



# **National Hand Hygiene Initiative Newsletter**

April 2009

AUSTRALIAN COMMISSION ON  
SAFETY AND QUALITY IN HEALTHCARE



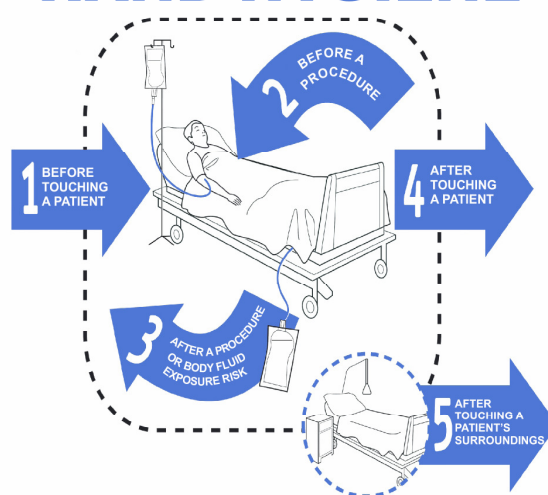
**Hand Hygiene Australia**  
[www.hha.org.au](http://www.hha.org.au)

The hands of health care workers are the single most important source of preventable hospital-acquired infections because at any one time over 1.4 million people worldwide are affected by healthcare associated infections. These hands can be the mediators of harmful microbes; each touch putting patients lives at risk.

The National Hand Hygiene Initiative, funded by the Australian Commission on Safety and Quality in Health Care, has been set up to develop a national hand hygiene culture-change program that will:

- Standardise hand hygiene practice and placement of alcohol-based hand rub in every Australian hospital
- Achieve sustained improvements in hand hygiene compliance rates
- Accurately measure rates of staphylococcal disease - a key outcome measure of the program
- Reduce the rates of healthcare associated infections
- Develop an effective education and credentialing system to improve knowledge
- Make hand hygiene and infection prevention 'core business' for all healthcare institutions
- Development of an implementation plan to implement the education and training modules.
- Development of options and plans for the long term sustainability of improved hand hygiene.

## 5 Moments for HAND HYGIENE



<b>1 BEFORE TOUCHING A PATIENT</b>	<b>WHEN:</b> Clean your hands before touching a patient and their immediate surroundings <b>WHY?:</b> To protect the patient against acquiring harmful germs from the hands of the HCW
<b>2 BEFORE A PROCEDURE</b>	<b>WHEN:</b> Clean your hands immediately before a procedure <b>WHY?:</b> To protect the patient from harmful germs (including their own) from entering their body during a procedure.
<b>3 AFTER A PROCEDURE OR BODY FLUID EXPOSURE RISK</b>	<b>WHEN:</b> Clean your hands immediately after a procedure or body fluid exposure risk <b>WHY?:</b> To protect the HCW and the healthcare surroundings from harmful patient germs
<b>4 AFTER TOUCHING A PATIENT</b>	<b>WHEN:</b> Clean your hands after touching a patient and their immediate surroundings <b>WHY?:</b> To protect the HCW and the health care surroundings from harmful patient germs
<b>5 AFTER TOUCHING A PATIENT'S SURROUNDINGS</b>	<b>WHEN:</b> Clean your hands after touching any objects in a patient's immediate surroundings when the patient has not been touched <b>WHY?:</b> To protect the HCW and the health care surroundings from harmful patient germs

Hand Hygiene Australia

Adapted from  
World Health Organization

## Hand Hygiene Australia's Progress

Hand Hygiene Australia (HHA) commenced operations in June 2008. Since this date there has been a lot of activity to ensure the successful implementation of the National Hand Hygiene Initiative (NHII). Achievements to date include:

### *5 Moments for Hand Hygiene Manual*

This manual outlines in a clear and systematic manner the Hand Hygiene Australia approach to hand hygiene culture-change in Australia. It is based in the World Health Organisations (WHO) Guidelines on Hand Hygiene in Health Care (Advanced Draft). The next edition of the manual is due to be released in the second half of 2009 following the release of the final guidelines from WHO.

