



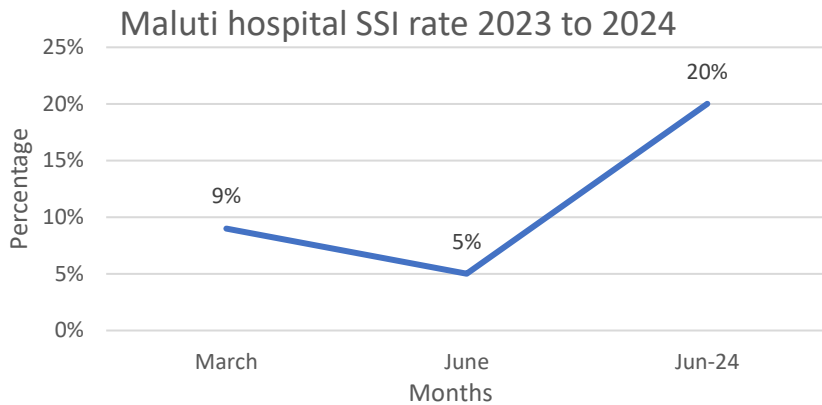
### 1. Reason for Action

**Problem**  
According to WHO (2009), health care workers should perform hand hygiene (HH) in between patients, to prevent healthcare associated infections, but at Maluti Adventist Hospital, healthcare workers performance (hand hygiene) is only at 14%

**Reason for action:**  
To improve hand hygiene compliance among healthcare workers from 14% to 80% by December 2024

### 2. Current state

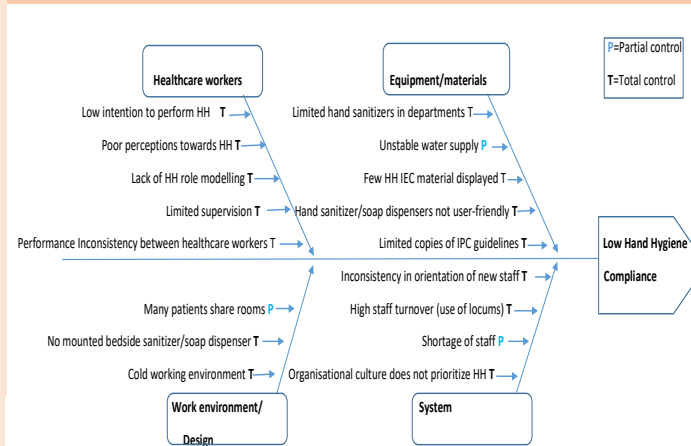
Low hand hygiene compliance among health care workers before and after touching patients  
Increased surgical site infections (SSI), increased hospital stays and associated costs



### 3. Target state

- Hand hygiene compliance to be maintained above 80%
- Reduced number of surgical site infections
- Positive hand hygiene organizational culture

### 4. Root cause analysis



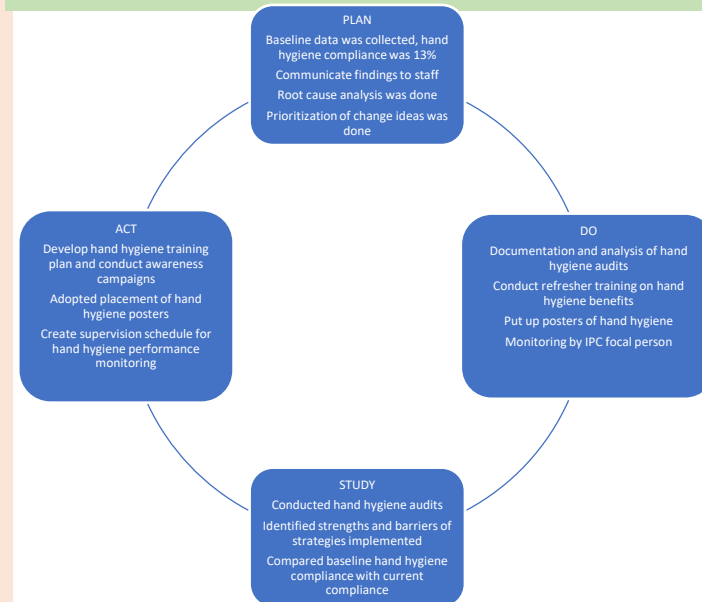
Change

### 5. Countermeasures

If we	Then we expect
Train and conduct awareness campaigns about hand hygiene benefits, routine and during orientation	Positive organisational culture
Put hand hygiene posters	Improved compliance
Have hand hygiene champions	Improved role modelling
Improve monitoring, evaluation and feedback	Reduced complacency
Procure and avail necessary equipment or commodities	Improved compliance

Change

### 6. Rapid experiments



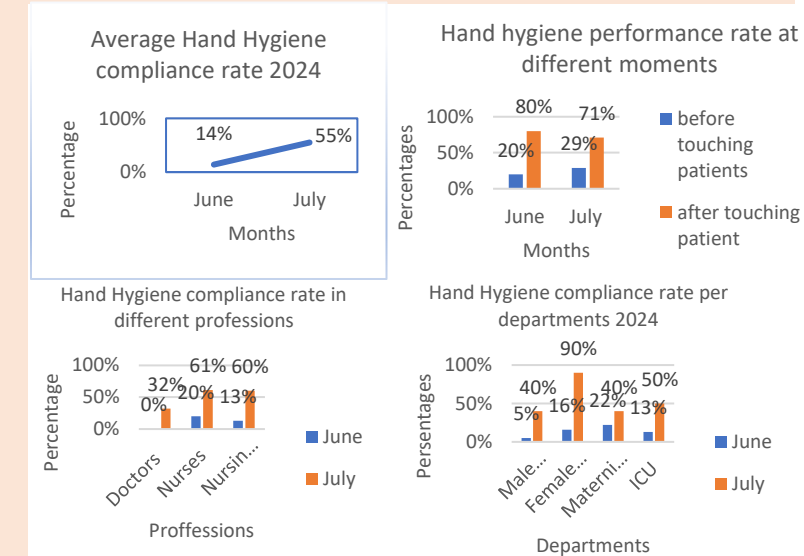
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### 7. Implementation plan

Action	Responsible person	Time frame
REFRESHER TRAINING ON BENEFITS OF HAND HYGIENE	IPC Officer	At least annually
PUT ON POSTERS ON HAND HYGIENE MOMENTS AT EVERY SERVICE POINTS	IPC officer	Ongoing
CREATE HAND HYGIENE AWARENESS	IPC officer	Annually
IDENTIFY HAND HYGIENE CHAMPIONS IN EVERY DEPARTMENT	Heads of departments	Monthly
REGULAR HAND HYGIENE SPOT CHECKS	IPC officer	Ongoing
HAND HYGIENE AUDITS	QI officer	Monthly
GIVE PERFORMANCE FEEDBACK TO STAFF	IPC/QI officers	Immediately/Monthly
GIVE PERFORMANCE FEEDBACK TO MANAGEMENT	QI officer	Quarterly
PURCHASE WALL MOUNTED BEDSITE HAND SANITIZER DISPENSORS	Chief Financial Officer	December 2024
ORIENTATION OF DOCTOR LOCUMS	Chief Medical Officer	Ongoing

Sustain

### 8. Confirmed state



Sustain

### 9. Insights

- Perception of low risk can lead to non-compliance to set quality standards
- Healthcare workers perform hand hygiene more to protect themselves (after touching patient)
- Limited supervision leads to non-compliance to set quality standards

Sustain

Aim

Measure

Measure