



# Perceptions of Hand Hygiene among Health Care Workers in British Columbia

Prepared by Camille Ciarniello  
Director Risk Management, Patient Safety  
and Patient Relations  
On behalf of the Provincial Hand Hygiene  
Working Group

# Summary

- Background
- Participant Demographics
- Key Findings
- Survey Limitations
- Conclusions

# Level of Aspiration

In 2010 the OAG released a review of HH programs in BC HAs indicating gaps with respect to compliance, evaluation and reporting of HH within acute care settings. This committee was created.

We have: standardized hand hygiene compliance audits, mandated public reporting, created a best practice guideline for HH and an education module, and made improvements to the HH infrastructure (access to equipment and agents for HH) Survey allowed us to assess the impact of these changes.

Survey done in 2012 to understand what HCWs knew about HH practices and what created barriers. WorkSafeBC funded

A resurvey (April – May 2013) of health care workers (HCWs) for their perceptions of hand hygiene (HH)

Results shown are for this year (2013) and previous (2012) survey where possible

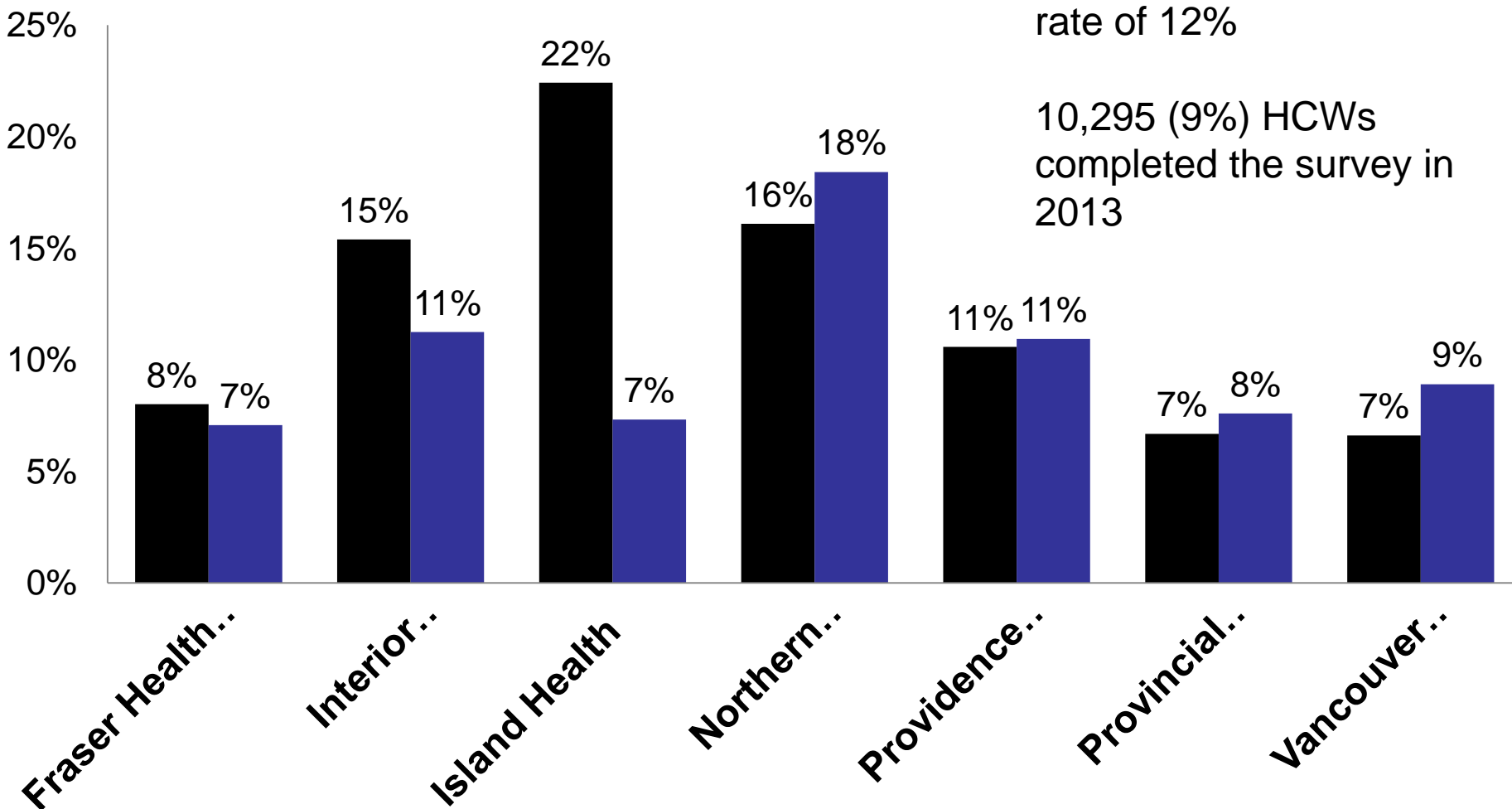
New emphasis on **HCWs who enter a patient room/care area in course of duties** (2013)

