Accessible transcript: Hand Hygiene New Zealand – a quality improvement programme

Link: <https://www.youtube.com/watch?v=JQwlEuE9JAQ&list=PLqL5-6uWOmWdwAxUnhnCpny5NJT4fNwSa&index=4>

**[Visual] The Te Tāhū Hauora logo appears in white against a blue background. It then disappears and is replaced by the words ‘World Hand Hygiene Day 2023 webinar, highlighting quality improvement in the hand hygiene programme, 27 April 2023’ in white. These words stay on the screen for several seconds and then are replaced by the words ‘Hand Hygiene New Zealand – a quality improvement programme, Amanda Wood, infection prevent and control specialist’ in white writing. These words stay on the screen for several seconds and then are replaced by a slide with the same title.**

[Audio] Ruth: We're just going to move on and just let Amanda talk a little bit about the programme and how this topic fits in with the programme, with patient safety and quality improvement. Thanks, Amanda.

[Amanda]: Yeah, thanks, Ruth. So, I just have a couple of slides now just on the Hand Hygiene New Zealand programme. Next slide, please.

**[Visual] The slide changes to one titled ‘Hand Hygiene New Zealand’. Below this are two bullet points. The first says, ‘HHNZ is a national quality improvement programme’. The second says, ‘The programme goal is to improve hand hygiene practice amongst health care workers’. On the right-hand side of the screen is the Hand Hygiene New Zealand logo.**

[Amanda] So, the Hand Hygiene New Zealand programme, it's a national quality improvement programme that aims to improve hand hygiene practice in New Zealand hospitals. And the programme goal is to improve hand hygiene practice amongst health care workers. And this is a way to reduce healthcare-associated infections and therefore improve patient safety. Next slide, please, Ruth.

**[Visual] The slide changes to one titled, ‘Key components of a successful hand hygiene programme’. Below this are the six bullet points, which Amanda speaks to.**

[Amanda] And we've had two really great presentations so far and we've got a third in a moment. But if we just revisit the key components of a successful hand hygiene programme, they are to build and sustain a patient safety culture — and we keep hearing that in today's webinar — and to identify key individuals, assign responsibilities and select wards, to ensure product placement at the point of care, to establish an education programme for health care workers, to promote hand hygiene and to evaluate hand hygiene, compliance and feedback to key stakeholders. And each one of our speakers today has spoken about how they're working to ensure their programme, their hand hygiene programme is successful. So, Vicky spoke in the first presentation about embedding ‘take a moment’ and building and sustaining that patient safety culture and promoting hand hygiene. And we've just had the Canterbury team talk about the work that they've done building and sustaining their patient safety culture and ensuring product placement at point of care, and not just for staff, but enabling patients to be able to access it as well, and promoting hand hygiene, and the feedback of results with that live dashboard that they have, and also capturing the patient experience through their surveys. And it was really interesting to hear that matched the data that you're seeing from your data collection. And we're going to have Cath speak in a moment about the work that they've done at Southern Cross promoting hand hygiene, implementation and evaluation of their programme poster campaign, and also speaking up for safety as well. Next slide, please.

**[Visual] The slide changes to one titled, ‘2022 HHNZ programme review – recommendations’. Below the title are two bullet points which Amanda speaks to. In the lower right corner of the screen is an illustration of a clipboard and a pencil.**

[Audio] Amanda: So last year we undertook a review of our hand hygiene programme, and as part of this review, we undertook a national survey of all the districts and also the private surgical hospitals from around the country. And if you are looking for the reports that were generated from this review, they are available via our website. And from the feedback that we received via the survey, we developed a number of recommendations. And I thought I'd just mention two here. So, they are to develop an active partnership with local quality and risk departments and also to focus the programme on patient safety.

**[Visual] The slide changes to one titled, ‘What is patient safety?’. Below this is the definition of patient safety which Amanda speaks to. In the lower right corner is an image of a person lying in a hospital bed holding someone’s hand.**

[Audio] Amanda: So just looking at what patient safety is, so it's a framework of organised activities that creates cultures, processes, procedures and behaviours, technologies and environments in health care that consistently and sustainably lower risk. They reduce the occurrence of avoidable harm. They make errors less likely, and they reduce the impact of harm when it does occur. And Hand Hygiene New Zealand provides this framework and infrastructure based on the WHO five moments multimodal methodology. And so our challenge to you today is, after today's webinar, to reflect on your own hand hygiene programmes locally and just look at what you're doing currently. And could there be a focus to promote patient safety in your hand hygiene programme going forward, and what activities you would like to develop. So hopefully today's presentations will inspire you.

**[Visual] The video finishes and is replaced by the Te Tāhū Hauora Health Quality & Safety Commission logo in white, followed by the New Zealand Government logo.**

[Video ends]