Evidence of Improvement

On induction, staff receive theoretical infection control training, including the 5 moments for hand hygiene, using traditional didactic teaching methods. This has proved particularly challenging for nurses when English is not their first language as the lecture is delivered rapidly and provides little or no time for questions and discussion. Information from a Matron indicated that whilst the overseas nurses on her ward were able to name the 5 moments for hand hygiene they were unable to apply it to practice. Evidence for this was reflected in the monthly hand hygiene observation audits which showed that compliance had fallen below the required standard of 85%. This suggested that a practical method of education was required to overcome the language issues.

Methods and Measurement

The Infection Prevention Nurse developed everyday nursing scenarios and, using a mannequin, rather than a real patient, worked with the overseas nurses who delivered “care” to the mannequin. Other colleagues observed and questions were encouraged from all parties. The correct moment for hand hygiene and the rationale was explained at each intervention. A series of 6 sessions were undertaken each lasting 20-30 minutes.

Verbal feedback from the matron and monthly hand hygiene observational audit results were used to measure the impact.

Evidence of Improvement

Compliance prior to the intervention was between 75-80%. Following the intervention compliance improved with scores between 85-90%.

This project has confirmed that demonstration and discussion has improved compliance in a clinical setting, at least in the short term. Audit will continue to determine whether the improvement will be sustained. Tailored hand hygiene sessions are now incorporated into the infection control training programme delivered to overseas nurses joining the Trust. It will be considered whether any other cohorts will benefit from this approach.

Future Steps

Mannequin Made Moments
Promoting Good Hand Hygiene using a Mannequin for Overseas Nurses

Diane Melling-Picken - Nurse Specialist Infection Prevention and Control