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DESCRIPTION

Humber River Health's (HRH) Reinventing Patient Care Councils (RPCCs) aim to foster continuous quality improvement and empower patients, families, and caregivers through collaboration with hospital staff to enhance patient safety and quality of care. The Infection Prevention and Control (IPAC) RPCC was established, in partnership with our Patient and Family Advisor (PFA), to address gaps in knowledge related to IPAC. As part of HRH's efforts to enhance patient experience, education materials were updated, including the Hand Hygiene handout. In alignment with being a digital hospital, the department incorporated a QR code into this document to actively engage patients, families, caregivers, and visitors in promoting effective hand hygiene practices.

OBJECTIVE

To engage and collaborate with PFAs in enhancing IPAC patient education materials and increase awareness on the importance of hand hygiene at HRH.

ACTIONS TAKEN

The IPAC RPCC collaborated with the IPAC PFA to improve hand hygiene patient education documents. Specifically, a complex infographic was replaced with a simplified version to ensure the steps of hand hygiene were easily understood. Additionally, a QR code was integrated to provide an interactive element, linking to a hand hygiene survey. This feature allowed patients, families, and caregivers to be more involved in patient care, while raising awareness about the importance of hand hygiene in preventing the spread of infections.

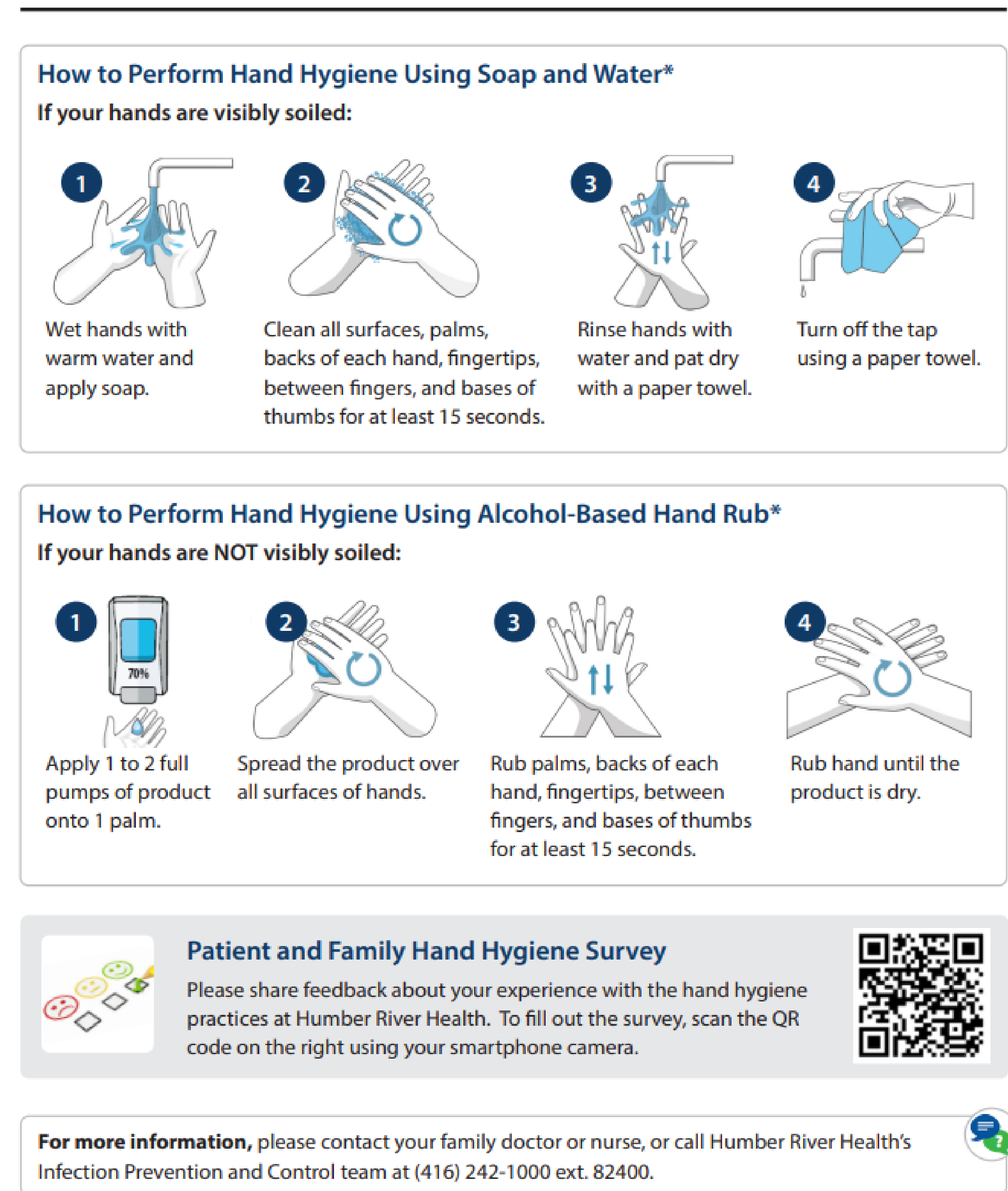
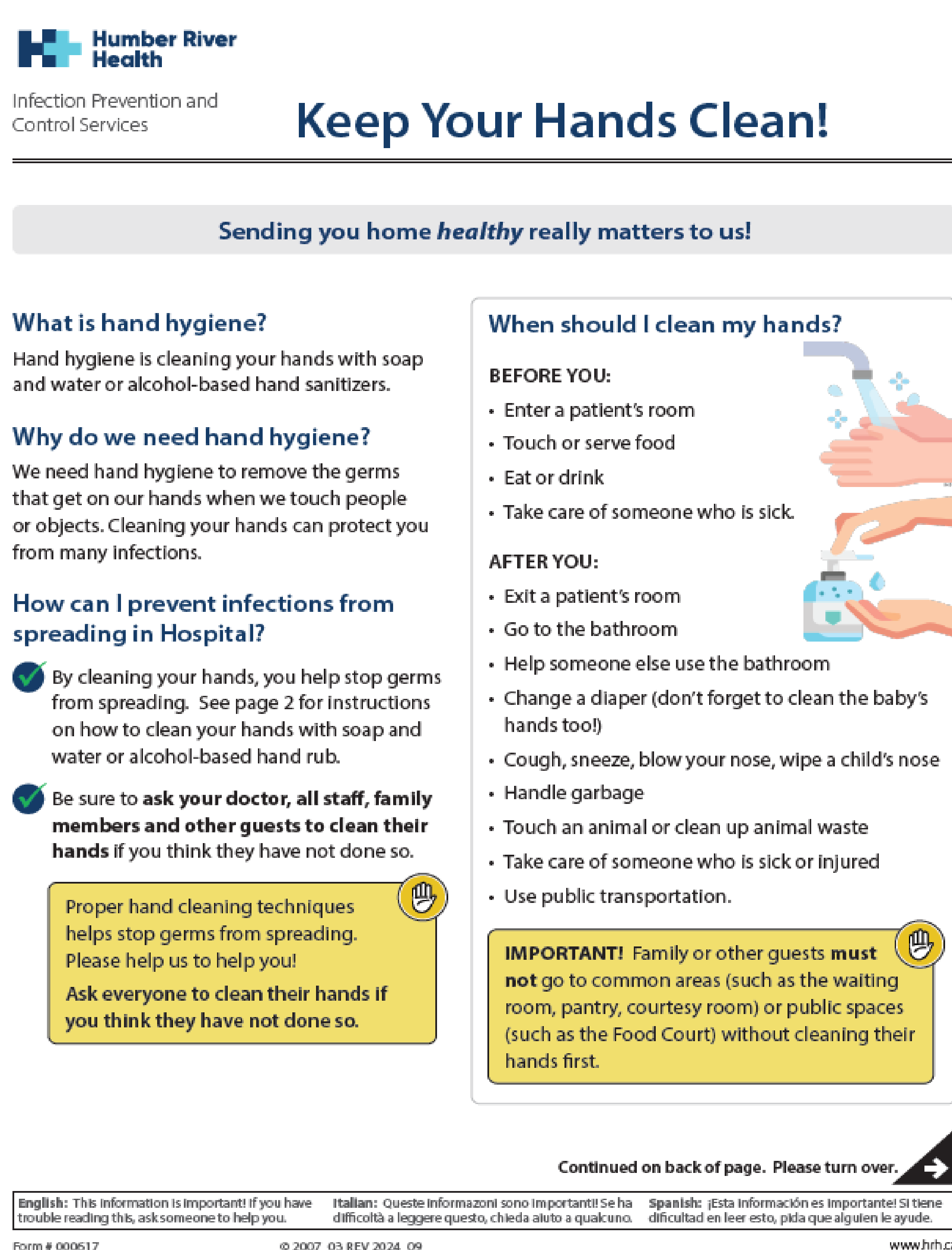
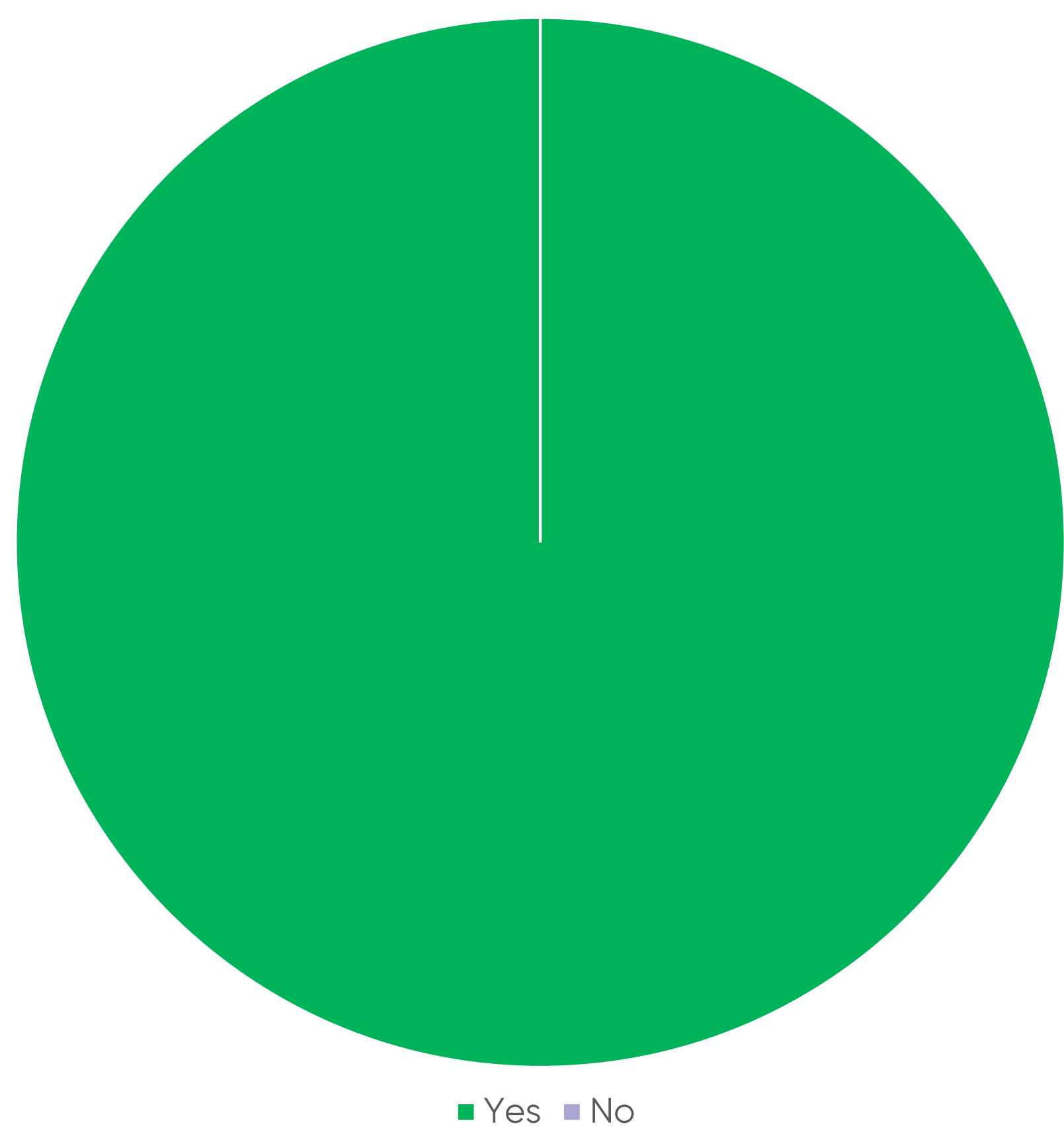


