Patient-as-Observer Approach
Adapting the Just Clean Your Hands Program in an Ambulatory Care Setting

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Women’s College Hospital (WCH)
**JCYH - Senior Management Support**

- Senior management support and commitment to make hand hygiene an organizational priority.
- Patient engagement.
- Opinion leaders and champions modeling the right behaviour.
- Environmental changes and system supports – like alcohol-based hand rub at the point of care, which makes it easy for health care providers to clean their hands at the right time, and hand care programs.
- Education for health care providers about when and how to clean their hands.

Higher hand hygiene compliance rates, fewer infections.

JCYH - Education

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Ongoing monitoring and observation of hand hygiene practices, with feedback to health care providers.

JCYH – System Supports

Education for health care providers about when and how to clean their hands.

Senior management support and commitment to make hand hygiene an organizational priority.

Patient engagement.

Opinion leaders and champions modeling the right behaviour.

Environmental changes and system supports – like alcohol-based hand rub at the point of care, which makes it easy for health care providers to clean their hands at the right time, and hand care programs.

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Ongoing monitoring and observation of hand hygiene practices, with feedback to health care providers.


JCYH – Ongoing Monitoring

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Ongoing monitoring and observation of hand hygiene practices, with feedback to health care providers.
JCYH – Leaders and Champions

**JCYH – Patient Engagement**

- Education for health care providers about when and how to clean their hands.
- Environmental changes and system supports – like alcohol-based hand rub at the point of care, which makes it easy for health care providers to clean their hands at the right time, and hand care programs.
- Opinion leaders and champions modeling the right behaviour.
- Higher hand hygiene compliance rates, fewer infections.
- Senior management support and commitment to make hand hygiene an organizational priority.

**Patient engagement.**

Hand Hygiene (HH) Auditing Process

• Direct observer method

- Observation of HH compliance of staff and physicians
- Provision of on-the-spot feedback
- Quarterly HH compliance reports
Clinics/Programs Audited, 2008-2011

- Mohs Clinic
- Wound Care
- Urgent Care Centre
- Operating Room
- Post-Anaesthetic Care Unit
- Surgical Day Care
- Medical Imaging

- Foot Care
- Preadmissions
- Cardiology
- Centre for Birth Control
- Medicine Clinics
- Respirology
- Family Practice
- Surgical Clinics
- Sport Care
- Phototherapy
- Laser Centre
- Dermatology
Challenges in HH Auditing at WCH

- Physical environment
- Type of care provided
- Use of resources
- Hawthorne Effect

Clinics/Programs Audited, 2012-now

- Mohs Clinic
- Wound Care
- Acute Ambulatory Care Unit
- Operating Room
- Post-Anaesthetic Care Unit
- Surgical Day Care
- Medical Imaging
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- Medicine Clinics
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- Family Practice
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- Sport Care
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- Laser Centre
- Dermatology
Patient-as-Observer (PAO) Approach

- Alternative HH auditing method to address challenges unique to ambulatory setting
- Patient acts as an observer for HH compliance of healthcare providers (HCPs)

Selection of Pilot Group

- Introduced to clinical managers
- Invited managers to suggest departments

- Selected a pilot group from list
  - Family Practice Health Team selected

- Other WCH departments now interested
Introduction of PAO Approach Pilot

- Multidisciplinary working group
- Staff engagement
- Data collection
- Evaluation
Multidisciplinary Working Group

- Developed workflow, staff engagement strategy, survey tools and timeline together
- Ongoing input in shaping pilot
Staff Engagement

- Discussed strategic HH product location and use
- Provided necessary re-education/training
Staff Engagement

- Working group meetings
- Staff meeting presentation
- Fact sheet
- Regular survey results emails
- Progress meetings
Data Collection - Volunteer Resources

• Trained volunteers to distribute and collect survey cards
• Attentive to patient flow
Data Collection - Survey Card

BE A PARTNER IN YOUR HEALTHCARE!

