



Your Action Plan for Hand Hygiene Improvement

Template Action Plan for WHO Framework

Intermediate Results

System change

Baseline assessment – map resources required for hand hygiene at the point of care in those places where it is not yet available – record and describe what additional products are needed
Hand hygiene products – provide products and related instructions at the point of care progressively across the whole facility with a clear implementation timeframe
Management support – take your facility's proposal for system change to the facility's senior managers – discuss and secure short-and long-term support, including finances, for continuous product procurement

Training / education

Needs assessment – plan hand hygiene training centered on the WHO 5 Moments, based on staff knowledge, perception, and practice monitoring
Planning – create and implement a programme for the validation of observers
Execution – provide updated training programmes for staff based on a needs assessment
Management support – secure support from senior managers for regular training, including resources/finances
Sustainability – implement a process for confirming staff training completion – develop a plan for continuous education and updates (including innovative approaches such as a buddy system)

Evaluation & feedback

Regular evaluation – undertake regular hand hygiene compliance observations, at least annually and monitor other indicators (e.g. product consumption, knowledge, perception)
Access to expertise – utilize expertise (e.g. epidemiologist, data manager) for data analysis
Feedback – establish and maintain a system for recording and reporting rapidly to both staff and senior managers, describing their results against expected results, and openly communicate results across the organization & beyond
Target setting – set annual targets for compliance results/rates

Reminders in workplace

Capacity – follow a plan for regular refreshment of reminders such as posters and replace if damaged
Delivery of messages – provide and display posters and leaflets in all clinical settings
Sustainability – plan to produce and distribute supplementary or refreshed reminders on an on-going basis, including innovative ideas other than posters and leaflets

Safety climate

Multimodal approach – continue to self-assess, using the WHO Hand Hygiene Self-Assessment Framework, at least annually and clearly describe changes compared to previous evaluations
Budget – secure a regular budget for ongoing activities aimed at hand hygiene sustainment and further improvement
Capacity – establish long-term functions for professionals in charge of hand hygiene activities and stimulate staff to become champions and/or role models
Communication – in addition to regular communications on hand hygiene progress and results, spread the message through other channels (e.g. internal journal, web pages, official institutional events)
Patient/community engagement – develop basic information and educational materials on hand hygiene for patients, relatives and visitors



Introduction and instructions - Template Action Plan for WHO Framework

Intermediate 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 INTERMEDIATE (score of 251-375). 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 *Intermediate* 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 decide to use this template action plan, also make sure that all actions indicated in the Basic Action Plan have already been accomplished in your facility
- if you achieved a Framework score at the higher end of the intermediate range, you should also consider using the WHO Advanced/Leadership action plan
- in addition to following this template, always look at your Framework responses into details 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 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 to facilitate improvement from Intermediate Level*

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;

- Slides for Education Sessions for Trainers, Observers, and Health-Care Workers
- Hand Hygiene Training Films
- Slides Accompanying the Training Films
- Hand Hygiene Why, How and When Brochure
- Glove Use Information Leaflet
- Frequently Asked Questions

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/

- SAVE LIVES: Clean Your Hands Promotional video

*Make sure that all tools indicated in the Template Action Plan for Inadequate/Basic results have already been used