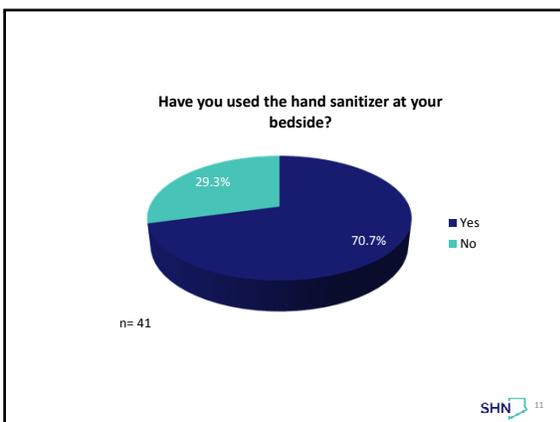
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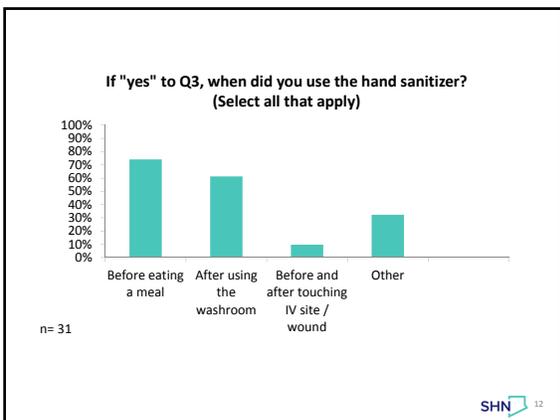
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## General Feedback

"Like the sanitizer. its a great idea. Entire family uses it when they come to visit."

Likes the hand sanitizer at the bedside because it reminds her to wash hands. Also admits that she is forgetful so it's a good reminder. Poster is hard to see and too small to read.

"The pump is too hard, especially when you are lying down."

"Like the sanitizer at the bedside, its a great idea."



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hard reach PATIENTS know good idea Poster None use  
Poster hard see sanitizer say hands dispenser Pt clean hands  
read pictures make



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## Next Steps

- Incorporate patient feedback
- Seek approval to expand program across our hospital network
- Ongoing engagement with our PFAC representative and committee
- Explore new ways to engage with patients and share IPAC knowledge



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Thank you!



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