Reconciling *Work-as-Imagined* & *Work-as-Done* to Improve Hand Hygiene in an ICU

Date: 16/08/2017

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Who are we?

- Auckland Metropolitan Tertiary Hospital
  - 1000 beds
- Low socio-economic demographic
- Critical Care Complex
  - 12 bed ICU
  - 6 bed HDU
  - 24/7 Patient at Risk team
HH - The 5 Moments: WHO

• The 5 moments for hand hygiene at a glance:
  • Moment 1: Before patient contact
  • Moment 2: Before a procedure
  • Moment 3: After a procedure or body fluid exposure
  • Moment 4: After patient contact
  • Moment 5: After contact with patient surroundings.

“easy, logical, applicable”
The Critical Care Complex story

- Implemented the 5 moments
- HH champions, ICU SMO HH lead for the DHB
- Education and ‘continuous training’, e-learning modules
- Practical demos, focus groups/days, campaigns
- NAKED UNIT, promoted culture of patient safety,
- Auditing, feedback
- Slogans, pocket cards, posters, stickers, daily reminders,
- More auditing and feedback, re-educated...
- Badges, incentives, rewards
- Auditing and feedback again, regrouped
- Define the moments, define the bedspace, define glove use,
- Two steps forward, one step back...

DO BETTER! WORK HARDER!
Casual observations

- High number of moments
- Even higher number of extra moments
- Competing priorities
- Not a lack of knowledge or resistance
- Moments had become muddied
- HH had become a reflex
IDEAL vs REAL

REALLY? BUT WE DO SO MUCH HAND HYGIENE!

When you do a moment 2, you need to clean your hands, ok?

Ok.

Hey! You did a moment 2 and you didn’t clean your hands.

But I cleaned my hands 10 times! How could I have missed a moment 2?
Deconstructing the moments

- Spent time in the bedsprice
- Watched
- Listened
- Asked curious questions
- Got involved
- Recognised vulnerability
- Built trust in co-design
5 moments no longer...

• The curtain
• The patient
• Blood and body fluids
Healthcare zone

- Wash/Gel Hands
- Patient Trolley
- Blue/White Apron
- Isolation/Burn Patients Gloves & Yellow Gown
- PATIENT Wear/Change gloves & Wash/Gel hands for Blood/Body fluid exposure
- Staff to patient
- Staff to trolley

Patient Zone
Sustain

Hand Hygiene Performance Critical Care Complex - June 2017

% Correct opportunities

Critical Care  National Target

Curious questions
Transfer

Dialysis unit

Month

May-16  Jun-16  Jul-16  Aug-16  Sep-16  Oct-16

% Hand hygiene moments

Renal Dialysis MMH  National Target
Hand Hygiene compliance - Scott Dialysis

Compliance Rate

Threshold (%)
Hand hygiene - IT’S WHAT WE DO
References

• World Health Organisation

http://www.who.int/gpsc/tools/Five_moments/en/