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**MEASURES TAKEN TO INCREASE STAFF ADHERENCE TO THE HAND HYGIENE PROTOCOL IN A CHRONIC CARE HOSPITAL****Maria Jose Merino-Plaza<sup>ab</sup>, Vicenta Rodrigo-Bartual<sup>a</sup>, Milagros Boza-Cervilla<sup>a</sup>, Ana García-Llopis<sup>a</sup>, Fernando Gomez-Pajares<sup>c</sup> and Rachel Hess<sup>a</sup>**<sup>a</sup>Doctor Moliner Hospital, Spain<sup>b</sup>Universidad de Granada, Spain<sup>c</sup>Hospital Arnau de Vilanova, Spain

**Statement of the Problem:** Wound infection is a frequent complication in healing process. Implementation of adequate protocols is fundamental. The hand hygiene stands out for its importance. This measure is simple and effective, but the staff adherence is not always adequate. One component of WHO's multimodal strategy for hand hygiene, is evaluation and feedback of results. The evaluation provides indicators to measure the effectiveness of our interventions and guides us in their planning.

**Aim:** Evaluating the degree of compliance of the hand hygiene technique in a chronic care hospital.

**Methodology & Theoretical Orientation:** The study was conducted in 2016. Evaluating compliance with the hand hygiene technique and monitoring actions, omissions and gloves use, according to the direct observation and basic calculation forms of the WHO handbook on hand hygiene. Application of the WHO Hand Hygiene Assessment Framework tool. Data analysis was performed with SPSS.

**Findings:** It was observed 119 professionals from different units and professionals categories, evaluating 489 hand hygiene compliance opportunities. The compliance rate was 71.7%, compared to 39.0% in 2015. Inadequate use of gloves was present in 49.2% of all omissions. The result of the WHO Hand Hygiene Assessment Framework was increased by 100 points over the results obtained in 2015, reaching an advanced level with 432.5 points. The increase obtained in the scores, after the implementation of the measures designed to improve the staff adherence to the protocol, were the following: Change of system: 35 points. Training and learning: 30 points. Evaluation and feedback: 30 points. Institutional security climate: 5 points.

**Conclusions & Significance:** Compliance with the hand hygiene protocol improved considerably with respect to the results of the previous year, which shows the effectiveness of the actions carried out during 2016. These facts encourage the orientation of the strategies, prioritizing the awareness actions of the professionals.

**Biography**

Maria Jose Merino Plaza is a Pharmacist specialized in Clinical Analysis, responsible for the clinical analysis laboratory of Doctor Moliner Hospital, a medium stay Hospital in Valencia (Spain) since 1994. Master in Quality Management. Since 2010, she is the Responsible of Quality of the center and is very committed to the exciting topics related with Job Satisfaction and Patient Safety Culture. Now she is conducting her PhD on Quality of Care and Patient Safety in a Hospital of medium stay Hospital in collaboration with the University of Granada (Spain). Among her professional competences can be highlighted the management of multidisciplinary human teams, the definition and implementation of quality management mechanisms and the high analytical, relational, interpersonal, organizational and empathy skills.

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