

# Revolutionizing Hand Hygiene with Institutional Clarity

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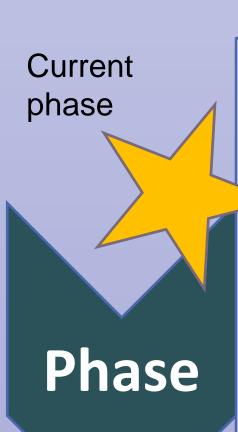
# **Problem Statement**

UNMH patient hand hygiene (HH) survey processes were not standardized, nor meet health literacy criteria. The authors and their collaborators identified gaps in conformity across clinics that affected consistency of data.

### Introduction

- Implement evidence-based practices and health literacy methods
- Create a system-wide HH compliance revolution using an improved survey tool, led by three UNMH disciplines
- OSIS educator collaborated with the Health Literacy Office (HLO) to create HH survey, which was an nurse-driven CAP V improvement project
- Infection Prevention and Control Department (IPCD) collaborated with the UNMH HLO to customize survey for each clinic
- IPCD has collaborated with 25 out of 50+ clinics to date

# **Project Phases**



- HLO creates customized survey for each UNMH clinic
- Interpreter Language Services (ILS)
   translates into Spanish and Vietnamese
- Clinics order HH surveys from UNM Copy Center
- Clinics begin using surveys and educational tools
- IPCD will receive clinic feedback on current survey process through REDCap data collection tool

Phase

Standardized scripting will be implemented to explain form instructions

 HLO will create posters to remind patients to fill out surveys; IPCD will distribute

