



Community Support Connections



Hand Hygiene Report 2021 – 2022

Rachel Boehm

Manager of Quality

519-772-8787 x. 229

rachelb@cscmow.org



Table of Contents

Hand Hygiene Strategy.....	3
Self-Reported Hand Hygiene Audits	3
Self-Reported Hand Washes	6
Hand Cleaning Product Usage.....	7
Opportunities for Improvement	9
Summary.....	9



Hand Hygiene Strategy

As part of our work with Accreditation Canada, under their *Infection Prevention and Control Standard*, we are required to have, and comply with, a Hand Hygiene Strategy or Policy. Items in our policy include education to our clients, volunteers, and employees about proper handwashing, reminders about the importance of hand hygiene, and our hand hygiene auditing process. Refer to Policy 4720 – Hand Hygiene for more information.

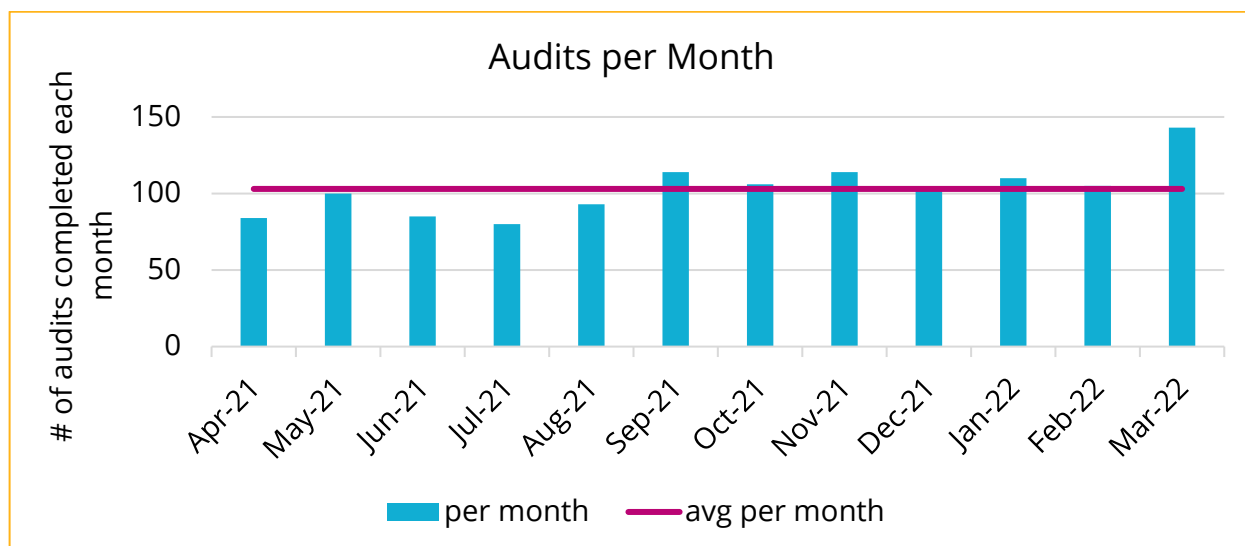
This report is an evaluation of our compliance to the hand hygiene strategy for April 1st, 2021 to Mar 31st, 2022. There are three different evaluations:

1. Self-reported hand hygiene audits that were completed by employees once per week
2. Self-reported number of hand washes – Transportation, Kitchen and Home Help programs only
3. Amount of hand cleaning product used (hand sanitizer and soap) – Kitchen, Meals on Wheels, and Home Help programs only

