



**Singapore Healthcare Management 2017**

# “HAND HYGIENE Serve food not GERMS”

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QUALITY OF LIFE SERVICES

## INTRODUCTION

Hand Hygiene is a general term that refers to the use of microbial or non-microbial solution to the hands to disinfect them.

## DO YOU KNOW

- At any point of time, there are at least 1.5 million cases of Hospital Acquired Infections (HAI) worldwide (WHO, 2016)
- Hand Hygiene has been recognized as a single most effective way to reduce infectious diseases.
- Alcohol based hand rub can reduce bacteria by 70% as compared to the antimicrobial soap which reduces only by 4%

## OBJECTIVES

**EDUCATE** → **INITIATE** → **SUSTAIN**

- To **EDUCATE** staff on the importance of Hand Hygiene and right methodology to do it
- To **INITIATE** & instill the practice of performing hand hygiene as a part of their daily job
- To **SUSTAIN** the improvement achieved by implementing right strategies and methodical approaches

**1**

### To convene the process of performing hand hygiene

- By introducing hand rub at each food trolley



**3**

### IT intervention

- Use of 'SEMME' app (downloaded by the team of internal auditors on their phones) to audit staff's compliance rate
- Any non-compliance to be tracked with immediate corrective action

**4**

### Displaying visual posters and reminders:

- Placing visual posters at strategic locations such as food trolleys, wards and patient room doors /cubicles



**2**

### Continuous educating and training the staff:

- Regular training and demonstration for the staff to practice right methodology



**5**

### Synergistic relation with nursing and Infection control dept.

- Work with nursing department to borrow the extra pair of eyes to check on staff's compliance at ward level
- Work with Infection control department to garner necessary support to launch, devise regular audit formats and analyze results to improve compliance

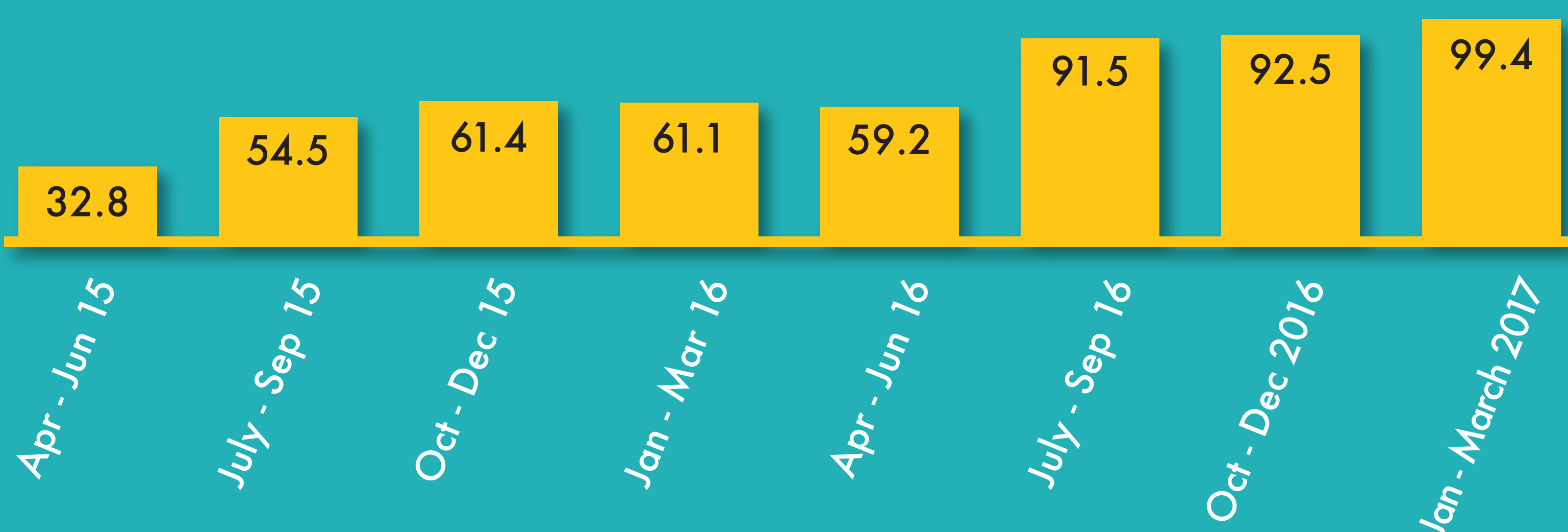
**6**

### Staff appreciation

- Involve senior management to recognise staff's compliance and reward them likewise

## RESULT

HAND HYGIENE 2015 - 2017:



**The hand hygiene results were improved by almost 67% within the period of 2 years approximately**

## CONCLUSION

An **all-rounded end to end approach** fortified with **staff education** on the importance of hand hygiene, **provision of resources**, **implementing relevant processes**, **IT intervention to track compliance**, **working with other departments such as nursing** and **personal accountability** led to the improvement of the hand hygiene results by almost **67%** within the period of 2 years approximately