



Your Action Plan for Hand Hygiene Improvement

Template Action Plan for WHO Framework

Advanced/Leadership Results

System change

Assessment – assess tolerability and acceptability of the alcohol-based handrubs (ABHR) in use among health-care workers and use this information to motivate them to continue to preferably use ABHRs
Hand hygiene products – make multiple types of dispensers (e.g. pocket bottles, wall dispensers, dispensers available on trolleys and bed rail) available to best meet the needs at the point of care
Management support – engage with experts to make a cost-benefit analysis of system change in your organization and share with executive leaders

Training / education

Intra-facility education – maintain mandatory education on hand hygiene for new employees and continuous training for all staff by using multiple and innovative educational methods
Integration and alignment – embed hand hygiene in all services, protocols, standard operating procedures, and care bundles, when applicable
Evaluation – regularly assess health-care workers' knowledge on hand hygiene and use the results to further refine educational messages
Extra-facility education – encourage the inclusion of hand hygiene within university curricula – organize an annual course on hand hygiene and infection control to train trainers and observers in your area

Evaluation & feedback

Regular monitoring – conduct hand hygiene compliance monitoring at least every 3 months in high-risk areas or ideally hospital-wide – Undertake continuous monitoring of ABHR consumption
Results interpretation – conduct health care-associated infection surveillance and correlate hand hygiene compliance and ABHR consumption with outcome data – identify success factors of and obstacles to your hand hygiene campaign
Feedback – organize interactive sessions to report the interpretation of your facility's results back to senior managers and staff
Communications – communicate results openly through multiple channels, both internally and externally, encouraging transparency

Reminders in workplace

Resources – collect ideas on new reminders from staff and encourage competition among wards
Delivery of messages – provide and display posters and leaflets in all clinical settings
Sustainability – produce supplementary or refreshed reminders on an on-going basis, including innovative ideas other than posters and leaflets, based on local environment and available "media" – share your reminders with other facilities

Safety climate

Multimodal approach – continue to self-assess using the WHO Hand Hygiene Self-Assessment Framework and aim to achieve the Leadership level or to progress further within it
Patient/community engagement – engage patients on best hand hygiene practices through education and facilitate interactions between patients and health-care workers on this topic
Promoting improvement – explore cultural appropriateness of rewarding behaviour and establish a reward system for all clinical settings – address team dynamics and organization of work
Sustainability – embed hand hygiene goals within facility indicators and annual goals and other activities (e.g. antimicrobial resistance plans) – present hand hygiene as part of the overall patient safety and quality improvement programme
Capacity – allocate long-term resources to sustain and refresh your campaign on or around 5 May – have a system to address the laggards and to secure public recognition of champions

Additional leadership actions

Leadership – seek all opportunities to offer your facility's expertise and tools to others in your area or country – stimulate your government to initiate a national hand hygiene campaign
Resources – allocate resources for research projects and development of new targeted tools
Delivery and sustainability of messages – promote hand hygiene through innovative messages and initiatives on or around 5 May and motivate others to participate
Dissemination – publish your experience and impact in hand hygiene promotion in scientific journals and present it at local and international conferences



Introduction and instructions - Template Action Plan for WHO Framework Advanced/Leadership Results

Have you used the **WHO Hand Hygiene Self-Assessment Framework (HHSAF)** to obtain a situation analysis of hand hygiene promotion and practices within your health-care facility? If not, download it now (http://www.who.int/gpsc/5may/hhsa_framework/en/index.html), complete it and review your results as the focus for 5 May 2012 is on YOUR targeted Action Plans, based on your HHSAF results!

The diagram on page 1 of this document represents a template prepared by WHO to facilitate the development of your action plan, if your facility's HHSAF overall result is **ADVANCED** (score of 375-500) and **LEADERSHIP**. It provides some important simple yet targeted actions to help you identify and execute plans aimed at further hand hygiene improvement in your health-care facility based on where you are now.

The steps are comprehensive for a Framework score of *Advanced/Leadership* level, however:

- they do not take into account specific local issues; therefore health-care facilities may need to adapt it to their local situation
- in addition to following this template, always look at your Framework responses into details in order to identify the most appropriate specific not yet accomplished actions to achieve actual improvement in your facility.

This document is not intended to indicate a chronological order for undertaking the actions proposed but to give an overview of actions necessary to secure improvement of each strategy component, according to the details given in Part II of the Guide to Implementation of the WHO Multimodal Hand Hygiene Improvement Strategy. As recommended, the Guide to Implementation is useful reading for more in depth assistance as are the other WHO hand hygiene improvement tools highlighted. You may also find it useful to refer to other WHO Patient Safety Programmes which are featured as web links below.

Now, take your WHO Hand Hygiene Self-Assessment Framework results, the WHO Template Action Plan and contribute to the **Five Steps to 5 May 2012! – 'What's YOUR plan?'** <http://www.who.int/gpsc/5may/en/index.html>. Place your Action Plan on your web pages and share the web site link with savelives@who.int.

Tools for Advanced/Leadership Level*

Tools for System Change

(http://www.who.int/gpsc/5may/tools/system_change/en/index.html;

- Protocol for Evaluation of Tolerability and Acceptability of Alcohol-based Handrub in Use or Planned to be Introduced: Method 1
- Protocol for Evaluation and Comparison of Tolerability and Acceptability of Different Alcohol-based Handrubs: Method 2

Tools for Education and Training

(http://www.who.int/gpsc/5may/tools/training_education/en/index.html;

(<http://www.who.int/patientsafety/education/en/>;

- Multi-professional Patient Safety Curriculum Guide
- Key Scientific Publications
- Sustaining Improvement – Additional Activities for Consideration by Health-Care Facilities

Tools for Evaluation and Feedback

(http://www.who.int/gpsc/5may/tools/evaluation_feedback/en/;

- Soap / Handrub Consumption Survey
- Observation Form
- Perception Survey for Health-Care Workers
- Perception Survey for Senior Managers
- Hand Hygiene Knowledge Questionnaire for Health-Care Workers
- Data Entry Analysis Tool
- Data Summary Report Framework

Tools for Reminders in the Workplace

(http://www.who.int/gpsc/5may/tools/workplace_reminders/en/index.html;

- Your 5 Moments for Hand Hygiene Poster
- How to Handrub Poster
- How to Handwash Poster
- Hand Hygiene: When and How Leaflet
- SAVE LIVES: Clean Your Hands Screensaver

Tools for Institutional Safety Climate

(http://www.who.int/gpsc/5may/tools/safety_climate/en/index.html;

(http://www.who.int/patientsafety/patients_for_patient/en/;

- Guidance on Engaging Patients and Patient Organizations in Hand Hygiene Initiatives
- Sustaining Improvement – Additional Activities for Consideration by Health-Care Facilities

*Make sure that all tools indicated in the Template Action Plan for Intermediate results have been used