Self-Reported Hand Hygiene Audits

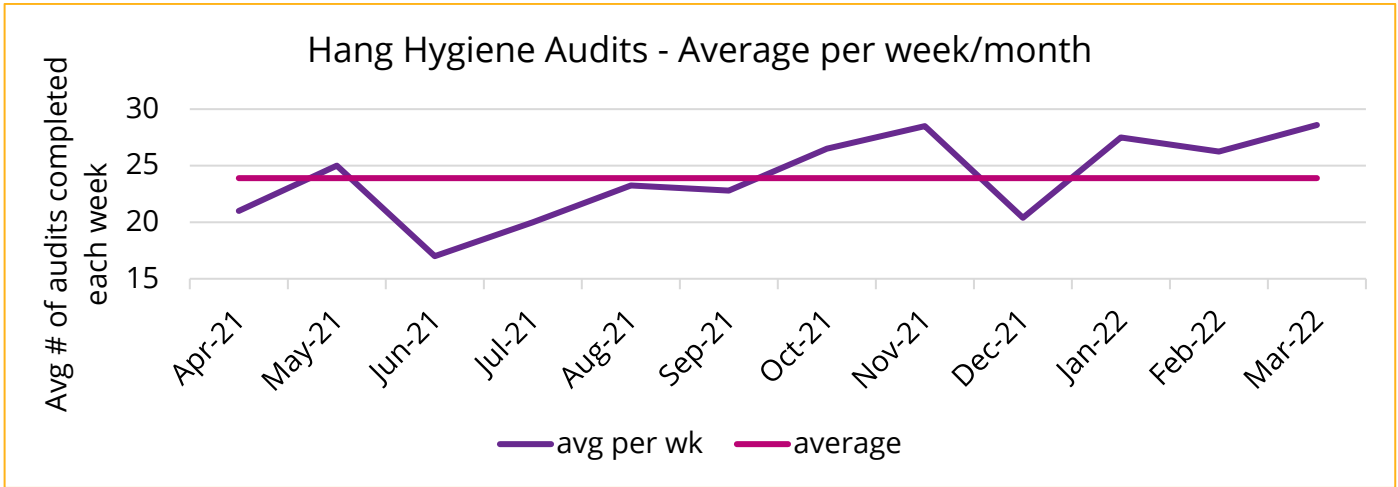
- 1,236 self-reported hand hygiene audits were completed
 - Operations/program staff (e.g., Connectors, Coordinators, Schedulers) completed 873 audits (71%)
 - Managers and Directors completed 318 audits (26%)
 - Direct service staff completed 45 audits (4%)
- Majority of the audits were completed at home (77%).
 - 19% completed at the main office and 4% completed out in the community

The average number of audits completed each month is 103, with March having the highest number (143 audits) and July having the lowest number (80 audits). See graph below.





