

# When is 90%... really only 20%?

## 1. Summary

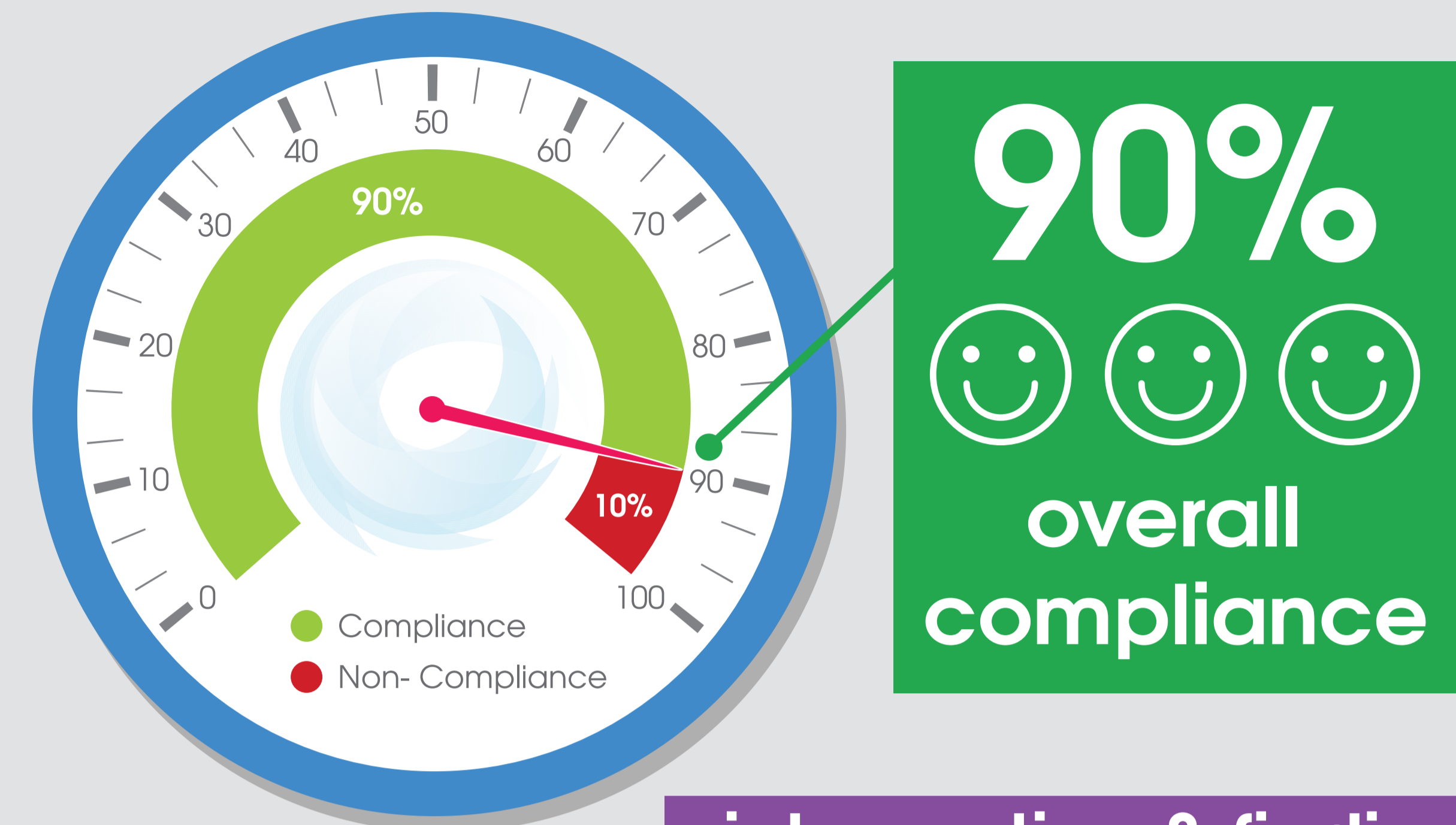
- One hospital with a sustained Hand hygiene compliance rate of over 90% for 12 months, implemented TS+ Auditing System to reduce the administrative burden of Auditing 5 moments.
- Results were unexpected.
- A compliance rate of 20% for Moment 2 & 30% for Moment 5 was identified in some staff groups
- This knowledge enabled targeted more focused training which ultimately improved practice, providing safer patient care.