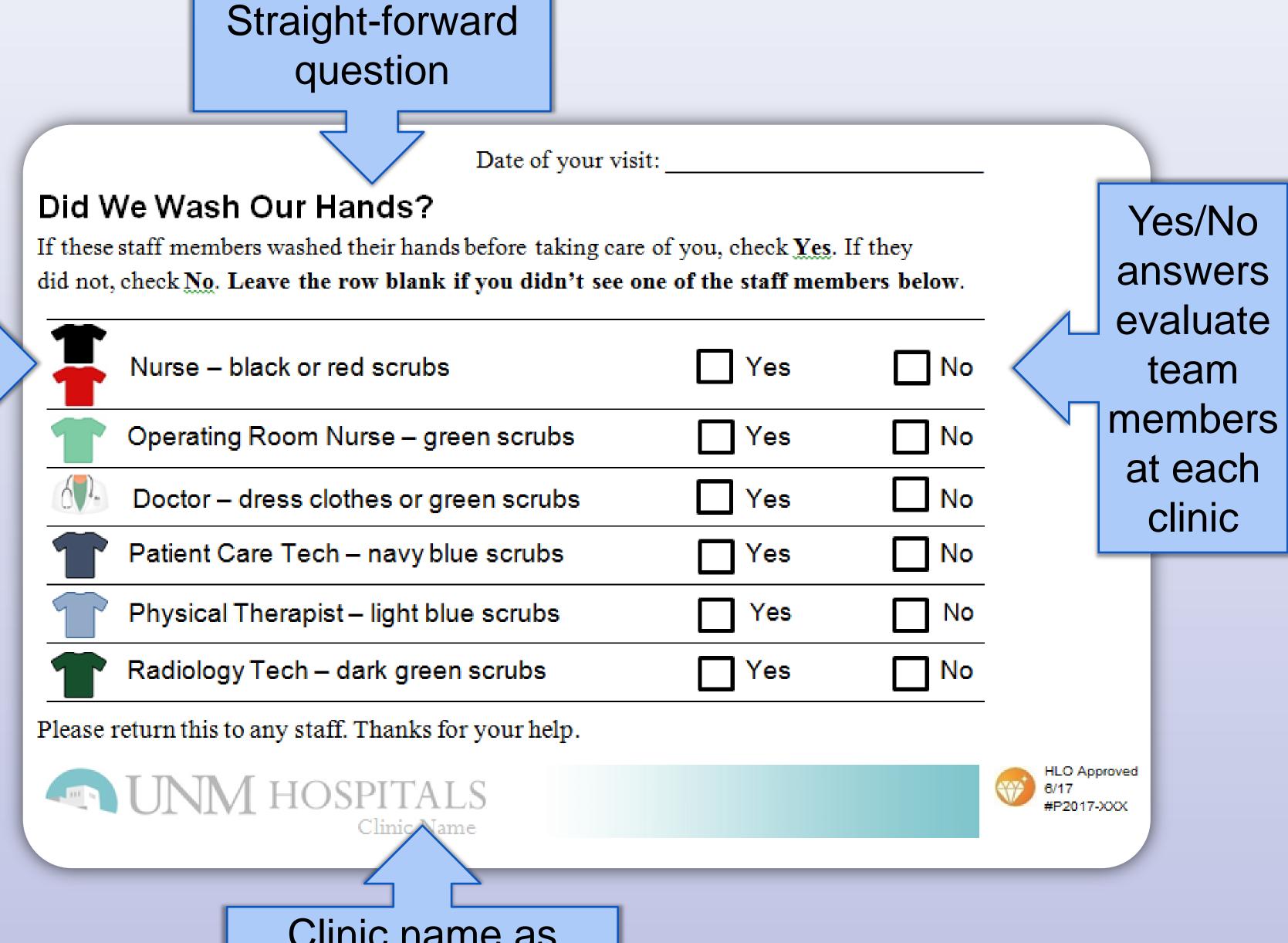
out to de process
Phase

REDCa

 A second REDCap survey will be sent out to confirm adoption of HH survey process
 DEDCap data will be applyized and