# Health Authority Response Rates 2012-2013

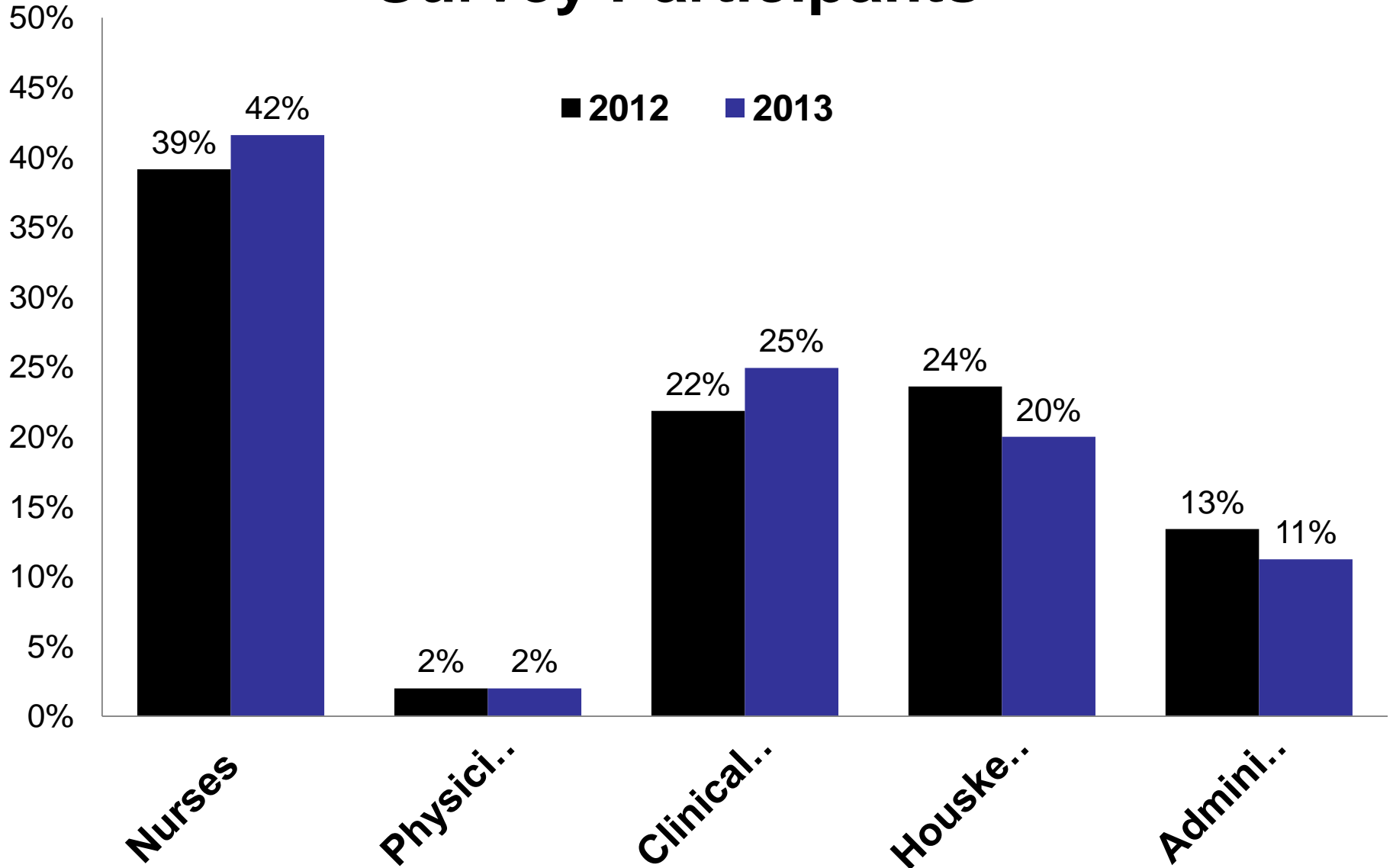
■ 2012 ■ 2013


In 2012, 13,422 surveys returned for a response rate of 12%

10,295 (9%) HCWs completed the survey in 2013



# Professional Background of the Survey Participants



A close-up photograph of a healthcare worker in blue scrubs sitting on a hospital bed. The worker's hands are gently holding the hand of an elderly patient lying in the bed. The worker has a stethoscope around their neck. The patient's hand is resting on a white blanket. The background is softly blurred, showing a hospital room setting.

New questions added in 2013 – do you provide direct (“Hands on”) patient care? Do you enter a patient room/care area during the course of your duties?