## 2. Intervention

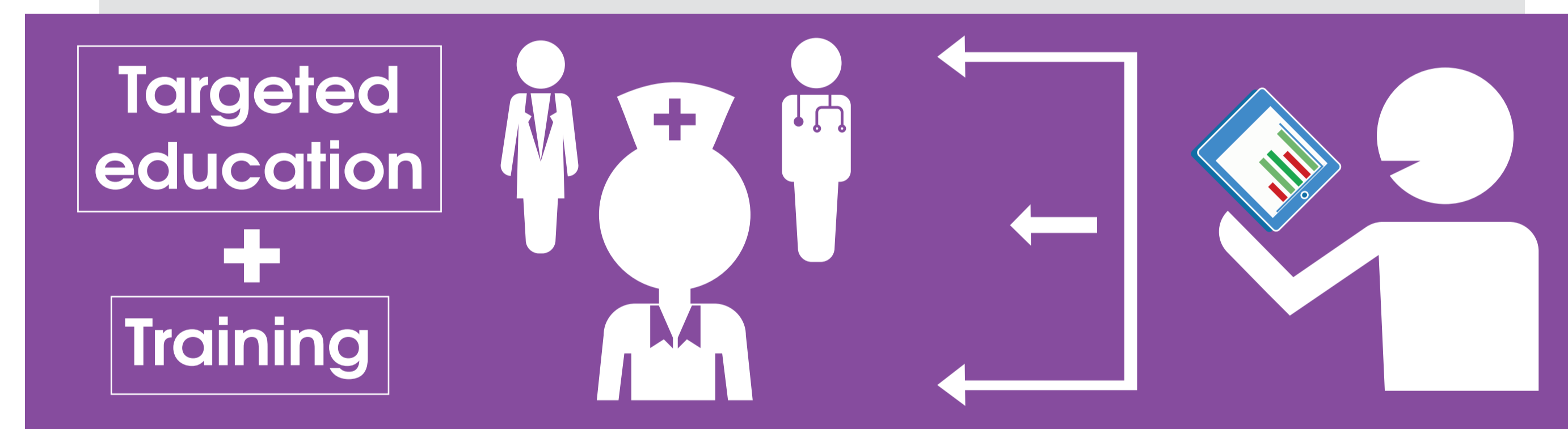
- TS+ from Medical Audits, a bespoke developed mobile auditing system, was used to enable paperless data capture during observational audit.
- The impact of the system's ability to provide access to real-time audit data & facilitate audit with immediate feedback and targeted education was assessed.
- Hand hygiene compliance rates were compared for each quarter over the next 12 months