Figure 1. Patient education document, "Keep Your Hands Clean", updated in collaboration with IPAC RPCC and PFA.

1. Are you aware of the importance of hand hygiene (using sanitizer or soap and water)?



2. Did you clean your hands before entering your loved one's room or bed space?

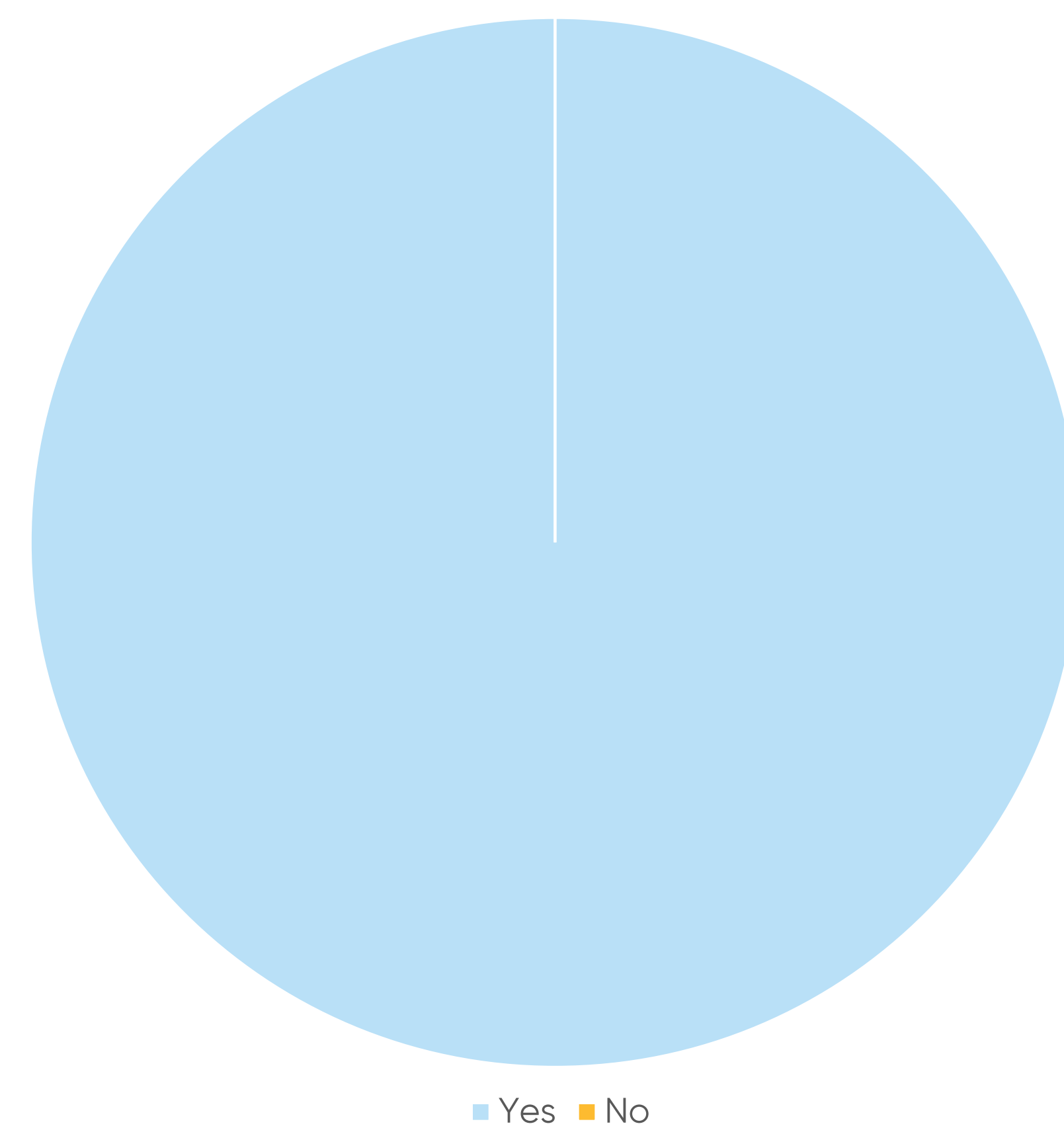


Figure 2. Responses from Hand Hygiene Survey – 100% of survey responses showcased that patients, families, and caregivers understood the importance of following hand hygiene practices; reinforcing the identified need for up-to-date patient education on hand hygiene practices.

SUMMARY OF RESULTS

Through the QR code survey, patients, families, and caregivers were asked about their hand hygiene practices, which served as a reminder to perform hand hygiene to prevent the spread of infections. Several responses were received from the Hand Hygiene Survey, which showed that respondents were eager to participate and collaborate with HRH to gain a deeper understanding of hand hygiene practices and compliance.

LESSONS LEARNED

Collaboration with PFAs was vital to ensure that patient education was relevant, up-to-date, easy to understand, and interactive, increasing the knowledge surrounding hand hygiene practices.