 REDCap data will be analyzed and shared with clinics

# Hand Washing Survey for Patients



Clinic name as recognized by patients

#### "Your Health is in Your Hands" Brochure

Scrub

graphics

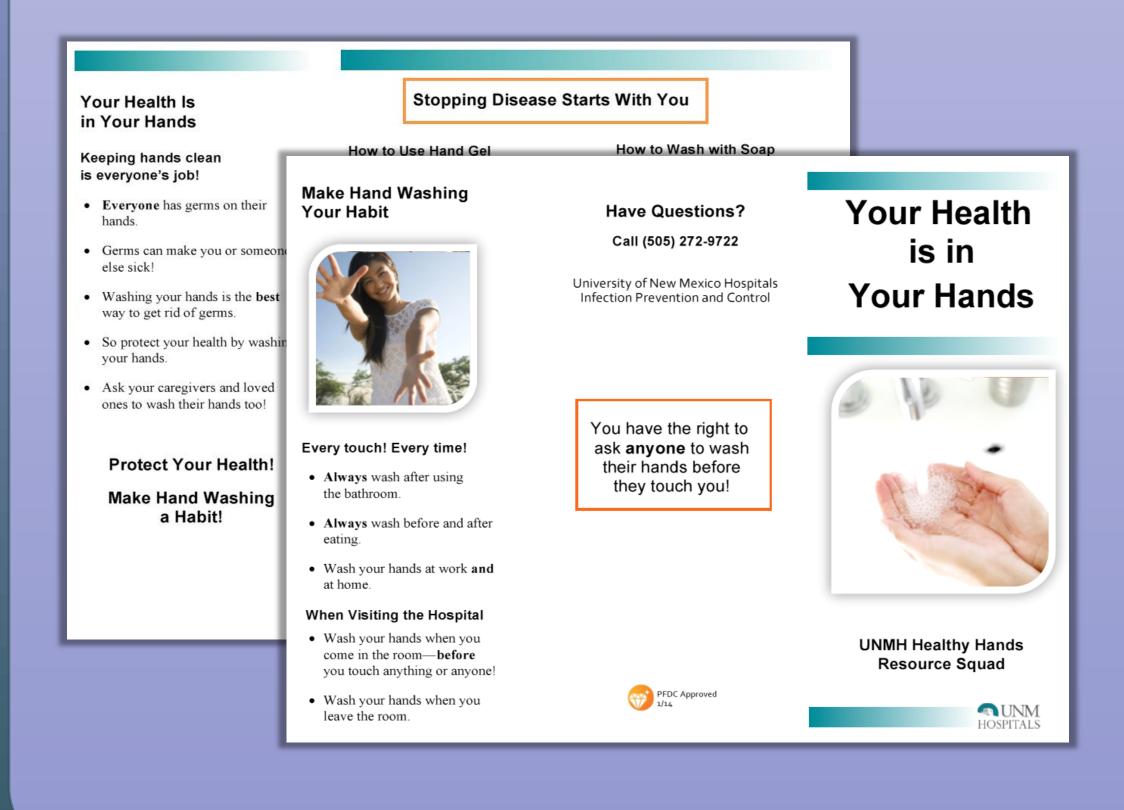
patients

identify

staff

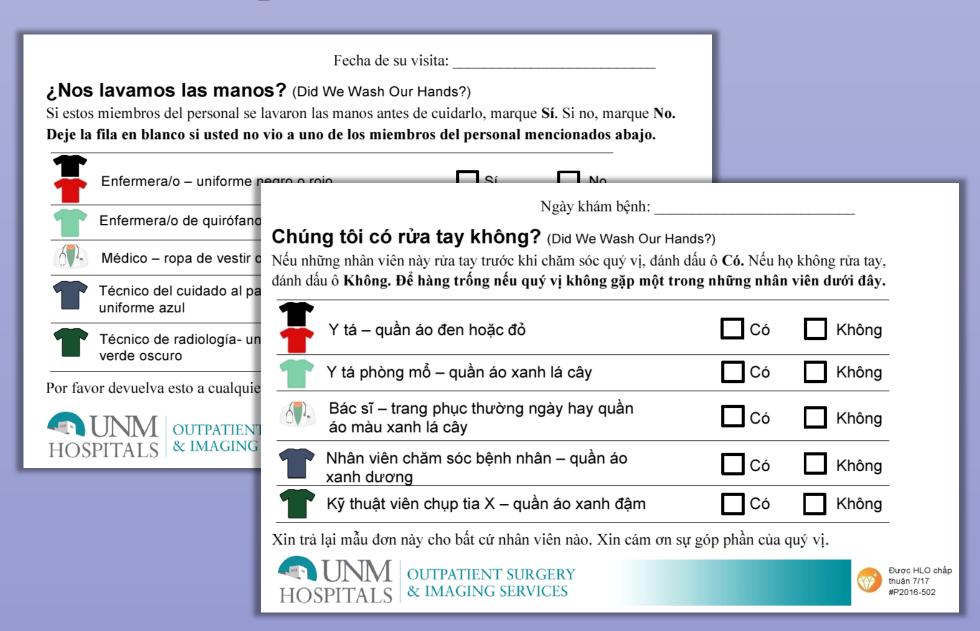
members

Staff will be encouraged to distribute this brochure with the surveys to educate patients on the importance of hand hygiene.



#### **Translations**

Translators from Interpreter Language
Services (ILS) translated each survey into
Spanish and Vietnamese.



# Results

- Education is reader-friendly, standardized, and expanding in all ambulatory clinics
- New HH tool replacing older surveys
- Clinic leadership requesting customized survey tool
- Positive feedback received on surveys from leadership, staff, patients, and other institutions

# Conclusion

- Hand hygiene is the standard practice in health care
- HH requires diligence, conformity, commitment, and institutional clarity to provide safer conditions that benefit both patients and staff
- HH adoption and integration works best through cooperative team work
- Each project phase moves towards advancing UNMH standardized HH survey tool, patient education, staff handwashing compliance and anticipated data collection.

# **Future Directions**

- Create an ambulatory HH observation database
- Empower patients to request HH from providers
- Improve oral and written scripting for staff and patients
- REDCap survey evaluation tools created to identify further process improvement opportunities



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