

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

Current phase

Phase 1

- 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 2

- Standardized scripting will be implemented to explain form instructions
- HLO will create posters to remind patients to fill out surveys; IPCD will distribute

Phase 3

- A second REDCap survey will be sent out to confirm adoption of HH survey process
- REDCap data will be analyzed and shared with clinics

Hand Washing Survey for Patients

Straight-forward question

Date of your visit: _____

Did We Wash Our Hands?
If these staff members washed their hands before taking care of you, check **Yes**. If they did not, check **No**. Leave the row blank if you didn't see one of the staff members below.

	Nurse – black or red scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Operating Room Nurse – green scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Doctor – dress clothes or green scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Patient Care Tech – navy blue scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Physical Therapist – light blue scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Radiology Tech – dark green scrubs	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Please return this to any staff. Thanks for your help.

UNM HOSPITALS
Clinic Name

HLO Approved 8/17 #P2017-XXX

Scrub graphics help patients identify staff members

Yes/No answers evaluate team members at each clinic

Clinic name as recognized by patients

“Your Health is in Your Hands” Brochure

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

Stopping Disease Starts With You

How to Use Hand Gel

How to Wash with Soap

Make Hand Washing Your Habit

Have Questions? Call (505) 272-9722

University of New Mexico Hospitals Infection Prevention and Control

Your Health is in Your Hands

UNMH Healthy Hands Resource Squad

Translations

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

¿Nos lavamos las manos? (Did We Wash Our Hands?)

Fecha de su visita: _____

Si estos miembros del personal se lavaron las manos antes de cuidarlo, marque Sí. Si no, marque No. Deje la fila en blanco si usted no vio a uno de los miembros del personal mencionados abajo.

Enfermero/a – uniforme negro o rojo

Enfermero/a de quirófano

Médico – ropa de vestir

Técnico del cuidado al paciente en uniforme azul

Técnico de radiología – uniforme verde oscuro

Por favor devuelva esto a cualquier miembro del personal.

Ngày khám bệnh: _____

Chúng tôi có rửa tay không? (Did We Wash Our Hands?)

Nếu những nhân viên này rửa tay trước khi chăm sóc quý vị, đánh dấu ở Có. Nếu họ không rửa tay, đánh dấu ở Không. Để hàng trống nếu quý vị không gặp một trong những nhân viên dưới đây.

Y tá – quần áo đen hoặc đỏ

Y tá phòng mổ – quần áo xanh lá cây

Bác sĩ – trang phục thường ngày hay quần áo màu xanh lá cây

Nhân viên chăm sóc bệnh nhân – quần áo xanh dương

Kỹ thuật viên chụp tia X – quần áo xanh đậm

Xin trả lại mẫu đơn này cho bất cứ nhân viên nào. Xin cảm ơn sự góp phần của quý vị.

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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