### *HHA website*

The website provides an abundance of resources for healthcare workers on all aspects of the initiative, including information on alcohol based hand rubs, detailed explanation of the 5 Moments including video footage, template presentations, audit tools and information brochures. The website is constantly being updated with more resources and up to date information as new literature become available.

### *HHA training DVD*

The purpose of the DVD is twofold. It clearly demonstrates the 5 Moments and has a number of examples for each moment. This part of the DVD is primarily geared to educating healthcare workers (HCW). Secondly, the DVD will instruct on how to audit the 5 Moments and how to use the audit tool. It is structured so that sections of the DVD can be used in a group setting, whilst other sections are able to be used by those training to be auditors outside of the classroom setting for self assessment. The use of the DVD for education and audit training will provide consistency in teaching the 5 Moments to healthcare workers, and ensures that auditors measure compliance in a uniform method, using a standardised tool across all healthcare settings in all jurisdictions. Scenes from the DVD will be built into the HHA website and are also be available on "You Tube".

### *Data*

Friday 3<sup>rd</sup> April marked the first deadline of submission of hand hygiene compliance data from participating hospitals. HHA are anticipating data from over 110 participating hospitals Australia wide. The next data submission date is Friday 7<sup>th</sup> August.

## Hand Hygiene Australia's Progress (continued)

### *HHA online learning package (OLP)*

The purpose of the OLP is to provide healthcare workers with a basic understanding of hand hygiene and its importance in the prevention of infection. The OLP is divided into sections, with each section consisting of a series of information (learning) screens, and then a number of randomly selected multiple choice questions relating to that information. At the end of each section, the user is informed whether they answered any questions incorrectly, and if so would be directed back to the start of the information screens for that section. They would then need to answer the questions again, with the requirement that they answer all questions correctly before progressing to the next section. The OLP is available to use and has been received very positively.

### *Generic Occupational Health & Safety Risk Assessment matrix*

The use of alcohol based hand rubs has raised many concerns regarding Occupational Health & Safety. To assist healthcare facilities in addressing these concerns, HHA have developed a Generic Occupational Health & Safety Risk Assessment matrix. Healthcare facilities can use this as a template to modify their own setting if necessary. Issues include flammability, ingestion, splash, and absorption.

### *Workshops*

Between August 2008 and April 2009, thirteen 2-day workshops have been conducted in Victoria, South Australia, Tasmania, Northern Territory, New South Wales, Western Australia and the Australian Capital Territory, which has resulted in over 120 healthcare workers being accredited to undertake both auditing and education of the 5 Moment program.

During this time, HHA, in conjunction with the participating jurisdictions, have appointed HHA Coordinators in South Australia, Western Australia and Tasmania, and are soon to appoint a representative in New South Wales. Another HHA representative is soon to be appointed to implement the National Hand Hygiene Initiative into the private sector to address the enthusiasm from the private sector. Generally, the role of the jurisdictional coordinator is to continue the implementation of the initiative through ongoing workshops (and this has occurred in some jurisdictions already) and to facilitate data submission through to Hand Hygiene Australia.

### *For further information about hand hygiene please contact:*

HHA – Phil Russo (03) 9496 6707 or [hha@austin.org.au](mailto:hha@austin.org.au)

NSW – Dr Annette Pantle (02) 9382 7605 or [annette.pantle@cec.health.nsw.gov.au](mailto:annette.pantle@cec.health.nsw.gov.au)

SA – Wendy Peacock 08 8226 6743 or [wendy.peacock@health.sa.gov.au](mailto:wendy.peacock@health.sa.gov.au)

TAS – Libby Limmer [tipcu@dhhs.tas.gov.au](mailto:tipcu@dhhs.tas.gov.au)

WA – Robert Fletcher (08) 9222 2186 [robert.fletcher@health.wa.gov.au](mailto:robert.fletcher@health.wa.gov.au)

### **SAVE LIVES: Clean Your Hands Day – 5 May 2009**

On Tuesday 5 May 2009 Australia will be joining the World Health Organization's (WHO) SAVE LIVES: Clean Your Hands Day. WHO's aim of this day is to have all WHO member states pledge their commitment to hand hygiene by 2010 and to have 5000 hospitals registered to take the message of "hand hygiene at the point of care" to as wide a global healthcare audience as possible.

