

Project Title

Hand Hygiene Fun Fun Fun

Organisation(s) Involved

Kwong Wai Shiu Hospital

Project Period

Start date: Jan-2016

Completed date: On-going

Aims

To create the awareness and improve the compliance of hand hygiene amongst our Senior Care Center.

Background

Our Senior Care Center team noted that there is a lack of awareness with Hand Hygiene amongst clients and caregivers and observed that Hand Hygiene amongst staff can be improved. Also, there is a lack of structured and sustainable Hand Hygiene program so far.

Methods

PDSA: Plan – Do – Study – Act

Plan The team planned educational talks with humorous role-plays in dialects, improvement strategies, composed the hand hygiene song, identified 'Champions' to assist in the project and UV lamps for compliance to 7 steps were purchased. Additional hand rubs placed at strategic and convenient locations to facilitate ease of use.

Do Improvement strategies carried out.

Study The team is constantly reviewing implementations to further fine tune e.g. clients and caregivers required verbal cues during the initial implementation etc.

Act Areas for further improvements shared and acted upon.

1. Hand Hygiene talks incorporated with role plays were conducted by Therapists to staff, clients and caregivers.
2. Hand Hygiene Team carried out spot checks during morning roll call. Staffs were asked to perform the seven steps of Hand Rub and their hands were checked under the UV Light.
3. The Hand Hygiene team improvised the birthday song into “7 Steps Hand Rub” song to both Chinese and English version. The song was composed with simple and catchy lyrics. The duration of the song is timed to a proper 7 steps of hand rub duration that takes 20-30 second. This is fun and really made everyone remember the sequence of the 7 Steps for hand rub.
4. Hand Hygiene talks incorporated with role plays were conducted by Therapists to staff, clients and caregivers.
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6. The Hand Hygiene team improvised the birthday song into “7 Steps Hand Rub” song to both Chinese and English version. The song was composed with simple and catchy lyrics. The duration of the song is timed to a proper 7 steps of hand rub duration that takes 20-30 second. This is fun and really made everyone remember the sequence of the 7 Steps for hand rub.
7. Our SCC clients were also proactively involved. Most of them loved to sing our Hand Rub Song. They are very diligent with every single step and are very mindful to perform the 7 steps in a right way.
8. Our clients enjoyed the role play session in the educational talk conducted by Therapists. The short play was performed by our Patient Care Assistants in different dialects. The play was intended to convey the message of the consequence of not performing hand hygiene in a humorous way. The play made them laugh, inspired them to keep themselves safe from germs and they could remember the pertinent points.

9. “Ms Germ” and “Mr Germ” pictures were designed and launched to assist our clients understand the message that germs can be found everywhere, including on their hands. “Ms Germ” and “Mr Germ” were then coloured by our clients. Our clients used vibrant colours to express their passion and enthusiasm in this hand hygiene programme. The best art pieces were selected by the SCC Hand Hygiene Team and showcased on our main entrance’s glass door. Everyone is reminded to practice hand hygiene before entering our Senior Care Centre. With the slogan “GERMS ON HAND, WASH YOUR HAND” and 请洗手，不和细菌做朋友, the message is clearly conveyed.
10. Hand Hygiene practices are incorporated into daily routines such as before boarding our SCC vehicle, before entering our SCC entrance and Hand Hygiene video is played before lunch for clients to perform Hand Hygiene too.
11. Monthly audits were done to monitor the overall staff compliance of Hand Hygiene.
12. Clients, caregivers and staff feedback that the programme is fun and that the Hand Hygiene message is so ingrained in them that they automatically practice Hand Hygiene even during their medical follow ups in the hospitals or polyclinics.
13. Improved staff satisfaction as they now have a structured and sustainable Hand Hygiene programme and staff are promptly replenishing the hand rub solutions too.

Hand Hygiene Song – “Happy Birthday”



Wash your Hand

Palm and Back

Interlace and Interlock

Rub your Thumbs and Fingertips

Don't forget your wrist

洗手歌 / 生日歌

洗手掌 洗手背

擦指缝 搓指背

转转拇指 滑滑指尖

洗完手腕就完美

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Results

The Senior Care Centre team embarked on a project to make Hand Hygiene and Infection Control fun to reinforce and convey messages to help develop lasting habits amongst all at our Senior Care Centre. Therefore, project is named “Hand Hygiene Fun Fun Fun”. Staff compliance to hand hygiene improved by 40% within 1 month of implementation and continued to improve a further 8% by the 5th month and subsequently compliance was 90% within the 1st year. The interventions have been incorporated into daily operations and is sustainable to date. The project is also spread to and adopted successfully at our off-site.

Lessons Learnt

Targeted Marketing and Packaging Strategy shall be planned and executed. Also, sustainability shall be maintained by training more champions.

Additional Information

1. Silver Award, “Share your hand Hygiene Programme” Contest organized by AIC
2. Best Team Merit Award, SingHealth Quality Service Award 2018
3. Global Conference on Integrated Care 2018, Poster Presentation

Project Category

Clinical Improvement Quality Improvement

Keywords

Clinical Improvement, Quality Improvement, Quality Improvement Methodology, Plan-Do-Study-Act, Hand Hygiene, Infection Control, Community Care, Staff Awareness, Patients’ Awareness, Patient Education, Caregiver Education, Compliance Rate, Staff Satisfaction, Caregiver Feedback, Educational Talk, Role Play, Hand Hygiene Song, UV Lamp Audit, Daily Routine, Slogan, Art Piece, Kwong Wai Shiu Hospital, Senior Care Centre

Name and Email of Project Contact Person(s)

Name: Anita Yiu/ Kwong Wai Shiu Hospital/Senior Manager

Email: Anita_Yiu@kwsh.org.sg