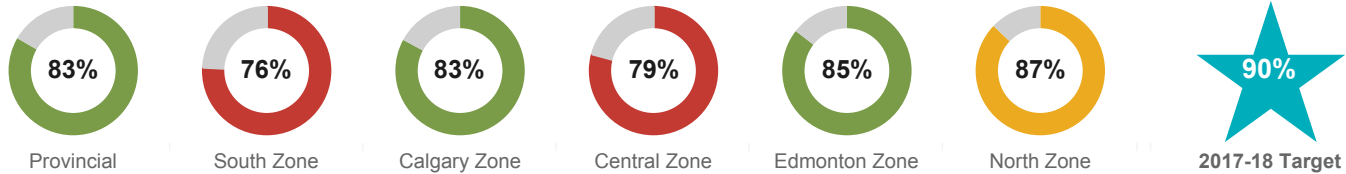


Direct observation is recommended to assess hand hygiene compliance rates for health care workers. The higher the percentage, the better as it demonstrates more health care workers are complying with appropriate hand hygiene practices.

Legend

- ★ Target achieved
- Improvement
- ▲ Stable than prior period ≤3%
- Area requires additional focus

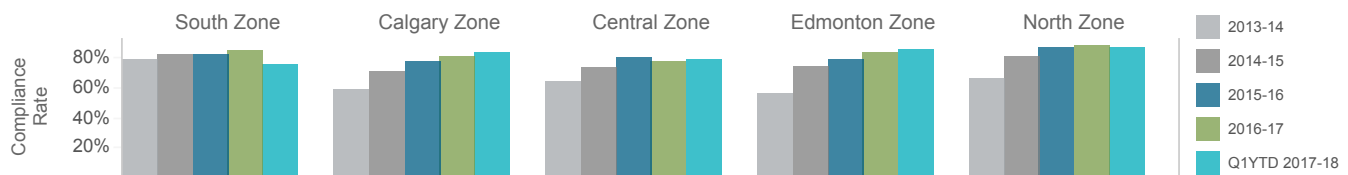
Hand Hygiene Compliance Rate, Q1YTD 2017-18



Hand Hygiene Compliance Rate Trend - Busiest Sites

Zone Name	Site Name	2013-14	2014-15	2015-16	2016-17	Q1YTD 2016-17	Q1YTD 2017-18	Trend	2017-18 Target
Provincial	Provincial	66%	75%	80%	82%	83%	83%	■	90%
South Zone	South Zone	78%	82%	82%	84%	86%	76%	●	90%
	Chinook Regional Hospital	81%	85%	82%	83%	87%	70%	●	90%
	Medicine Hat Regional Hospital	76%	77%	82%	87%	86%	82%	●	90%
	Other South Sites	79%	85%	83%	83%	84%	75%	●	90%
Calgary Zone	Calgary Zone	59%	71%	78%	81%	81%	83%	■	90%
	Alberta Children's Hospital	57%	74%	77%	80%	79%	81%	■	90%
	Foothills Medical Centre	52%	66%	76%	83%	81%	83%	■	90%
	Peter Lougheed Centre	62%	77%	85%	79%	81%	79%	▲	90%
	Rockyview General Hospital	62%	68%	74%	84%	80%	91%	★	90%
	South Health Campus	59%	59%	69%	76%	78%	80%	■	90%
	Other Calgary Sites	63%	77%	80%	79%	80%	81%	■	90%
	Central Zone	Central Zone	64%	74%	81%	78%	83%	79%	●
Central Zone	Red Deer Regional Hospital Centre	75%	69%	78%	78%	78%	84%	■	90%
	Other Central Sites	57%	77%	82%	78%	84%	78%	●	90%
Edmonton Zone	Edmonton Zone	57%	74%	79%	83%	82%	85%	■	90%
	Grey Nuns Community Hospital **	64%	75%	73%	83%	80%	87%	■	90%
	Misericordia Community Hospital **	71%	77%	75%	80%	75%	85%	■	90%
	Royal Alexandra Hospital	62%	75%	81%	84%	84%	86%	■	90%
	Stollery Children's Hospital	58%	75%	79%	80%	80%	80%	▲	90%
	Sturgeon Community Hospital	59%	81%	84%	86%	84%	88%	■	90%
	University of Alberta Hospital	43%	70%	74%	85%	83%	88%	■	90%
	Other Edmonton Sites	64%	74%	78%	82%	80%	85%	■	90%
North Zone	North Zone	66%	81%	87%	88%	89%	87%	▲	90%
	Northern Lights Regional Health Centre	56%	64%	88%	87%	79%	84%	■	90%
	Queen Elizabeth II Hospital	68%	91%	96%	91%	92%	88%	●	90%
	Other North Sites	66%	74%	85%	88%	89%	87%	▲	90%

Hand Hygiene Compliance Rate by Zone and Fiscal Year



Total Observations (excludes Covenant Sites)