Australia is taking part in this day by promoting the National Hand Hygiene Initiative. The Commission is facilitating this by undertaking a 'media blitz' of the initiative. If you would like to promote your facility's activities please forward your information via email to [hha@austin.org.au](mailto:hha@austin.org.au) or [susanne.mouwen@safetyandquality.gov.au](mailto:susanne.mouwen@safetyandquality.gov.au)

For more information about activities that are happening on this day please visit <http://www.hha.org.au/home/world-hand-hygiene-day.aspx>

If you would like to register your hospital for the World Health Organization's (WHO) SAVE LIVES: Clean Your Hands Day please visit <http://www.who.int/gpsc/5may/en/index.html>

## Tasmania's Progress

The Tasmanian Hand Hygiene Coordination Group (THHCG) was established in October 2008 to guide the implementation of the NHHI in Tasmania. Membership comprises key site stakeholders who have responsibility for coordinating the implementation of the hand hygiene campaign at their site. The members of the group provide advice and information in relation to site specific implementation issues and act as a resource and reference point for their site in relation to the implementation of the hand hygiene campaign, including providing progress reports to key site stakeholders.

A lot of work has been done by site coordinators and members of the THHCG as a platform to launch NHHI in Tasmania. We now have 42 gold standard auditors across Tasmania with representation from all key health services and private sector.

Tasmania's Hand Hygiene Project Officer commenced in December 2008 at 2.5 days per week for 9 months. This role has been invaluable in providing assistance to the site coordinators, specifically in relation to education programs and establishment of data collection.

Participating hospitals are at various stages of progress in their implementation plans but have all made good progress with introduction of their hand hygiene cultural change programs.

A range of strategies have been employed across our hospitals including:

- Establishing site steering committees with representation from across the hospital
- Selecting hand hygiene champions to assist in education and training of staff and to raise awareness
- Undertaking auditing of availability of ABHR to maximise its usage and for OH&S purposes.
- Establishing pilot wards to evaluate implementation plan and to resolve any issues before rolling out across sites
- Using a range of communication tools: ward based communication books, staff pay slips, general education sessions for staff, posters, competitions, staff BBQ.
- Hand hygiene education occurring at orientation for new staff
- Department has provided promotional t-shirts, retractable lanyards and pens.

## Next Steps

The Department's Safety & Quality Unit through the THHCG will be leading the policy development and consultation process for a state-wide policy for hand hygiene for all healthcare workers. This will also explore mandatory training for all DHHS staff in good hand hygiene practise as well as exploring incorporating hand hygiene compliance rates into hospital performance monitoring.

Tasmania's Hand Hygiene Coordinator will continue to work with site coordinators in both acute and non-acute settings in planning the implementation of their hand hygiene programs. The current focus is on exploring ways to deliver training and support to our smaller Primary Health facilities so that the needs of these facilities are met.

## Western Australia's Progress

To build on the initial HHA workshops held November 2008 a number of additional workshops were held between January and March. This has exposed the NHHI to all Metropolitan public hospitals (11) and a number of private hospitals (5), with personnel in place ready to commence auditing using the NHHI tool. The support demonstrated by private hospitals has been encouraging, with the major metropolitan private hospital groups (e.g. St John, Ramsay Health) developing strategies to commence involvement by the June audit period.

Rolling out the initiative to the seven WA country health regions has required further consideration given the distances involved in bringing personnel together. A one day workshop was held at Albany Hospital (great southern region) that has assisted in the planning of further workshops for country WA.

Hand Hygiene compliance data from a number of hospitals will be available for inclusion the February audit period. To address concerns by some health professionals re the resources required to audit per the HHA schedule the WA coordinator has worked closely with one of the metropolitan tertiary hospitals to demonstrate the ability to audit on a large scale given available resources.

## **New South Wales' Progress**

The NSW Clinical Excellence Commission (CEC) has undertaken the lead and coordination of the National Hand Hygiene Initiative in NSW in February 2009. A Jurisdictional Project Coordinator has been recruited and will commence work on 27 April 2009.