70% (N=7240) were direct care providers

30% (N=3035) were other health care workers

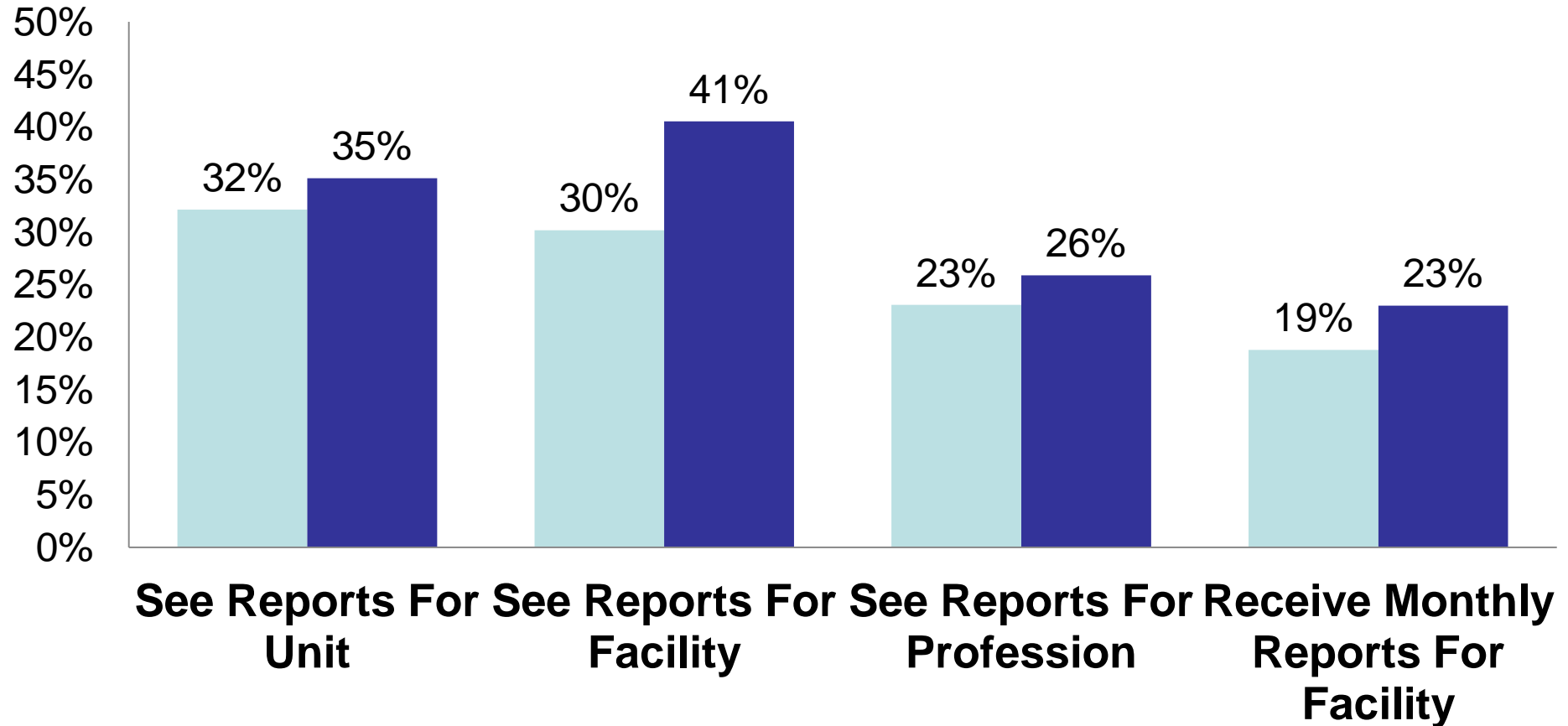
# Awareness of Hand Hygiene Policy

93% and above of all participants know about the hand hygiene policy and how to clean hands

86% continue to identify hand hygiene as being important to their patients, colleagues and themselves

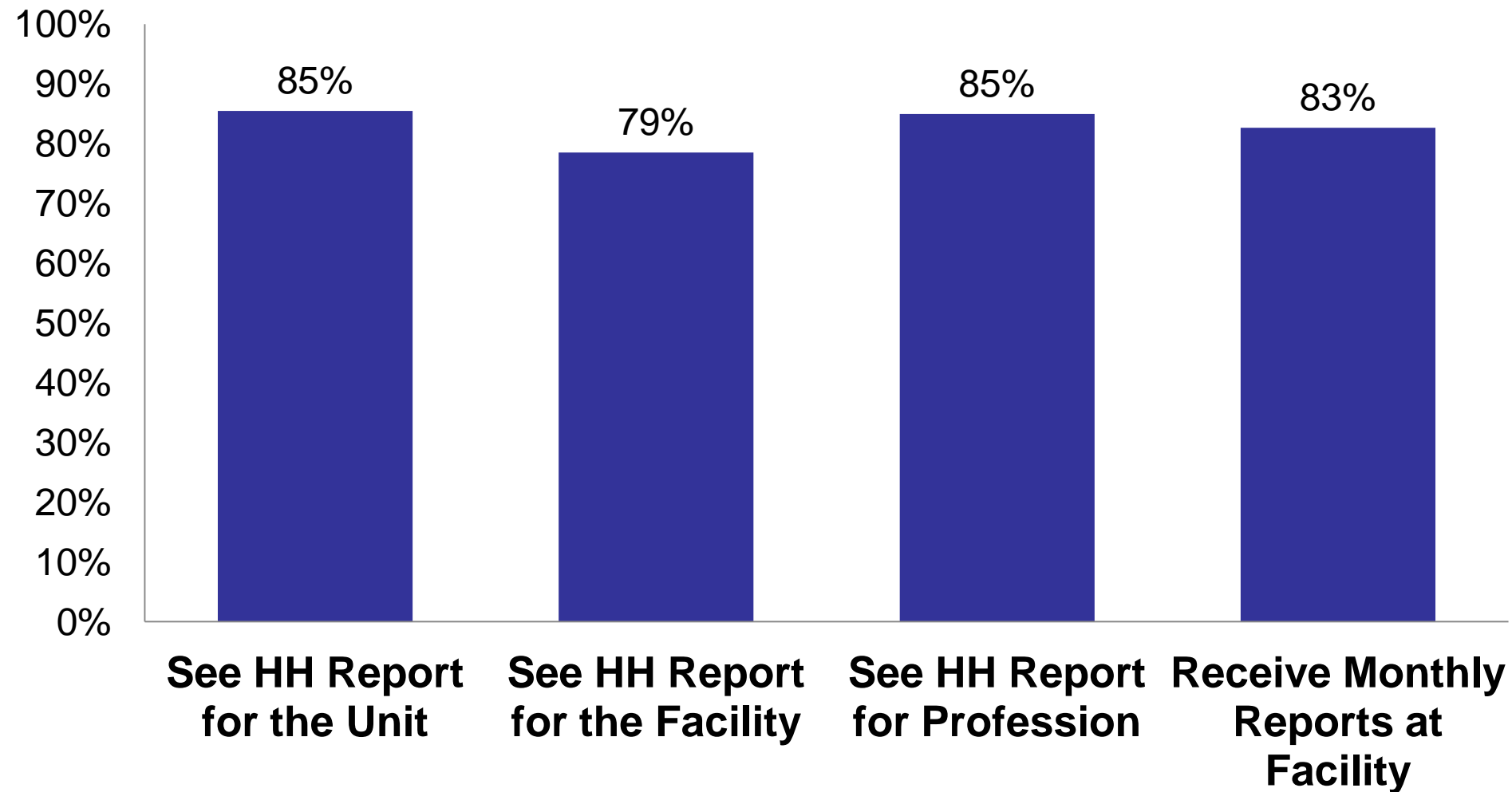
# HCWs' Awareness of Hand Hygiene Compliance Reports (All)