Zone Name	2015-16	2016-17	Q1YTD 2016-17	Q1YTD 2017-18
Provincial	396,272	383,975	101,262	91,997
South Zone	39,185	38,314	14,339	4,387
Calgary Zone	183,110	162,423	38,765	39,573
Central Zone	45,103	35,952	9,049	9,754
Edmonton Zone	99,795	125,281	33,223	31,857
North Zone	29,079	22,005	5,886	6,426

Source: AHS Infection, Prevention and Control Database, as of July 28, 2017

** Covenant sites (including Misericordia Community Hospital and Grey Nuns Hospital) use different methodologies for capturing and computing Hand Hygiene compliance rates. These are available twice a year in spring and fall. *Other Sites* include any hand hygiene observations performed at an AHS operated program, site, or unit including acute care, continuing care, and ambulatory care settings such as CancerControl, Corrections, EMS, hemodialysis (e.g., NARP and SARP), home care, and public health.

Objective 7: Reduce and prevent incidents of preventable harm to patients in our facilities.

WHY THIS IS IMPORTANT

Preventing harm during the delivery of care is foundational to all activities at AHS. Reducing preventable harms ensures a safe and positive experience for patients and families interacting with the health care system.

We continue to reduce preventable harm through various initiatives including the safe surgery checklist, antimicrobial stewardship program, medication reconciliation, and hand hygiene compliance.

AHS PERFORMANCE MEASURE: Hand hygiene compliance

Hand hygiene compliance is defined as the percentage of opportunities for which health care workers clean their hands during the course of patient care. Health care workers are directly observed by trained personnel to see if they are compliant with routine hand hygiene practices according to the Canadian Patient Safety Institute “4 Moments of Hand Hygiene”.

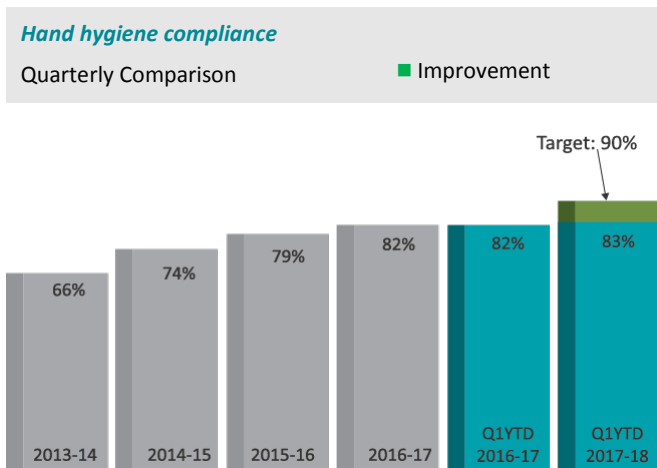
UNDERSTANDING THE MEASURE

Hand hygiene is the single most effective strategy to reduce the transmission of infection in the health-care setting. Direct observation is recommended to assess hand hygiene compliance rates for health care workers.

HOW WE ARE DOING

Hand hygiene compliance increased provincially to 83%, an improvement from last year (82%). The higher the percentage the better, as it demonstrates more health care workers are complying with appropriate hand hygiene practices.

Quarterly hand hygiene reports are available at the provincial and zone levels to address areas requiring further attention.



WHAT WE ARE DOING

Hand hygiene improvement initiatives included refresh of the AHS Hand Hygiene Policy and Procedure and learning modules, launch of a patient and family pamphlet, and participation in the Canadian Patient Safety Institute’s annual *Stop! Clean Your Hands Day*.

Zones continue to recruit site-based hand hygiene reviewers to foster ownership and accountability for hand hygiene improvement in health care workers.

Each zone continues to have at least one initiative targeted at reducing utilization of the 14 select antimicrobials associated with a high risk of *Clostridium difficile* Infections (CDI). Hospital-acquired CDI rates have remained stable and low for the past few quarters.

AHS continues to monitor *Clostridium difficile* Infections (CDI) which is influenced by hand hygiene. We have many initiatives that address hospital acquired infections including:

- Antimicrobial Stewardship program includes the use of standardized physician patient care orders implemented at the time of CDI diagnosis to ensure appropriate treatment.
- Infection prevention and control supports patient management by connecting with frontline health care workers to promote the use of physician patient care order sets, follow-up on case severity, and provide feedback on case management.
- Aligned protocols for cleaning of shared patient equipment in the Edmonton Zone with those established in the Calgary Zone. Plans to implement in the regional hospitals in North, Central and South Zones by March 31, 2018.

Rate of hospital-acquired Methicillin-resistant *Staphylococcus aureus* Blood Stream Infections (MRSA BSI) cases improved from the same period as last year.

Work is underway to complete the Patient Safety Strategy and Policy Suite. The strategy will focus on improving processes, human factors and using evidence to support a patient safety culture. The Policy Suite provides guidance to mitigate preventable harm and effectively manage harm when it occurs.

AHS has implemented 75% of the Parenteral Nutrition Health Quality Council of Alberta (HQCA) project plan. Parenteral nutrition is provided to some of our most vulnerable patients and is classified as a high-alert medication because significant patient harm may occur when it is used incorrectly or without regard to accepted leading practice standards.