



## Healthcare Organization Commitment

### Contact Details

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#### Position

Lead- Apollo Quality Program and Special Initiatives

#### Organization Name

Apollo Hospitals

#### Organization Address

Mathura Road  
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### APSS

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#### What Patient Safety Challenge does your Commitment address?

Challenge 2A - Hand hygiene

#### Commitment Name

To Improve Hand Hygiene Compliance - Update - 10.08.2019

How many hospitals are represented in this commitment?

Last Report 40	Current 40
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Did you download and use the APSS in tandem with your action plan?

Yes

If yes, was the APSS valuable?

Yes

Self Assessment Tool

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Ensure best patient care

Ensure that alcohol-based hand rubs and soap are available as close to the point of patient care as possible	Yes
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Create an action plan

Show accountability for performance improvement in your organization and unit leadership levels as part of an Organizational Hand Hygiene Guideline	Yes
Establish a multi-disciplinary hand hygiene team responsible for implementation of the Hand Hygiene Protocol, including:	
Nurses	Yes
Physicians	Yes
Infection preventionists	Yes
Administration	Yes
Include mandatory training for all healthcare workers (HCWs) when they are hired and at least once a year. Train all HCWs to:	

Follow hand rubbing and soap and water washing techniques	Yes
Create signs for hand rubbing (sanitizing) vs. soap and water washing (World Health Organization (WHO) or Center Disease Control (CDC) Guideline)	Yes
Speak up when fellow HCWs don't comply	Yes
Craft education for patients, family members, and visitors	Yes
Conduct performance evaluation and give feedback	Yes
The protocol should include training for patients and family members when they are admitted and encouraging them to speak up when a healthcare provider fails to perform hand hygiene before contact	Yes

### Boxes Marked Yes:

12

### Your Score:

100%

### Commitment Details

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#### Commitment Update

Based on the APSS #2A Hand Hygiene given by the Patient Safety Movement Foundation, we improvised and developed the Hand Hygiene(HH) Toolkit. The components of this toolkit included: 1. Policy on Hand Hygiene 2. Plan for Implementation, Monitoring, Reporting and Sustenance for Hand Hygiene Compliance 3. Workflow for Hand Hygiene Compliance 4. Gap Assessment- Hand Hygiene Facilities Measurement Audit Tools 5. Hand Hygiene Compliance Observation Form 6. Hand Hygiene Training Module for Staff 7. Hand Hygiene Training Module for Observers and Champions 8. Presentation Template- for reporting Hand Hygiene compliance results 9. Posters on Hand Hygiene 10. Motivational Films for Hand Hygiene The Hand Hygiene Toolkit (comprising of the listed essential 10 components) was circulated to the Quality Teams the 40 units of Apollo Hospitals for immediate implementation in May 2017. Compliance to Hand Hygiene improved through the month on month(MOM) monitoring of the HH Toolkit implementation. Compliance of the HH Toolkit was linked to the monthly report card of each of the Apollo Hospitals units and the unit wise Medical Directors. The role of the Infection Control Teams was critical to the improvement of Hand Hygiene Compliance The Medical Heads, Quality Teams, Nursing

Teams, Infection Control Teams and all other Support Departments at each Apollo Hospitals, work in unison to promote the compliance of Hand Hygiene. This is achieved through- Ongoing Trainings - Audits - Leadership rounds - Campaigns and events

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome.

Status- Hand Hygiene Compliance We're happy to report our current status as it relates to hand hygiene compliance. I. 21 of our most improved locations have increased their compliance levels from 86.5% (baseline) to 92.72% (2019) II. The current Average Hand Hygiene Compliance Levels- across our 40 hospitals is – 90.63(baseline) to 92.39% (2019)

### Action Plan

### Impact Details

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### Lives Saved

#### Methodology for Determining Lives Saved:

N/A

#### Acknowledgement

Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.