



Your Action Plan for Hand Hygiene Improvement

Template Action Plan for WHO Framework

Inadequate/Basic Results

General

Management support – inform your facility's leaders about your WHO Hand Hygiene Self-Assessment Framework results and obtain the mandate to develop an action plan for improvement

Guidelines and tools – make the WHO Hand Hygiene Guidelines and tools available and get ready to use them according to your Action Plan – adapt any existing tools and prepare new ones according to local needs

Coordination – name a coordinator and if possible establish a team (ideally multi-disciplinary) in charge of hand hygiene improvement

Integration and alignment – identify existing infection control/hand hygiene policies, protocols, standard operating procedures and care bundles and align them with the Action Plan to be developed

System change

Baseline assessment – analyse and report on current infrastructures for hand hygiene

Hand hygiene products – make decisions on procurement of alcohol based handrubs (ABHR) (as a priority), water, sinks, soap and towels – provide this information within a time frame for implementation and arrange for point of care placement instructions – consider ABHR production as necessary

Management support – take your proposal for system change, including available assessment results, to the facility's senior managers and obtain their support, including financial

Training / education

Planning – evaluate availability of skilled trainers and observers and allocate budget for training if possible

Execution – train the trainers as well as observers of hand hygiene monitoring, if needed, and design a basic programme for education of all staff – communicate time schedules for training

Management support – secure support from senior managers, e.g. written agreement on training plans, as well as specific time allocation of staff to hand hygiene training

Sustainability – develop a process for confirming basic training completion by staff and develop a plan for continuous education and updates

Evaluation & feedback

Regular evaluation – prioritise and plan for baseline and/or regular follow-up hand hygiene compliance observations and monitor other indicators according to feasibility

Access to expertise – identify and secure sources of expertise for evaluation e.g. epidemiologist, data manager

Feedback – establish and maintain a system for recording and reporting results as soon as possible to both staff and senior managers, and openly communicate them across the organization

Reminders in workplace

Resources – assess what and how many reminders exist and introduce the WHO concepts for reminder preparation or use the WHO posters if required

Delivery of messages – provide and display posters and other reminders in wards and treatment areas

Impact – describe the use and importance of reminders to all relevant persons in the facility

Sustainability – plan for refreshing and production of reminders, e.g. posters

Safety climate

Multimodal approach – make a plan for periodic self-assessment using the WHO Hand Hygiene Self-Assessment Framework at least annually

Budget – make a short- and long-term budget proposal for planned activities, based on your current resources, and evaluate and decide upon it with facility leaders

Communication – send regular motivational and supportive messages to teams – feature hand hygiene results and progress in meetings

Capacity – secure commitment to allocate resources for hand hygiene campaign activities (e.g. via national ministry of health funding/donor funds/donations from industry/other donations)

Patient/community engagement – identify existing patient organizations and seek opportunities for engagement with patients and patient groups



Introduction and instructions - Template Action Plan for WHO Framework **Inadequate/Basic** 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), use 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 INADEQUATE (score of 0-125) or BASIC (126-250). It provides some important, simple, yet targeted actions to help you identify and execute plans aimed at hand hygiene improvement in your health-care facility, based on where you are now.

The steps are comprehensive for a Framework score of *Inadequate/Basic* level, however:

- they do not take into account specific local issues; therefore health-care facilities may need to adapt it to their local situation
- if you achieved a HHSAF score at the higher end of the basic range, you should also consider using the WHO Intermediate action plan
- In addition to following this template, always look at your HHSAF responses in detail in order to identify most appropriate specific 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 (GTI) of the WHO Multimodal Hand Hygiene Improvement Strategy. As recommended, the GTI is useful reading for more in-depth assistance, as are the other WHO hand hygiene improvement tools highlighted. A very detailed action plan template for a successful hand hygiene improvement programme is available in Section III of the GTI. 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 to facilitate improvement from Inadequate/Basic Level

General Tools

<http://www.who.int/gpsc/5may/tools>

- WHO Guidelines on Hand Hygiene in Health Care
- WHO Guide to Implementation
- Slides for the Hand Hygiene Co-ordinator

Tools for System Change

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

- Ward Infrastructure Survey
- Alcohol-based Handrub Planning and Costing Tool
- Guide to Local Production: WHO-recommended Handrub Formulations

Tools for Education and Training

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

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

- Slides for Education Sessions for Trainers, Observers, and Health-Care Workers
- Hand Hygiene Training Films
- Slides Accompanying the Training Films
- Hand Hygiene Technical Reference Manual
- Observation Form

Tools for Evaluation and Feedback

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

- Observation Form
- Perception Survey for Health-Care Workers
- Perception Survey for Senior Managers
- Hand Hygiene Knowledge Questionnaire for Health-Care Workers
- Instructions for Data Entry and Analysis

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

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/

- Template Letter to Advocate Hand Hygiene to Managers
- Template Letter to Communicate Hand Hygiene Initiatives to Managers