## 3. Methodology

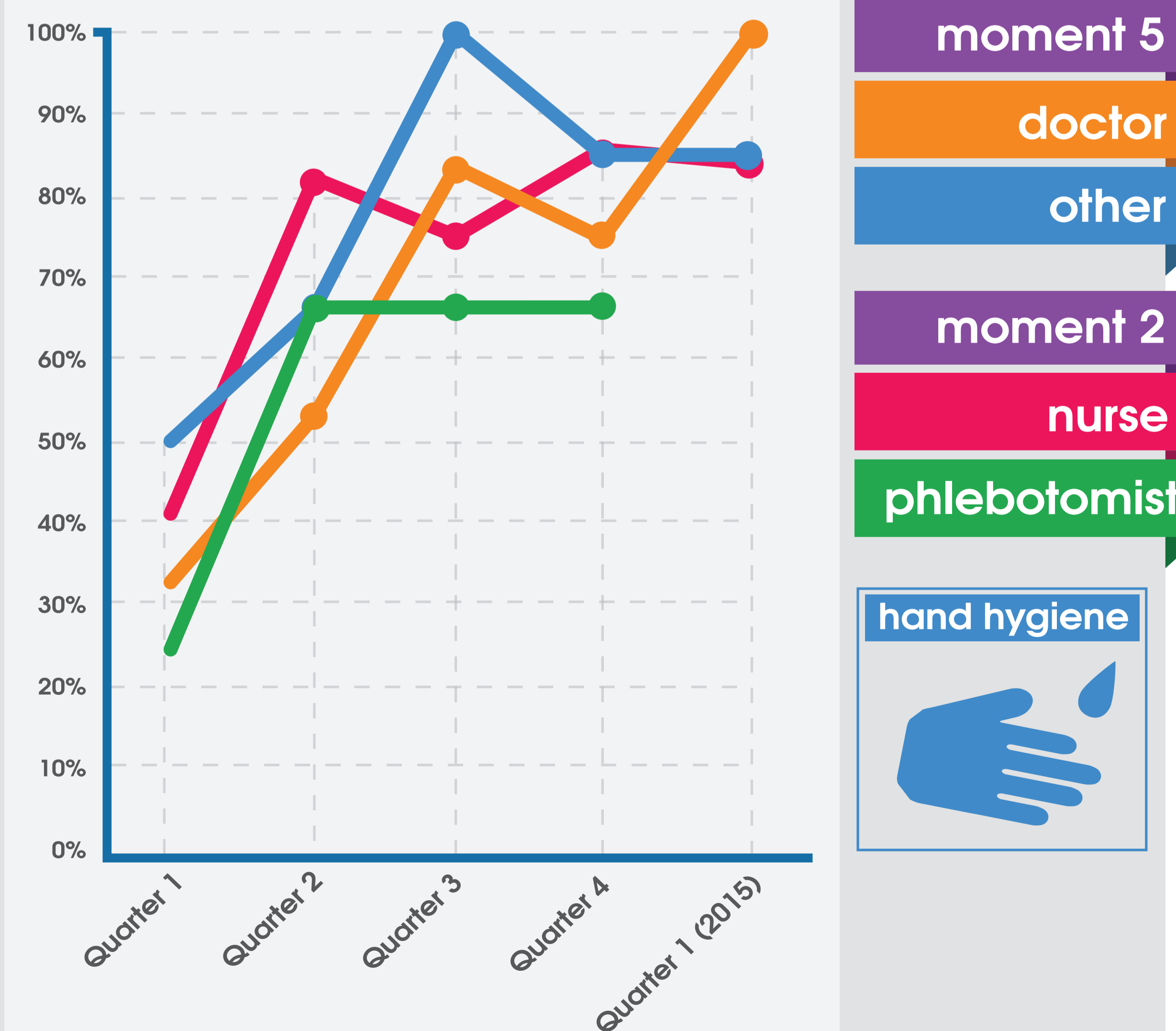
- Hand hygiene audits as per the 5 moments for hand hygiene (WHO, 2009) were carried out using TS+ from Jan.14 to Dec. 2014.
- A minimum of 15 observations were audited in each department per month.
- All audits were carried out by the same trained Hand hygiene auditors.
- Data analysis provided by TS+ was used to target training at areas of lowest compliance and to provide immediate feedback at time of audit.



### intervention & findings



### outcomes - compliance rates



## 4. Findings

- Poor compliance with moment 2 – before aseptic task was identified among nurses (40%) & phlebotomists (20%).
- Results for moment 5 - after patient environment was found to be 30% among doctors & 50% among 'other'

## 5. Discussion

- This poor compliance had been hidden in the overall compliance figure of 90%.
- Without the in-depth analysis provided by TS+, this had not been identified.
- This prompted targeted education on moment 2-before aseptic task.
- Training on Moment 5 – after patient surroundings was also provided. to doctors & staff in the category 'Other'
- The time saved on data entry and report preparation achieved with TS+ released hours of time back into the clinical area – this enabled extra time for training & education.

## 6. Conclusion

- Using TS+ auditing system had a number of benefits.
- The in-depth data analysis provided, identified specific hand hygiene moments and specific staff requiring targeted training.
- The efficiencies achieved by using TS+ freed up hours of clinical time that could be allocated to increase resources for training & education.
- The ability to provide immediate feedback and education at time of audit increased staff interaction and interest and aided understanding.
- Ultimately this improved hand hygiene compliance and the quality of patient care.