2012 2013

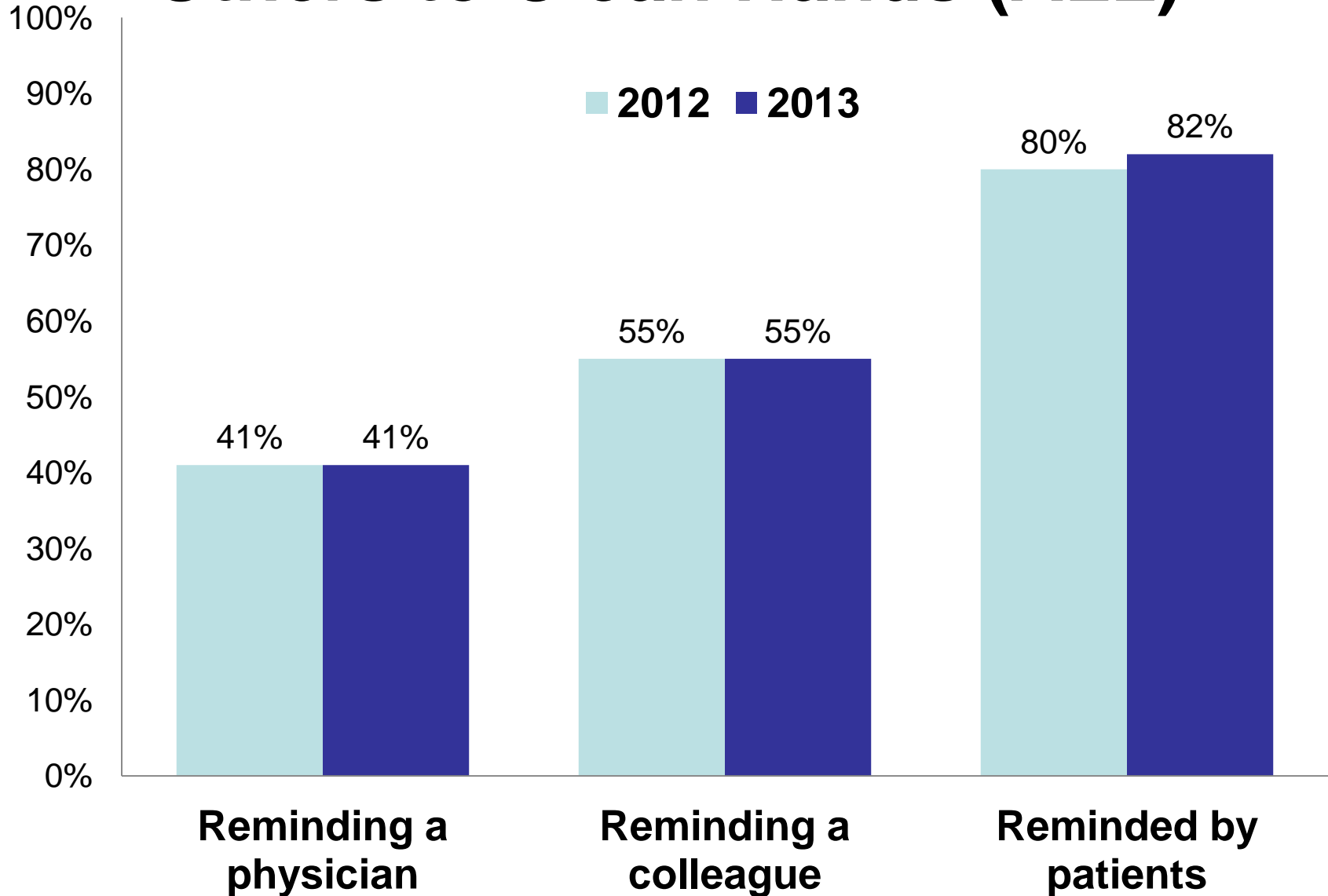




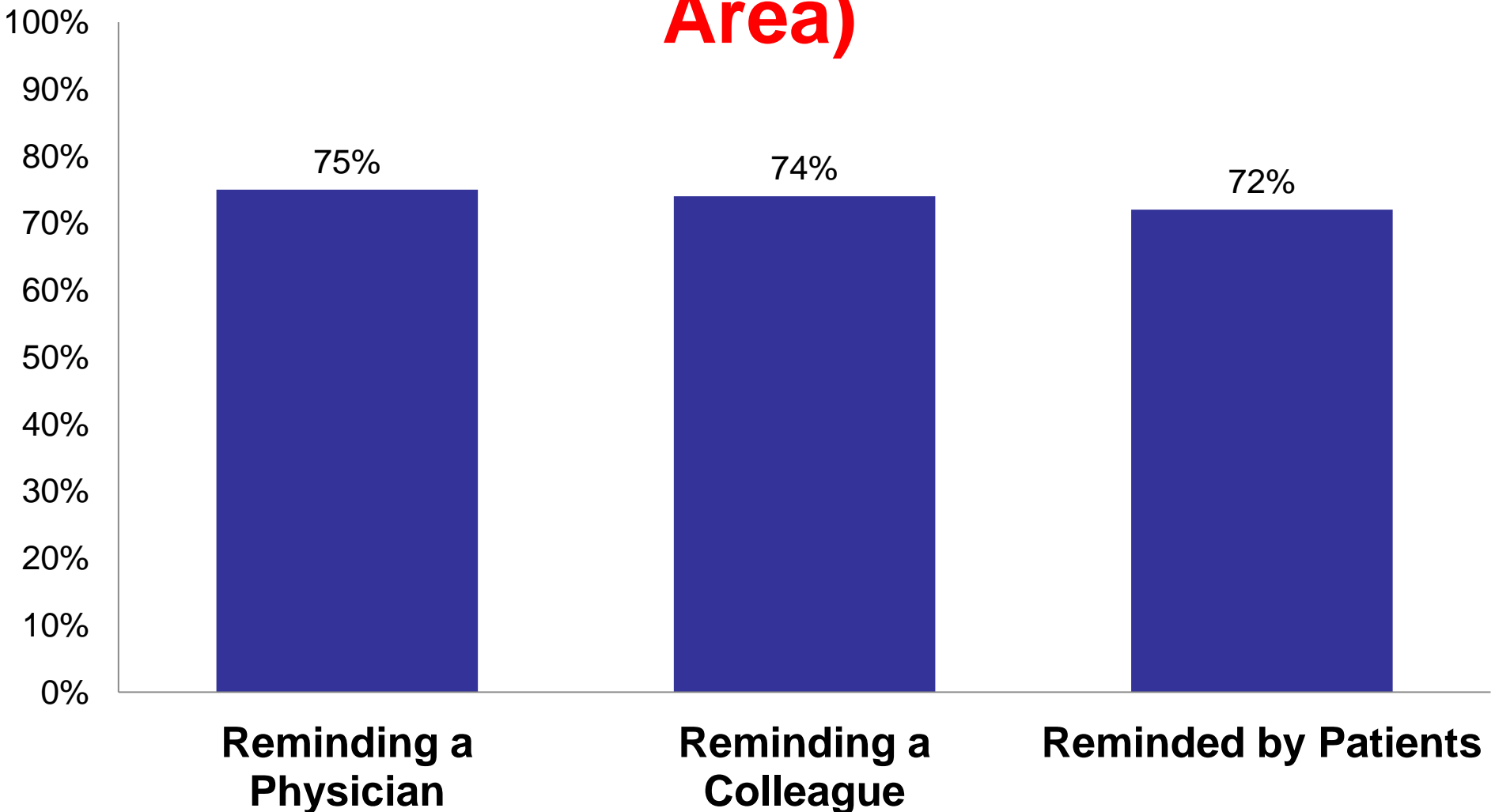
# Awareness of Hand Hygiene Compliance Reports (HCWs Who Enter a Patient Room/Care Area)



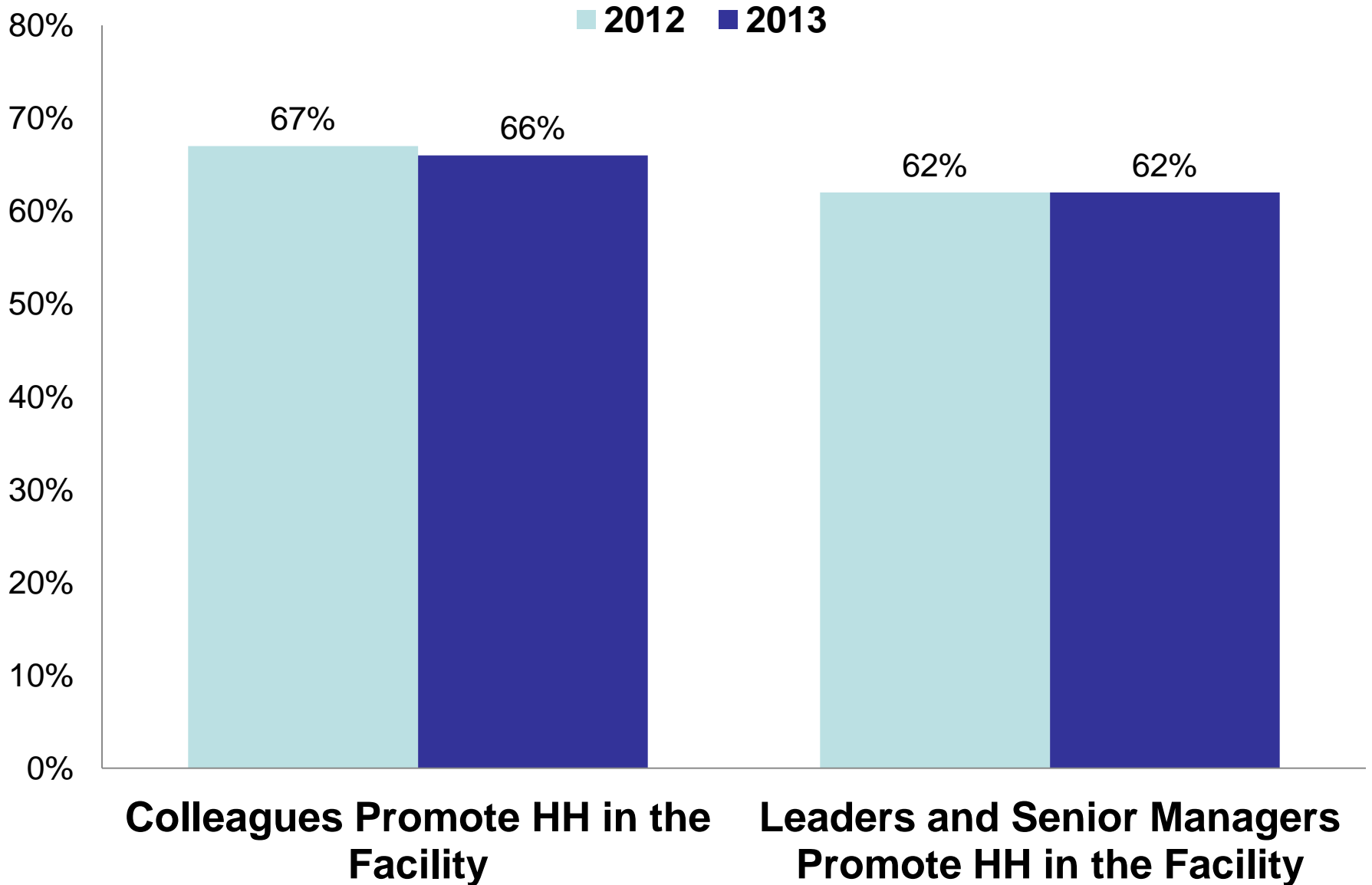
# Comfortable in Reminding Others to Clean Hands (ALL)



