

Safe Care Begins with Clean Hands: Developing and Evaluating the use of Bi-lingual Interactive Teaching Tools to Promote Patient/Family Partnerships In Hand Hygiene and Safe Patient Care in a Cancer Setting

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Introduction

A performance improvement activity on Hand Hygiene was conducted to explore the impact of interactive English and Spanish teaching tools to promote hand hygiene compliance and safe patient care in cancer patients in response to the survey "Your Role in Safe Patient Care". Patients and families were surveyed to determine the perception of their role in patient safety. The survey identified opportunities for improving partnerships, specifically in the area of hand hygiene in both English and Spanish Speaking patients.

Current research shows that interactive educational sessions are linked to increased knowledge of the patients perceived health risk. Using Interactive teaching sessions allowed for the identification of patients and caregivers comprehension, but to also identify learning and language barriers. Using interactive teaching tools with pictures to improve patient comprehension and adherence to hand hygiene guidelines was significantly preferred amongst staff and patients. In addition, a return demonstration component was added in order to measure if patients fully comprehended the education provided.

Method

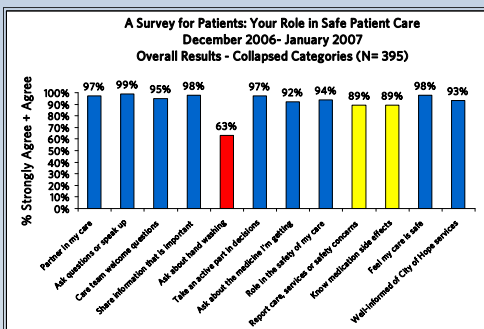
A survey "Your Role in Safe Patient Care" was conducted amongst patients, family members, pediatric parents and caregivers (Spanish & English)

Survey Objectives

- Understand how patients' view their role in safe patient care
- Establish baseline for National Patient Safety Goal 13
- Identify opportunities for improving partnerships

I am a partner in my care	97%
If I have any concerns about my care or safety, I speak up and ask questions	99%
Members of my care team welcome my questions	95%
I share any information that is important to my care with members of my care team	98%
If I'm not sure whether someone caring for me has washed their hands before touching me, I ask them whether they have washed their hands	63%
I take an active part in decisions about my care	97%
If my nurse hands me a pill or starts an IV and I'm not sure what medicine I'm getting, I'll ask	92%
I play an important role in the safety of my care	94%
I know how to report any concern that I may have about my care, services or safety	89%
I know the possible side effects of my medications	89%
As a patient, I feel that my care is safe	98%
I feel well-informed about the services offered to support patients and families facing serious illness	93%

Safe Patient Care Survey Results



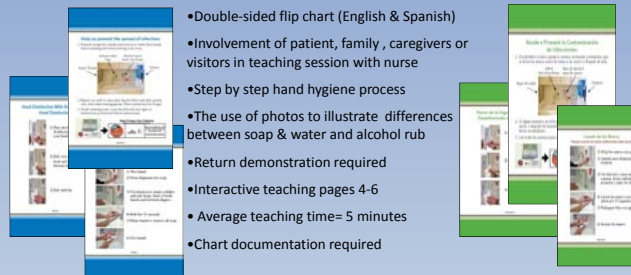
Only 63% of patients and caregivers stated "If I'm not sure whether someone caring for me has washed their hands before touching me, I ask them whether they have washed their hands"

Hand Hygiene Teaching Evaluation Study

- Involved nursing staff, patients and families in development, pilot-testing and implementation process:
- 6th grade reading level
- Interactive, flip chart, easy to disinfect
- Nursing focus groups
- Three month pilot testing
 - Patient interviews, nursing feedback and chart documentation used to assess impact/ effectiveness
 - Language teaching conducted
 - Teaching length
 - Barriers encountered when using tool to educate pt/fam
 - Receptiveness: Patient involved, engaged, asking questions, dialogue exchanged
 - Preference brochure vs. interactive tool
 - Helpfulness, easy to read, amount of information
- Developed teaching and documentation guidelines for nursing staff



Interactive Teaching



- Double-sided flip chart (English & Spanish)
- Involvement of patient, family, caregivers or visitors in teaching session with nurse
- Step by step hand hygiene process
- The use of photos to illustrate differences between soap & water and alcohol rub
- Return demonstration required
- Interactive teaching pages 4-6
- Average teaching time= 5 minutes
- Chart documentation required

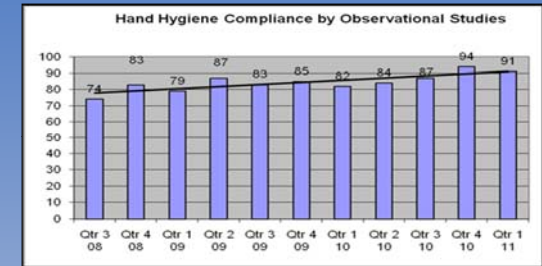
Implementation

- Institutionalized as a component of interdisciplinary patient and family education
- Hand hygiene tool available in every in-patient room
- Educational assessment and teaching to be done upon a patients admission by nurse
- Teaching and documentation required within 12 hours of hospital admission
- Language, comprehension and barriers documented
- Conducted campus wide staff in-services and training
- Notified patients of implementation via Patient and Family Newsletter, at admission

Patient Outcomes

- Hand hygiene education implemented within three months
- Documentation captured:
 - Patient/family comprehension/understanding
 - Barriers identified: learning, literacy and language
 - Increased awareness /knowledge of patient safety and hospital acquired infections
- Patient outcomes captured via patient/staff evaluations, interviews, focus groups, chart audits (English & Spanish)
- Patients preferred receiving education and information via interactive sessions versus simply handing them a brochure without any follow-up on comprehension

Hand Hygiene Compliance Rates Amongst Staff



- Quarter#2- 2009 implementation of bi-lingual interactive teaching tool
- Increase hand hygiene compliance amongst staff
- Effective teaching method for hand hygiene versus a brochure (patient & staff)
- Staff encouraging patients to take an active role in their care

Challenges to Implementation

- Unable to implement interactive component in outpatient setting
- Continuous re-training of in patient nursing staff needed
- Incomplete/inconsistencies in chart documentation process
- Unable to provide education to patients who speak other languages (Armenian, Mandarin)
- Need for pediatric appropriate educational tool

Results

- Results of performance improvement activity demonstrated that patient and family education is essential to meeting National Patient Safety Goals
- Data demonstrated that patients preferred receiving education and information via interactive teaching sessions versus handing them a brochure without any follow-up
- Interactive teaching sessions allowed for identification of patients with learning and language barriers
- Educational interactive tools should be used to address hand hygiene and patient safety concerns and develop to partnerships
- Partnership is key in creating a culture of safety
- Empowering patients/families to take an active role in their care

Current Progress

- On-going training of staff
- Continued improved hand hygiene compliance amongst staff
- Out-patient double-sided bi-lingual hand hygiene educational brochure developed and implemented
 - Brochure given out to every new patient
- Patient safety and hand hygiene education integrated into Patient and Family Orientation class
- Education implemented in OR prior to any surgery or procedure
- Currently developing interactive bi-lingual coloring book for pediatric patients, children of adult patients and siblings