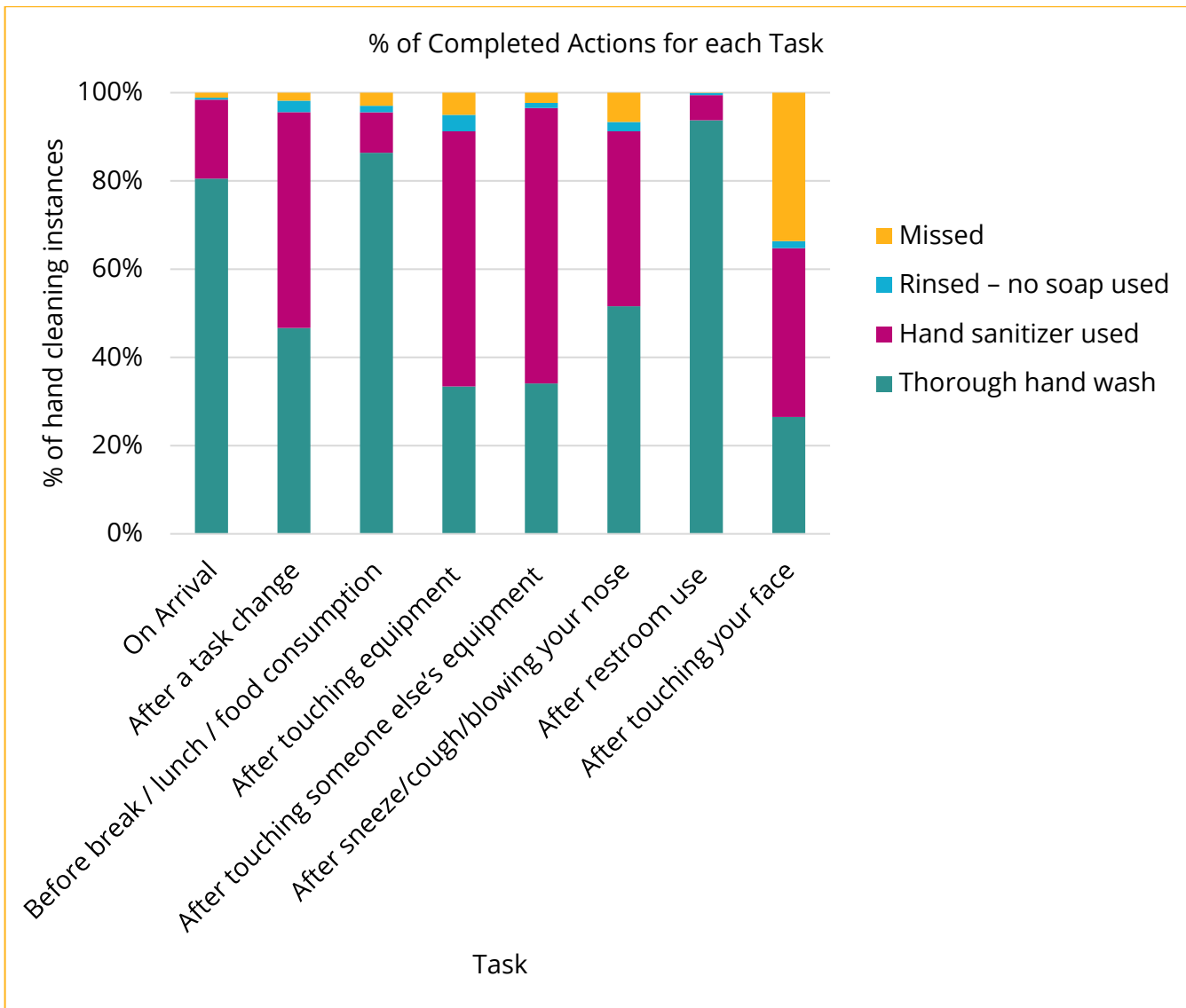
The average number of audits completed per week was 24. When accounting for the number of weeks in each month, March and November had the largest number of weekly audits completed (29 for both). The month with the lowest average number of audits completed per week was June with 17 audits. See graph below.



In the self-reported audit, employees reported on the number of actions completed (e.g., hand wash, sanitizer used, etc.) for a variety of tasks (e.g., upon arrival, after a task change, etc.). The actions completed for each task were totaled and the percentage for each was calculated. See table below and graph on following page.

	Thorough hand wash	Hand sanitizer used	Rinsed - no soap used	Missed
On Arrival	80.5%	17.9%	0.5%	1.1%
After a task change	46.7%	48.9%	2.6%	1.8%
Before break / food consumption	86.4%	9.2%	1.5%	3.0%
After touching equipment	33.4%	57.8%	3.7%	5.0%
After touching someone's equipment	34.1%	62.4%	1.2%	2.3%
After sneeze/cough/blowing nose	51.6%	39.7%	2.1%	6.6%
After restroom use	93.8%	5.7%	0.5%	0.1%
After touching your face	26.5%	38.3%	1.6%	33.6%

When the percentage for “Thorough hand wash” and “Hand Sanitizer” are combined, all tasks are over 90% except for “After touching face”, which is at 64.8%.