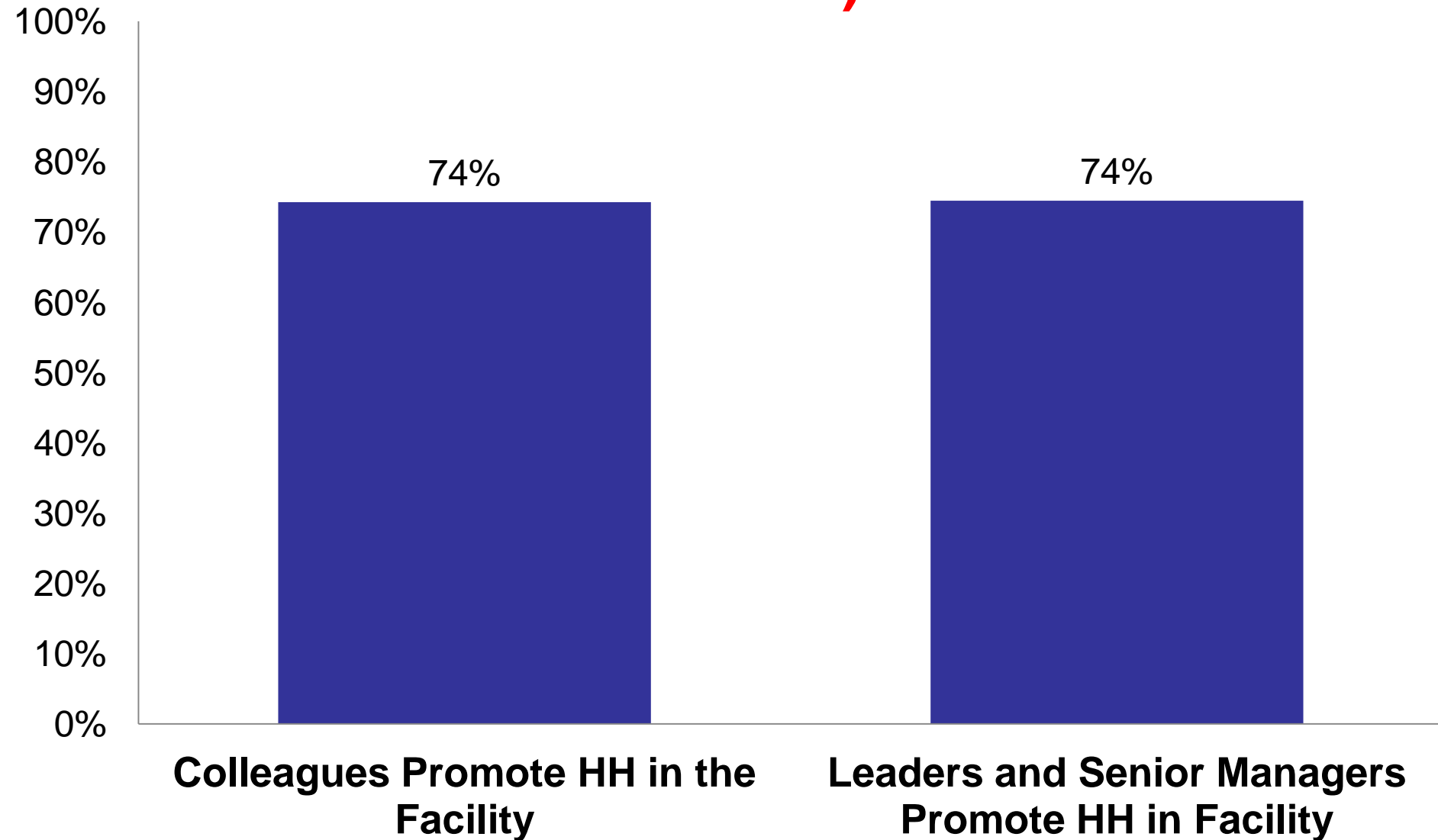
# Comfortable in Reminding Others to Clean Hands (HCWs Who Enter a Patient Room/Care Area)



