

Norfolk General Hospital takes your care and your safety very seriously, and we are committed to transparency. On a yearly basis, beginning in March 2009, we will be reporting our hand hygiene compliance rates on our website.

In 2008 Norfolk General Hospital committed to participating in the Ministry of Health and Long Term Care Just Clean Your Hands Program. This program contains five steps to improving healthcare workers knowledge of when to perform hand hygiene. In August 2008 NGH completed a baseline assessment of hand hygiene practices. This assessment was completed before any education on the Just Clean Your Hands Program was provided, and was designed to give us a starting point.

Since 2008 NGH has installed many alcohol hand rub dispensers to ensure everyone can clean their hands when they need to. We have also given all our staff more education on hand hygiene. We completed a reaudit in December and January of this year to see how we were doing. The graph below shows that we have improved!

Ontario hospitals are posting their hand hygiene compliance rates as percentages for time periods identified by the Ministry of Health and Long Term Care, using the following formula:

$$\frac{\text{Number of times hand hygiene performed}}{\text{Number of observed hand hygiene indications}} \times 100$$

Two different indications for hand hygiene were measured:

1. Hand hygiene performed before initial patient/patient environment contact by all health care providers
2. Hand hygiene performed after patient/patient environment contact by all health care providers

The goal of public reporting hand hygiene compliance is to achieve an overall assessment of whether compliance rates are improving. It is normal for rates to vary from hospital to hospital.

Type of Indications	2008	2009	2010	2011	2012	2013
Before Contact	31%	64%	44%	82%	79%	78%
After Contact	60%	72%	75%	88%	92%	88%
Overall Compliance	47%	70%	59%	84%	86%	83%