Background:
- At Women's College Hospital, our goal is to provide you with safe and high quality healthcare.
- We use soap and water or hand sanitizer to clean our hands and help prevent the spread of germs.
- Be a partner in your healthcare and let us know how well we are doing.

Instructions:
- Please observe your healthcare providers while you are in clinic today to see if they are cleaning their hands before physical contact with you.
- Complete the reverse side of this card and drop it off in the drop box near the receptionist.

BE A PARTNER IN YOUR HEALTHCARE!

Clinic: Family Practice Health Clinic – Yellow A Team
Date: ____________________

<table>
<thead>
<tr>
<th>Healthcare provider</th>
<th>Cleaned hands before physical contact (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not applicable</td>
</tr>
<tr>
<td>Staff physician</td>
<td>☐</td>
</tr>
<tr>
<td>Resident</td>
<td>☐</td>
</tr>
<tr>
<td>Nurse</td>
<td>☐</td>
</tr>
</tbody>
</table>

We always welcome your feedback.

Comments: _____________________________________________
__________________________________________________________________________________

Please drop off your completed survey card in the drop box near the receptionist.

Thank you!

Bittle, M. J., & LaMarche, S, Johns Hopkins Outpatient Center, Johns Hopkins Hospital, Baltimore.
Fornof, M. E., National Jewish Health, Denver, Colorado.
Data Collection - Results

- Survey card return rate: 75%
Data Collection - Results

- HH compliance rate: 97%

Pilot Results: HH Compliance Rates
August 2012-April 2013
Evaluation

• Compared PAO Approach with direct observation by trained nurses

• Accuracy rate: 87%
Conclusion of PAO Approach Pilot

• Communicated results to department
• WCH e-newsletter feature

New hand hygiene auditing approach engages patients to play active role in their own healthcare

June 24, 2013

Diligent hand hygiene practices are important to patient and staff safety in all hospitals. As recommended by the World Health Organization, Women’s College Hospital (WCH) utilizes a direct observer approach in select clinics and departments to monitor and encourage healthcare provider hand hygiene compliance. In searching for an alternative hand hygiene auditing method that better addresses unique challenges, the Infection Prevention & Control (IP&C) department tested the possibility of patient involvement through the Patient-as-Observer (PAO) Approach.

The PAO Approach, adapted and customized from a method used at Johns Hopkins Hospital, is being explored at WCH in the Family Practice Health Centre (FPHC). Led by the FPHC Yellow A team, the pilot successfully concluded after ten months. The results proved what was expected: engaging staff and patients in encouraging hand hygiene compliance is a useful approach.

“This project has provided us with another brilliant opportunity to engage the patient as an active participant in their healthcare,” said Jennifer Dockery, director of primary care at WCH.

The PAO Approach is a simple process. After a patient registers at check-in upon arrival for her/his appointment, a volunteer issues a survey card and provides brief instructions. The patient is asked to observe whether their healthcare providers clean their hands before providing care. Upon
Challenges

• Managing preconceived notions about HH auditing
• Dependence on volunteers
Lessons Learned

• Viable alternative to direct observer method
• Cost-effective as fewer resources
• Pivotal role of multidisciplinary working group
• Patient-centered design to maximize participation
• Utilization of volunteers in non-traditional ways
• Means to engage, educate and empower patients
Benefits of PAO Approach

- Natural
- Engagement
- Accuracy
- Cost-effective
- Education
- Priority
- Motivation
- Empowerment
Patient-as-Observer (PAO) Approach Survey

The PAO approach was first introduced in one family practice health centre (FPHC) team in August 2012 and due to the continued success, the PAO Approach has now been rolled out in all four FPHC teams. As part of our 2013-2014 WCH Quality Improvement Project, the PAO Approach helps support the education, engagement and empowerment of patients in playing a more active role in their own healthcare.