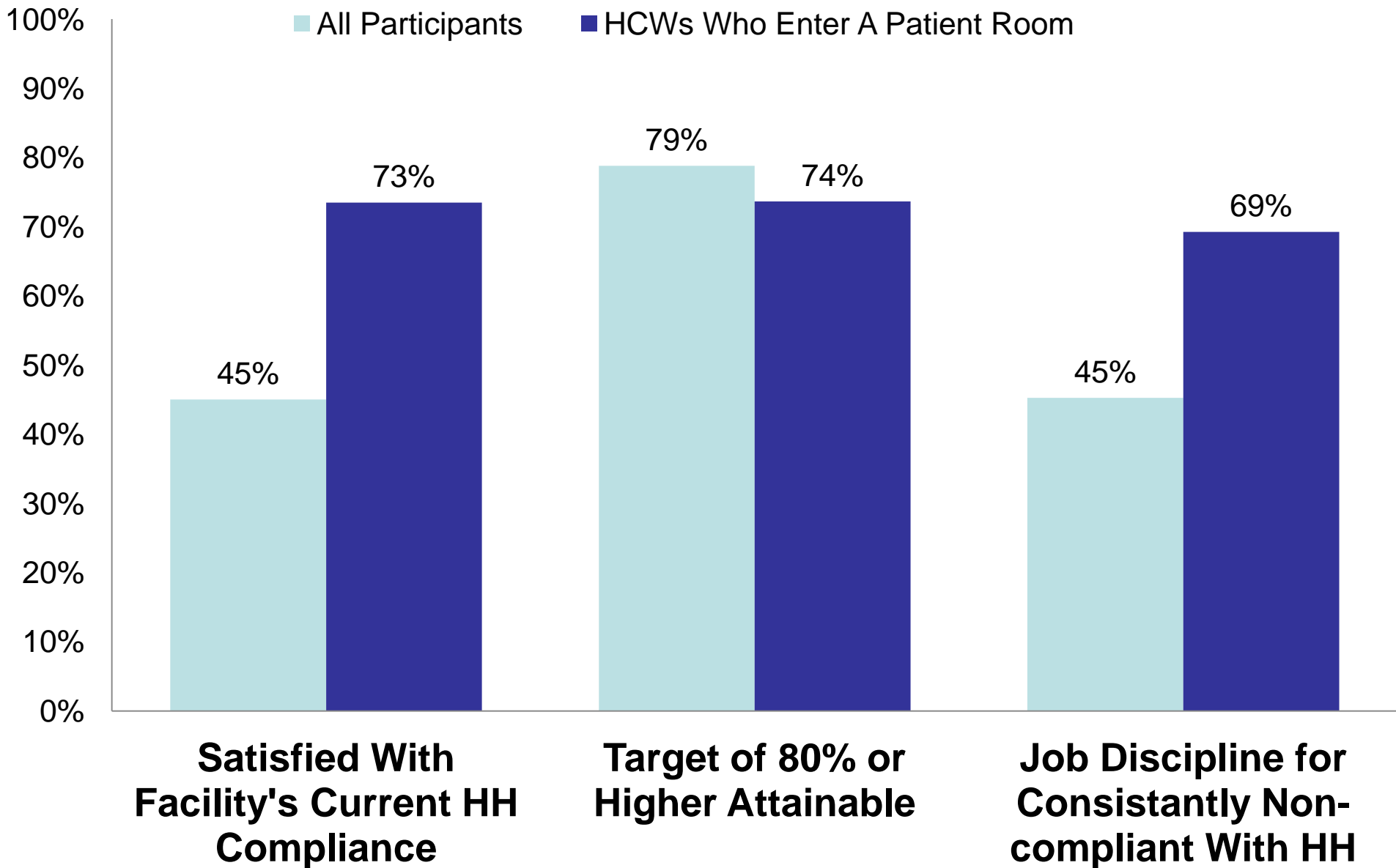
# Promoting Hand Hygiene (ALL)



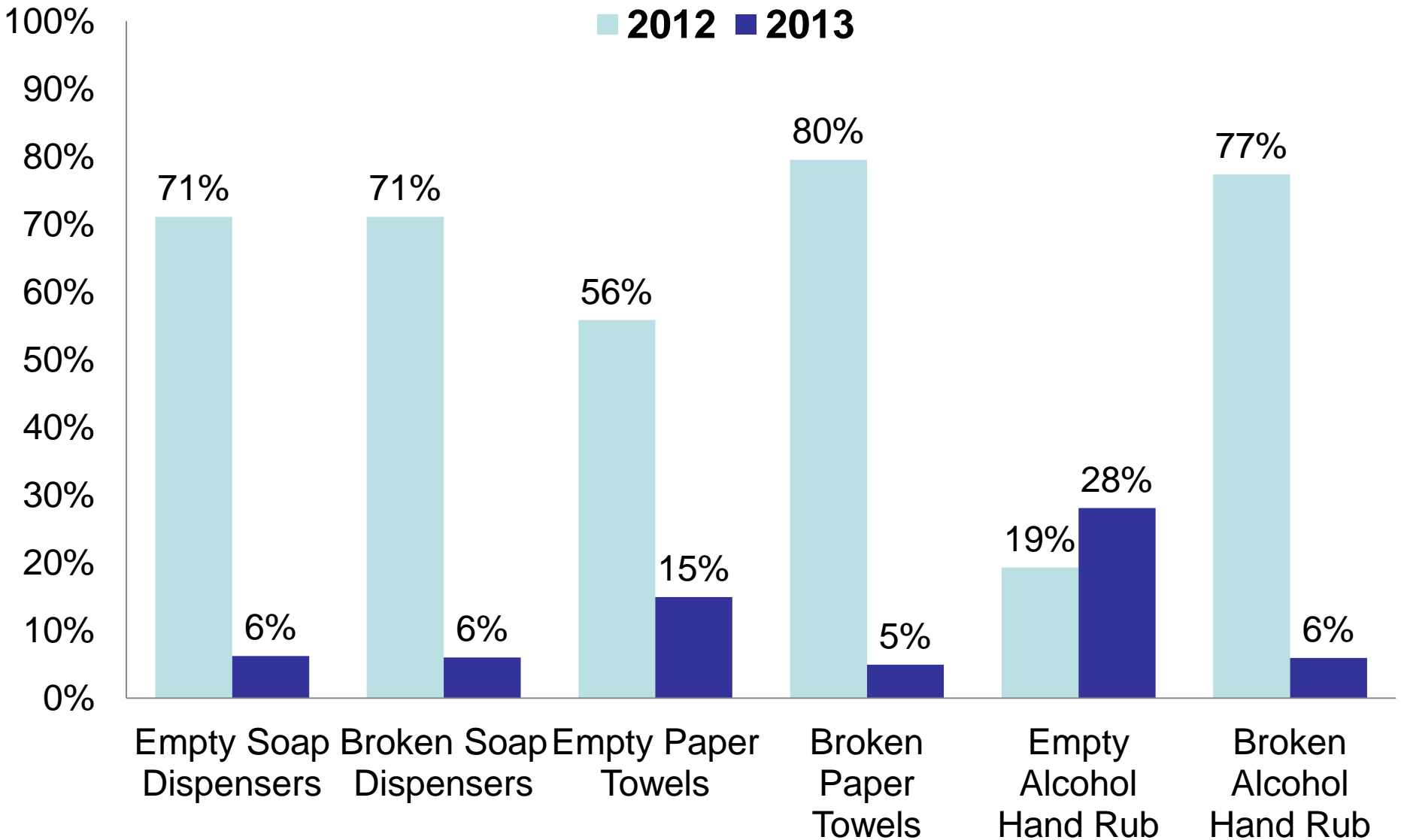
# Promoting Hand Hygiene (HCWs Who Enter a Patient Room/Care Area)



