



TO ACHIEVE $\geq 90\%$ HAND HYGIENE COMPLIANCE RATE

Singapore Healthcare Management 2018



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Problem Statement

In 2016, NDCS was transitioning from 3 moments to 5 moments of hand hygiene. Our improvement team aims to ensure a smooth transition for our staff and to achieve $\geq 90\%$ Hand Hygiene Compliance Rate in 9 months time.

Project Aim

To cultivate a strong and good culture for Hand Hygiene revolving around patient centric care and ensuring long term sustainability.

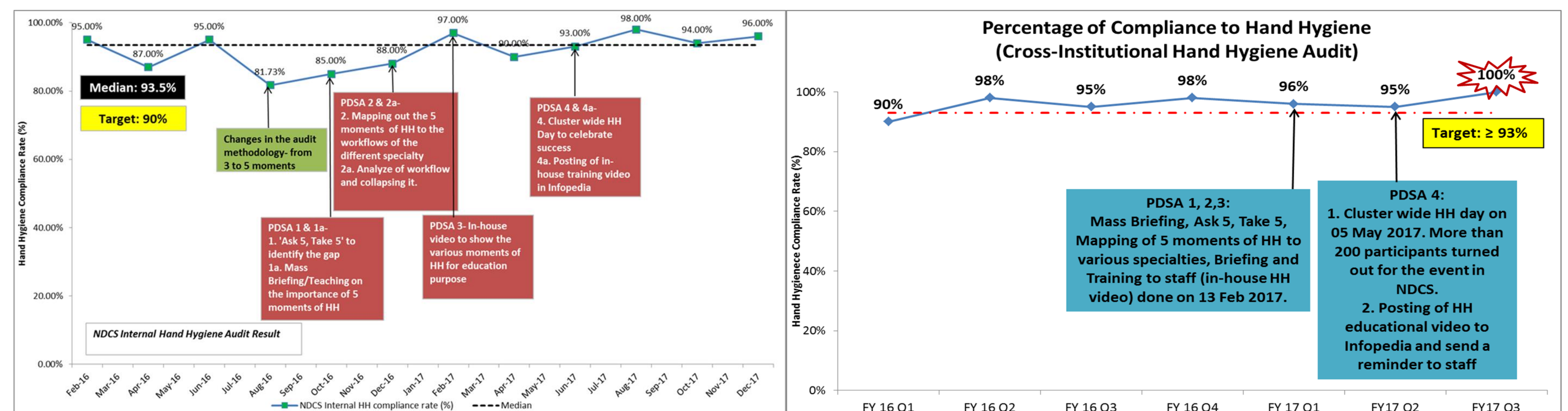
Project Scope

Involves all NDCS personnel and patients in NDCS Specialist Outpatient Clinic(SOC).

Interventions

PDSA	Action	Timeline	By
1	'Ask 5, Take 5' was conducted on 5 clinicians and 5 Dental Surgery Assistants (DSAs) to understand the gap	September 2016	SHINe HH Team
1a	Mass Briefing/ Teaching to the healthcare workers in NDCS on the 5 moments of Hand Hygiene	October 2016	Dr. Chelsia Sim
2	Mapping out of 5 moments of HH to the workflows of the different dental specialties	November 2016	SHINe HH Team
2a	Analyzing of workflow and collapsing all 6 workflows as 1 to make it easier for clinicians and DSAs to understand	December 2016	SHINe HH Team
3	Putting up a skit and filming it as an in-house educational video for clinician and DSA to apply the 5 moments of HH and the exact timing to do it.	February 2017	SHINe HH Team
4	SingHealth Cluster wide HH day on 05 May 2017 (More than 200 participants, including patients turned out for the event in NDCS).	May 2017	SHINe HH Team
4a	Uploading of HH educational video (Intervention 3) to Infopedia (Intranet) and reminding staff on the importance of building a good hand hygiene culture.	June 2017	SHINe HH Team, Infection Control, Corporate Communications

Results



Next Steps

The team will continue to work closely with the Infection Control Committee to carry out the following:

- Involve patients in our intervention to close up the chain of infection
- Identify HH champions within NDCS to be HH spokespersons