Your feedback is important to us. Please take a few minutes to complete this short 8-question survey. The survey results are anonymous and confidential and will be aggregated in reporting.

1. What is your role at FPHC?
   a. Physician
   b. Resident
   c. Registered nurse
   d. Receptionist
   e. Other staff member who provides direct patient care
   f. Other staff member who does not provide direct patient care

2. How did you find out about the PAO Approach? Select all that apply.
   a. Communication from FPHC director or manager
   b. Presentation at FPHC staff meeting
   c. Fact sheet by FPHC
   d. Email from FPHC
   e. Hearing from FPHC staff member or physician
   f. Talking to volunteers distributing the survey cards
   g. None of the above – This is the first time I have heard about this

3. How has your knowledge of hand hygiene changed since introduction of the PAO Approach? Select all that apply.
   a. I know to clean my hands right at the point of care, i.e., right before contact with the patient/patient environment
   b. I am more aware of the overall importance of hand hygiene
   c. I am more conscious of other opportunities to clean my hands (e.g., after touching contaminated items/surface, before eating)
   d. No change in knowledge

4. How have your hand hygiene practices changed since introduction of the PAO approach? Select all that apply.
   a. I clean my hands more often now
   b. I clean my hands less often now
   c. I clean my hands when needed right at the point of care
   d. No change in practices – I clean my hands as often as I used to

5. Knowing that my patients are observing my hand hygiene practices motivates me to ensure my hands are clean before providing care.
   a. Strongly agree
   b. Agree
   c. Neutral
   d. Disagree
   e. Strongly disagree

6. Because of the PAO Approach, I am having more conversations with my patients about hand hygiene and other infection control-related matters during their visits.
   a. Agree
   b. Disagree

7. The PAO Approach is a good alternative for hand hygiene auditing that is more appropriate for WCH’s ambulatory care setting because:
   Circle all that apply:
   a. Workflow disruptions are avoided because there is no longer an independent observer in the room
   b. Patient privacy concerns are avoided because there is no longer an independent observer in the room
   c. Mobilizes healthcare providers to clean their hands right at the point of care
   d. Patients are engaged and empowered to participate in their own healthcare
   e. Patients learn about the importance of hand hygiene
   f. Other ___________________________
   
   g. Disagree – The PAO Approach is not a better alternative

8. Do you have any other comments about the PAO Approach?
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

   Thank you!
HCP Survey on PAO Approach

Survey respondents by profession (n=28)

- Physician
- Resident
- Nurse
- Receptionist
- Other (Direct care)
- Other (Non-direct care)
HCP Survey on PAO Approach

Staff engagement strategy

- Conversation with volunteer
- Conversation with colleague
- IP&C communication
- Director/manager communication
- Staff meeting presentation

% Respondents

- Conversation with volunteer: 10%
- Conversation with colleague: 20%
- IP&C communication: 50%
- Director/manager communication: 60%
- Staff meeting presentation: 60%
HCP Survey on PAO Approach

Changes in HH knowledge
- No change
- Change

Changes in HH practices
- No change
- Change
HCP Survey on PAO Approach

• Increased HCP motivation
  – 86% of respondents strongly agree or agree

• Increased HCP-patient conversations about IP&C
  – 29% of respondents agree
HCP Survey on PAO Approach

Benefits of PAO Approach

- Avoid workflow disruptions: 60% agreement
- Avoid patient privacy concerns: 70% agreement
- Patient engagement and empowerment: 80% agreement
- Patient education: 80% agreement
- HCP motivation: 90% agreement

% Respondents
Update on WCH PAO Approach

• Expansion to entire Family Practice department
• Gradual expansion to clinics/programs expressing high interest and ‘readiness’
• Re-evaluating WCH HH auditing approach
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• Volunteer Resources

• Dr. Michael Gardam

• Jane Mosley

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• National Jewish Health, Colorado
Thank you! Questions?

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