# Perceptions on Satisfaction With Current HH Compliance, HH Target and Job Discipline

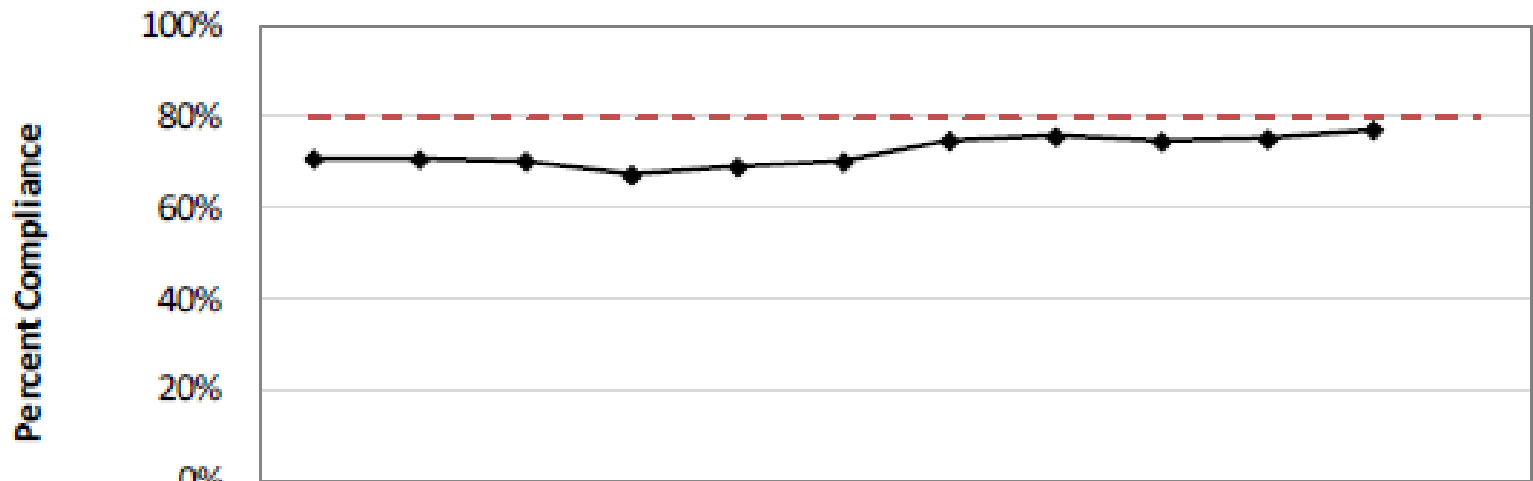


# Empty or Broken Soap, Paper Towels and Alcohol Hand Rub Dispensers (ALL)



# Progress?

Provincial hand cleaning compliance by quarter<sup>1</sup> and year



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2011/2012				2012/2013				2013/2014			
--- Target performance	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
◆ Percent compliance	71%	71%	70%	67%	69%	70%	75%	76%	75%	75%	77%	
Total Opportunities	24,491	25,459	20,960	31,657	36,974	40,001	43,239	54,854	45,113	44,254	46,079	
Number Compliant	17,363	18,028	14,743	21,311	25,572	28,096	32,391	41,577	33,705	33,317	35,643	



# What are the limitations in these survey results?

1. Low response rate
2. Minimal physician engagement – precludes a physician based analysis of the data – and that is too bad because physicians continue to demonstrate greater opportunities for improvement than any other HCW category
3. Unable to determine individual change in perception over time

Cross-sectional survey

Relatively small physicians' participation (2%)

Limited data from the survey to describe the sustained impact of the provincial HH program, especially, *how* HCWs' are using HH guidelines and *why* HCWs adhere (or do not adhere) to the standardized HH guidelines under the provincial program



# Conclusions

- Improvement in awareness of frontline HCWs on HH compliance results (now that public posting is mandatory).
- Frontline HCWs recognize the importance of HH compliance and the potential need for consequences for noncompliance.
- Significant improvement in the perception that the BC Health Authorities are repairing and/or refilling, soap, paper towel or alcohol hand rubs dispensers.