


Island Health Performance Measures

Hand Hygiene Compliance



Year to Date Performance	79%	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 80%	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

This indicator measures the percentage of observed instances when hand cleaning was required and was done appropriately, out of the total number of observed instances when hand cleaning was required.

Hand hygiene practices are audited in Island Health hospitals and long-term care facilities using an audit tool adapted from the Canadian Patient Safety Institute. Health care providers are observed by trained auditors to determine whether they clean their hands appropriately. Those who complete the activity correctly are considered to be compliant with Island Health guidelines.

Proper hand hygiene practices among health care providers is the most effective way to reduce the spread of all health care-associated infections (HAIs). Reductions in HAIs will improve patient care, prevent serious illness and death, reduce treatment costs, and reduce hospital lengths of stay and readmissions. Monitoring hand hygiene practices improves compliance with best practices and reduces HAIs.

What is the target?

Island Health has a target of 80% or higher, with a goal of 100% compliance. The target is based on historical performance and optimal best practice performance.

How are we doing?

For April 2019 to January 2020, the overall hand hygiene compliance rate for health care providers at all monitored Island Health facilities was 79%, which does not meet the target.

What actions are we taking?

The Island Health Hand Hygiene Program employs two full-time University of Victoria Co-op students as Hand Hygiene Ambassadors. These Hand Hygiene Ambassadors perform the majority of hand hygiene observations and in-the-moment feedback at several of Island Health's hospitals and long-term care facilities. They also provide training for all new staff observers for hospital and long-term care in Island Health. Staff observers perform the balance of the observations.

In keeping with Ministry of Health requirements, the hand hygiene program follows up with unit/site leadership where rates are consistently below target to help with strategies for improvement.

Infection Control Practitioners educate staff on proper hand hygiene techniques on an ongoing and frequent basis. These practitioners have made a concerted effort to visit every unit at each hospital in order to educate staff on hand hygiene.