Hand Hygiene Rewards Program at William Osler Health System
A Canadian study done in 2003 stated 220,000 patients are afflicted with hospital acquired infections in Canada every year.
8,000 to 12,000 of those individuals will die as a result of acquiring a hospital acquired infection
Hand Hygiene Compliance

• Hand hygiene is very important to prevent and control the transmission of infections.

• Our data analysis from daily hand hygiene audits indicated our compliance rates were low when compared to the Ontario provincial average.
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Hand Hygiene Compliance Rate (%)
April 2011 - March 2012

<table>
<thead>
<tr>
<th></th>
<th>Ontario Provincial Average</th>
<th>William Olser Health System</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Compliance Before patient contact</td>
<td>80.52</td>
<td>69.06</td>
</tr>
<tr>
<td>% Compliance After patient contact</td>
<td>88.23</td>
<td>81.65</td>
</tr>
</tbody>
</table>
• Introduction of Wash to Win rewards Campaign – May 7th 2012
• Phase I ran from May 2012 to September 2012 and targets were 75% before patient/patient environment contact and 80% after patient/patient environment contact.
• Phase II ran from October 2012 to December 2012 and targets were raised to 85% before patient/patient environment contact and 90% after patient/patient environment contact.
• Phase III of the “wash to win“ is being implemented.

• A random draw will take place amongst the units that meet and sustain the targets for two consecutive months between January 2013 to December 2013.
• The program was implemented in partnership with regular staff education, daily auditing and monthly circulation of compliance rates among staff.
### Search Observation

**Observer Information**
- **Observer Id:** [Field]
- **Date (mm/dd/yyyy):** [Field]
- **Day of Week:** [Field]
- **Start Time (hh:mm AM/PM):** [Field]
- **End Time (hh:mm AM/PM):** [Field]
- **Facility-ID:** [Field]
- **Patient Care Unit:** [Field]

**Health Care Provider (HCP) Category**
- **Code**
  - 1: Physician
  - 2: Nurse
  - 3: Medical Student
  - 4: Nursing Student
  - 5: Social Worker
  - 6: Pastoral Care
  - 7: IV Team/Blood Collection
  - 8: Physiotherapist
  - 9: Environmental Services Worker
  - 10: Patient Transporter
  - 11: Radiology Tech
  - 12: Respiratory Therapist
  - 13: Dietician
  - 14: PSA, PSW, PCA
  - 15: Other

### Observation Input / Data

**Form 1**
- **HCP Category:** [Select Category]
- **Code**
- **Active**
- **BEF-PAT/ENV**
- **AFT-PAT/ENV**
- **BEF-ASP**
- **AFT-ASP**
- **BEF-BFL**
- **AFT-BFL**
- **Rub**
- **Wash**
- **Gloves**
- **Nails**
- **Bracelets**
- **Rings**

**Form 2**
- **HCP Category:** [Select Category]
- **Code**
- **Active**
- **BEF-PAT/ENV**
- **AFT-PAT/ENV**
- **BEF-ASP**
- **AFT-ASP**
- **BEF-BFL**
- **AFT-BFL**
- **Rub**
- **Wash**
- **Gloves**
- **Nails**
- **Bracelets**
- **Rings**

**Form 3**
- **HCP Category:** [Select Category]
- **Code**
- **Active**
- **BEF-PAT/ENV**
- **AFT-PAT/ENV**
- **BEF-ASP**
- **AFT-ASP**
- **BEF-BFL**
- **AFT-BFL**
- **Rub**
- **Wash**
- **Gloves**
- **Nails**
- **Bracelets**
- **Rings**

### Comments

Note: If patient is on additional precautions/isolated indicate "HCP category number" and "Opportunity number" in the "Comments".
• Why do it?
• To bring about behavioural and cultural change in order to sustain improved hand hygiene among staff.
Prizes

• All inpatient units and emergency departments which met and sustained hand hygiene targets for two consecutive months won a monetary prize.
• There was a sustained increase in Osler’s hand hygiene compliance rates in phase I.
• During phase II the targets were increased. At this point the compliance rate dropped 😞
Corporate Hand Hygiene Compliance Rates Before initial patient/patient environment contact

Median = 76

Rewards Program Phase 1
Rewards Program Phase 2
Corporate Hand Hygiene Compliance Rates After initial patient/patient environment contact

Median = 88

Rewards Program Phase 1
Rewards Program Phase 2

Hand Hygiene Compliance (%)
A total of 37 units participated in the “wash to win” rewards program. The IPAC team gave out 60 awards to the various units during May and September 2013.
Lesson learned

• Positive reinforcement does change people’s behaviour.
• Rewards are most effective when it occurs immediately after the compliance rates have been published.
• When the program was started the targets should have been set to 100% for both ‘before and after patient/patient environment contact’
• The program should continue for 18-24 months.
• In order to increase public and staff awareness, monthly hand hygiene compliance posters have been placed on every unit. These are updated on a monthly basis.
Monthly Hand Hygiene posters

Our Unit Hand Hygiene Compliance

A Caring Touch Begins With Clean Hands

Good hand hygiene is the single most effective way to reduce the risk of healthcare associated infections.
Conclusion

- When staff wash before patient contact everybody wins!
- Patient, staffs and visitors are kept safe and infection-free!
References

- Boyce JM, Pittett D: Guideline for hand hygiene in health-care settings: recommendations of the healthcare infection control practices advisory committee and the HICPAC/SHEA/APIC/IDSA hand hygiene task force. Infection Control and Hospital Epidemiology 2002, 23:1–45.
- Stern C, Gibb H: The use of behavioural reinforcement in the management...