With more than 200 hospitals to engage with in NSW and around 100,000 staff a local communication strategy has been developed to ensure a clear message of the 5 moments.

A number of hospitals have trained auditors in place and have collected data from their pilot wards.

A schedule of workshops has been devised to ensure the necessary number of trained auditors to undertake the data collection.

For World Hand Hygiene day on 5 May we intend to deploy a standard voice-over message for all health service telephones with the "5 moments" message and are encouraging and supporting hospitals across the state to undertake local activities to celebrate the day.

## **Private Hospitals' Progress**

The private hospital sector supports the program and the importance of the initiative. Staff from private facilities have attended workshops across the country (except for Queensland where no workshops have been scheduled as yet).

Facilities across the country are accessing the website and have begun to implement the 5 moments education program and the use alcohol based hand rubs. While there are some issues relating to auditing that are being discussed some private hospitals have submitted data for the first round of data collection and more are expected to be ready by the next audit period.

Staff in private facilities who wish to roll out the program please head to <http://www.hha.org.au> to download the necessary implementation material.

## **South Australia's Progress**

A State Coordinator has been appointed and has increased the profile of HHI through educational forums and the development of a communication plan.

There are ten hospitals (eight metropolitan public, one private and one country) involved in the initial roll out of the program. All pilot sites have identified site champions and commenced planning. Four sites have already implemented the program and have commenced submitting data. A two day "Train the Trainer" workshop has been held for two sites and four more workshops are planned for April, May and June.

Invitations have been forwarded to key personnel at regional health services and within the Department of Health to participate in a HHI Steering Committee to ensure governance and sustainability- the first meeting is planned for April 2009.

Most sites are organising a launch of the HHA program to coincide with the 5th May 2009

## **Northern Territory's Progress**

The NT are implementing the national program with compliance audits occurring in three hospitals

## Victoria's Progress

The program is established in all Victorian public hospitals. All Victorian public hospitals report hand hygiene compliance rates using the Hand Hygiene Australia (HHA) 5 Moments for Hand Hygiene audit tool as well as reporting the number of MRSA clinical isolates and patient episodes of MRSA bacteraemia.

Currently, there is an ongoing issue of accredited auditors turnover which has led to some delays in data collection and subsequent reporting to the coordinating centre whilst new auditors are trained. A system for private hospitals is being discussed.

Victoria is currently working towards:

- Commencing the collection and reporting data on patient episodes of *Staphylococcus aureus* bacteraemia (both methicillin resistant *S.aureus* and methicillin susceptible *S.aureus*)
- The development and dissemination of an additional reporting tool to assist the health services to collect this data
- The validation of all HH compliance auditors

Planning is in place to ensure everyone is aware that the 5 May 2009 is WHO Save Lives Clean your Hands Day. Hand Hygiene Victoria is working with HHA to coordinate activities across the state.

### Successful strategies:

- Regular contact with Health Services via telephone, email, site visits or regional meetings
- Dedicated funding for each Health Service to support Hand Hygiene education and enable the detailed HHC audits

## Queensland's Progress

In October 2007 Queensland Health commenced the *clean hands are life savers program* - a multi modal behaviour and culture change program focused on improving the hand hygiene compliance of healthcare workers. To date the program has resulted in a two fold increase in hand hygiene compliance.

The national hand hygiene initiative offers Queensland Health a unique opportunity to further raise the profile of hand hygiene.

Queensland Health continues to implement strategies and systems to enhance the program. Such strategies include:

- Pocket PC's for hand hygiene auditing
- Hand hygiene auditor validation
- Targeted strategies for enhancing medical leadership

## ACT's Progress

The ACT is in the initiation and planning phase of implementing the national hand hygiene initiative. A program manager was recently appointed and is about to commence the first compliance audits. The project manager will be focussing on developing a project plan to manage implementation of this exciting change management project. The ACT already has a comprehensive surveillance program in place to provide data on infection rates.

The ACT is planning to launch the program on the 5 May 2009 as part of the WHO Save Lives: Clean your Hands Day and looks forward to reporting more progress in the next newsletter.