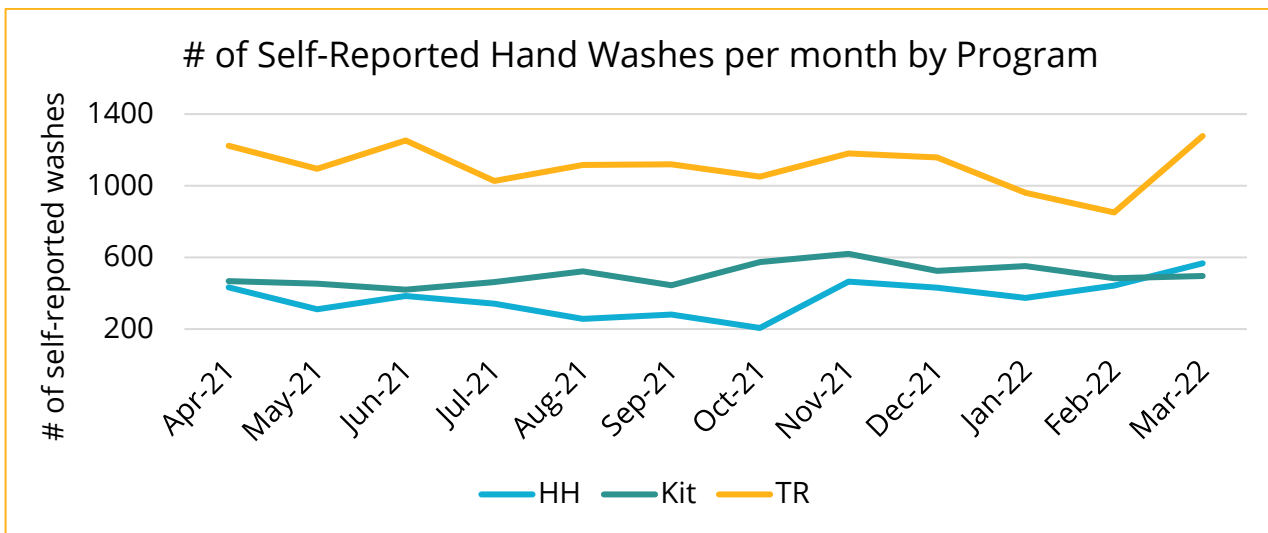
In addition, the largest and smallest percentages of completed instances were broken down by each task. See table below.

	Largest % of responses	Smallest % of responses
Thorough hand wash	After restroom use (93.8%)	After touching equipment (33.4%)
Hand sanitizer	After touching someone else's equipment (62.4%)	After restroom use (5.7%)
Rinsed - no soap	After touching equipment (3.7%)	After restroom use (0.5%) & On Arrival to work (0.5%)
Missed / Nothing used	After touching your face (33.6%)	After restroom use (0.1%)

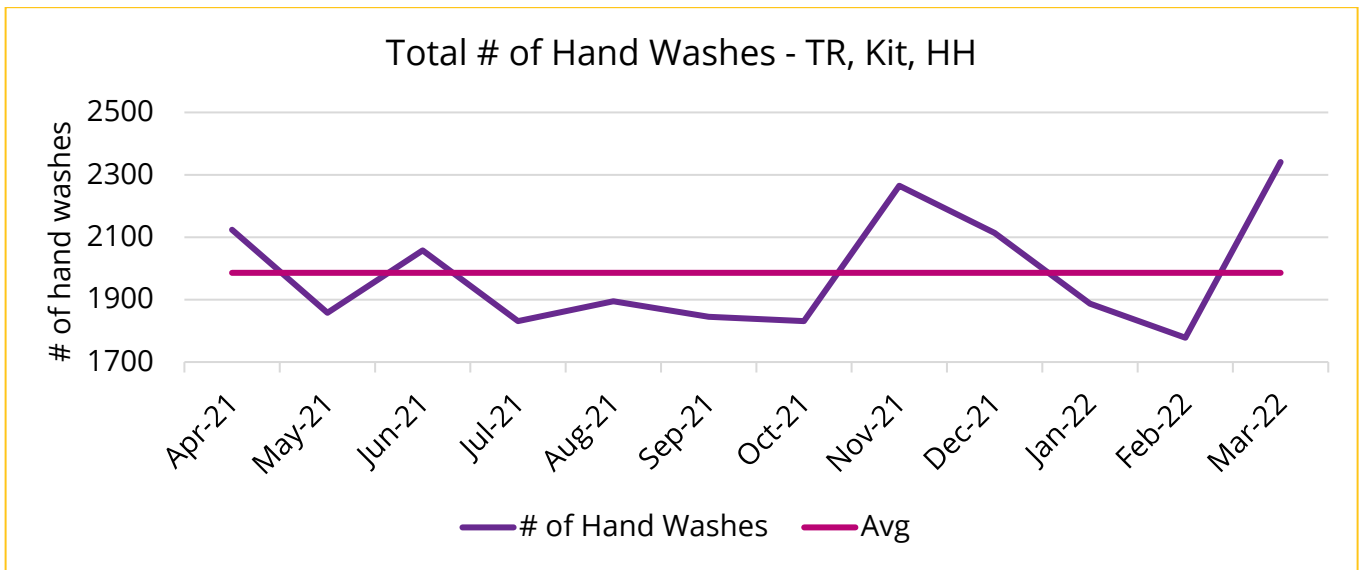


Self-Reported Hand Washes

The Home Help, Kitchen and Transportation team members reported the number of times that they washed their hands every day/shift each month. See graph below. The average number of hand washes per month is 375 for Home Help, 502 for the Kitchen, and 1,109 for Transportation. The Transportation team completed the largest number of self-reported hand washes across all months, likely due to the increased number of team members completing the audits. In addition, the results for each program are highly dependent on the number of employees and volunteers working that month. For example, in November, the kitchen had almost a full house of volunteers, which led to an increase in the number of hand washes completed by the Kitchen team.



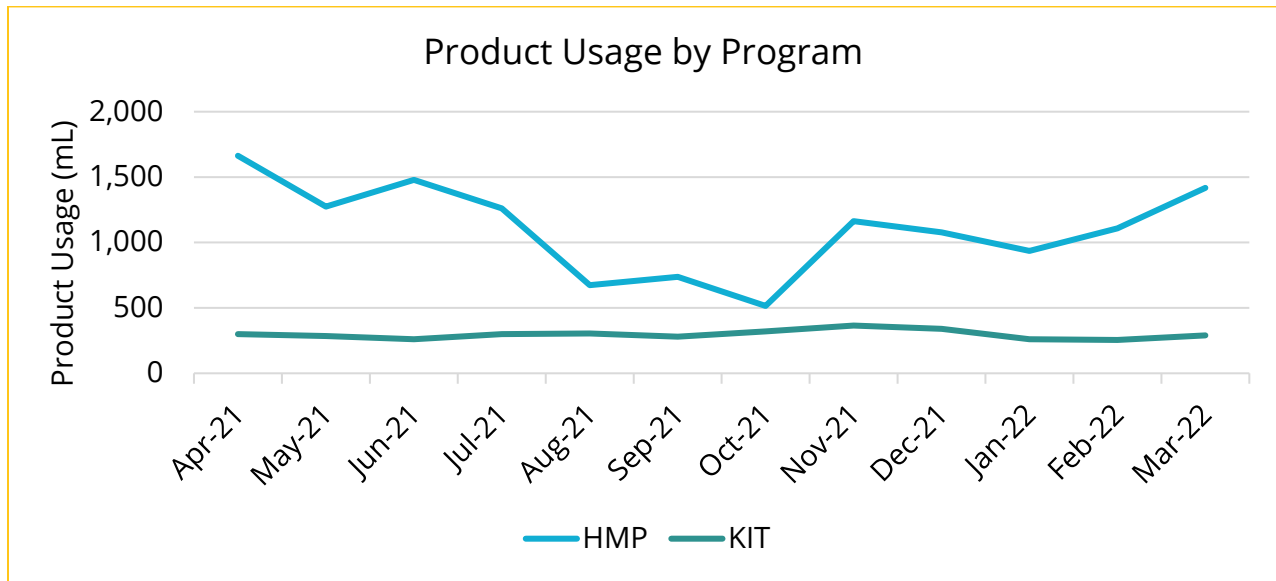
When the number of hand washes are combined across all three programs, the average number of washes per month is 1986. See graph below. The month with the lowest number of hand washes was Feb (1,778) and the highest was March (2,341). When the number of working days per month is factored in, August had the lowest number of hand washes on average per day (86 per day) and Dec had the highest (106 per day).



HH – Home Help team, Kit – Kitchen Team, TR – Transportation team

Hand Cleaning Product Usage

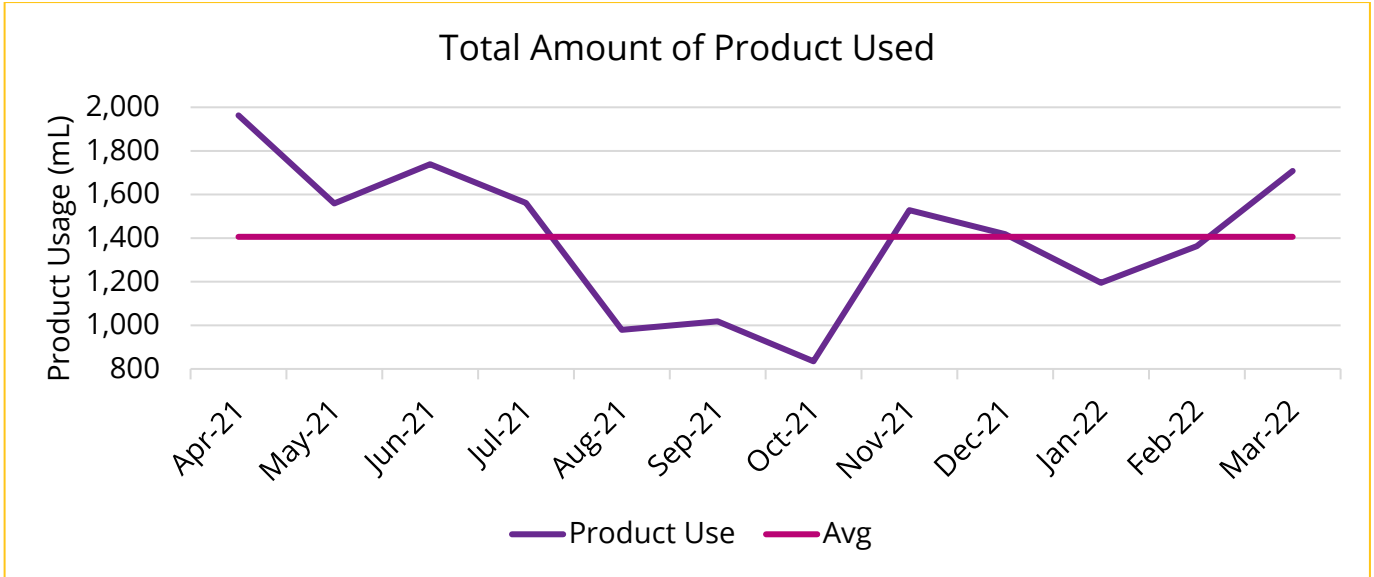
The Home Help and Kitchen teams reported the amount of cleaning product used each month (hand sanitizer for Home Help and liquid hand soap for the Kitchen). See graph below. The results are highly dependent on the number of employees and volunteers working that month, as well as the type of product used. For example, the Home Help team was down to two (from three) Home Support Workers in Aug, Sept, and Oct, which led to a decrease in product usage for those months. In addition, the Home Help team used more hand sanitizer every month than the Kitchen’s use of the liquid hand soap.



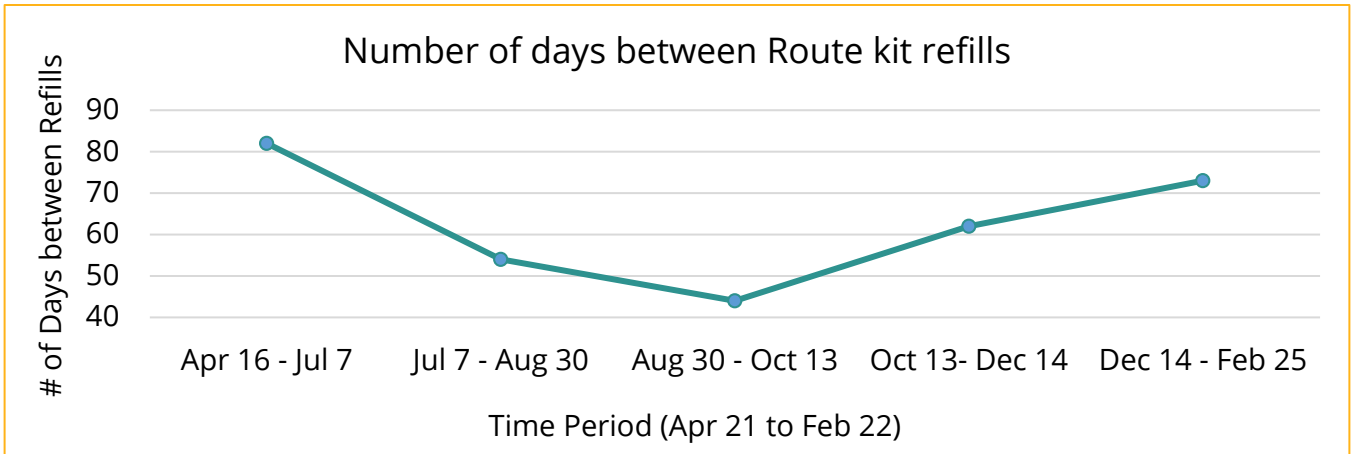
HH – Home Help team, Kit – Kitchen Team



When the amount of products used is combined across both programs, the month with the lowest amount of product usage was October (835mL) and the highest was April (1,963mL). See graph below. Factoring in the number of working days per month did not change these results, as Oct had the lowest quantity of product used on average per day (42mL) and Apr had the highest (93mL).



In addition, the Meals on Wheels (MOW) team tracked the date when the hand sanitizer in the volunteer MOW route kits needed to be refilled. Calculating the number of days between refills showed that certain time periods used more, and less, hand sanitizer. See graph below. The time frame with the smallest number of days between refills was Aug 30th, 2021 to Oct 13th, 2021 with 44 days, indicating more use of sanitizer during this time. The time frame with the largest number of days between refills was Apr 16th, 2021 to July 7th, 2021 with 82 days, indicating less use of sanitizer during this time. The variance might be due to the education that was provided to volunteers during select time frames – including reminders about washing hands between client deliveries, etc.





Opportunities for Improvement

- Improve the format of the self-report survey and process to make it easier/faster for employees to complete
- Increase the number of employees completing the hand hygiene audits each week
- Encourage and educate employees to a.) try to avoid touching their face wherever possible and b.) clean their hands after contact with their face

Summary

In summary, volunteers and employees continue to adapt to the changes of the COVID-19 pandemic, as well as changes to Community Support Connections policies and procedures. They should be commended on taking the time out of their busy schedules to complete the audits and to monitor their hand hygiene. In addition, managers have taken the time to record the results of their team's performance, which takes time, and it is appreciated. All of this speaks to the volunteers' and employees' dedication to quality improvement and to keeping others safe.