

Survey for Students:

The surveyor is an undergraduate student at UBC engaged in a technical writing project. **The purpose of this survey is to obtain primary data for an analysis and investigation that aims to provide recommendations for** optimizing and implementing a hand hygiene program at the BC Children's and Women's Hospital Campus.

The final report will be addressed to the Infection Prevention and Control and Quality and Patient Safety teams, who are tasked with development and implementation of the hand hygiene project in question. Together with public reports, the data gathered from **this survey will serve the ultimate purpose of providing recommendations for** optimizing and implementing a campus-wide hand hygiene program.

The survey contains 23 multiple-choice questions (5 descriptive, 18 numerical) and 2 short answer questions and should take about 10 minutes of your time. Your responses are voluntary and anonymous. Thank you for generously participating in the survey.

To expand on: Gather student demographics (year, major, etc.)

On a scale of 1-5 rate your estimate of the following where 5 is perfect understanding/compliance and 1 is no understanding/compliance:

What proper hand hygiene entails

Hand hygiene compliance before COVID-19

Hand hygiene compliance after COVID-19

Multiple Choice (4 options: completely unnecessary, sometimes unnecessary, sometimes necessary, necessary):

In your opinion, to what extent are the following needed?

Healthcare providers discussing hand hygiene with their patients

Healthcare providers ensuring the hand hygiene discussion is clear

Healthcare providers performing hand hygiene before/after touching the patient or patient environment

Direct observation audits in determining hand hygiene compliance among patients and visitors

Direct observation audits in determining hand hygiene compliance among healthcare providers

Patient and visitor education on hand hygiene practices

On a scale of 1-5, how effective do you think the following would be in increasing hand hygiene compliance, regardless of feasibility:

Education

- Patient education
- Visitor education

Staff Empowerment

- Front-line staff enablement/empowerment in educating patients and visitors
- User-friendly resources and tools for patient education
- Increasing health care worker hand hygiene accountability

Promotion and Communication

- A multimodal approach emphasizing healthcare providers promoting and communicating regarding hand hygiene to patients and visitors
- Providing a pamphlet upon hospital admission
- Verbal reminders provided during vitals
- Poster use
- Interactive activities
- Hand hygiene videos and messages
- Readily available hand hygiene products (e.g. at the bedside)

Mechanism of Evaluation for Sustained Improvement

- A 30-60-90-day sustainment plan after implementation, ensuring the plan is on track for projected improvements
- Quarterly hand hygiene audits
- Mid-year and end-year campaign evaluation points and potential adjustment

Short answer:

Please provide input on the following to the best of your ability:

1. Potential ideas for improving hand hygiene at hospitals
2. Anticipated barriers to implementation of the hand hygiene program

Survey for Healthcare Workers:

The surveyor is an undergraduate student at UBC engaged in a technical writing project.

The purpose of this survey is to obtain primary data for an analysis and investigation that aims to provide recommendations for optimizing and implementing a hand hygiene program at the BC Children's and Women's Hospital Campus.

The final report will be addressed to the Infection Prevention and Control and Quality and Patient Safety teams, who are tasked with development and implementation of the hand hygiene project in question. Together with public reports, the data gathered from **this survey will serve the ultimate purpose of providing recommendations for** optimizing and implementing a campus-wide hand hygiene program.

The survey contains 28 multiple-choice questions (8 descriptive, 20 numerical) and 6 short answer questions and should take about 15 minutes of your time. Your responses are voluntary and anonymous. Thank you for generously participating in the survey.

On a scale of 1-5 rate your estimate of the following where 5 is perfect understanding/compliance and 1 is no understanding/compliance:

What proper hand hygiene entails

Hand hygiene compliance before COVID-19

Hand hygiene compliance after COVID-19

Similarly, rate how important you believe patient hand hygiene is in relation to other clinical concerns

How about visitor hand hygiene in relation to other clinical concerns

How about healthcare provider hand hygiene in relation to other clinical concerns

Multiple Choice (4 options: completely unnecessary, sometimes unnecessary, sometimes necessary, necessary):

In your opinion, to what extent are the following needed?

Patient understanding of expected hand hygiene practices in the hospital

Visitor understanding of expected hand hygiene practices in the hospital

Healthcare providers discussing hand hygiene with their patients

Healthcare providers ensuring the hand hygiene discussion is clear

Healthcare providers performing hand hygiene before/after touching the patient or patient environment

Direct observation audits in determining hand hygiene compliance among patients and visitors

Direct observation audits in determining hand hygiene compliance among healthcare providers

Patient and visitor education on hand hygiene practices

On a scale of 1-5, how effective do you think the following would be in increasing hand hygiene compliance, regardless of feasibility:

Education

- Patient education
- Visitor education

Staff Empowerment

- Front-line staff enablement/empowerment in educating patients and visitors
- User-friendly resources and tools for patient education
- Increasing health care worker hand hygiene accountability

Promotion and Communication

- A multimodal approach emphasizing healthcare providers promoting and communicating hand hygiene to patients and visitors
- Providing a pamphlet upon hospital admission
- Verbal reminders provided during vitals
- Poster use
- Interactive activities
- Hand hygiene videos and messages
- Readily available hand hygiene products (e.g. at the bedside)

Mechanism of Evaluation for Sustained Improvement

- A 30-60-90-day sustainment plan after implementation, ensuring the plan is on track for projected improvements
- Quarterly hand hygiene audits
- Mid-year and end-year campaign evaluation points and potential adjustment

Short answer:

Please provide input on the following to the best of your ability:

1. What is your position/title?
2. How much do you know about this hand hygiene program?
3. What proportion of your time should be allocated to patient hand hygiene education? Why?
4. Do you have all the tools needed for hand hygiene discussion? If not, which ones are missing?
5. Potential ideas for improving hand hygiene at the BCCH
6. Anticipated barriers to implementation of the hand hygiene program

Interview for Infection Prevention and Control, Quality and Patient Safety Staff:

The surveyor is an undergraduate student at UBC engaged in a technical writing project. **The purpose of this survey is to obtain primary data for an analysis and investigation that aims to provide recommendations for** optimizing and implementing a hand hygiene program at the BC Children's and Women's Hospital Campus.

The final report will be addressed to the Infection Control and Prevention and Quality and Patient Safety teams, who are tasked with development and implementation of the hand hygiene project in question. Together with public reports, the data gathered from **this survey will serve the ultimate purpose of providing recommendations for** optimizing and implementing a campus-wide hand hygiene program.

The interview contains 15 questions and should take about 15 minutes of your time. Your responses are voluntary and anonymous. Thank you for generously participating in the interview.

1. Can you tell me a bit about yourself?
2. How much do you know about this hand hygiene program?
3. What role do you play in the implementation of this hand hygiene project?
4. What potential mechanisms or theories do you have regarding the low hand hygiene compliance in patients?
5. How about visitors?
6. How about healthcare workers?
7. In your opinion, how effective is your current proposed program and what does it consist of?
8. What are some drawbacks to the implementation of this campus-wide hand hygiene program?
9. What are the benefits?
10. What proportion of healthcare workers' time should be allocated to patient hand hygiene education? Why?
11. Do healthcare workers have the tools needed for hand hygiene discussion?
12. What are your potential ideas for improving hand hygiene at the BCCH?
13. How can the program implementation be optimized?
14. What are some anticipated barriers to the implementation of the hand hygiene program?

15. In what way I can I help your implementation of this hand hygiene program the most in this report?

FB Post:

Hi, my name is Quentin and I am performing a survey for ENGL 301, a technical writing course! This survey will serve the ultimate purpose of providing recommendations for optimizing and implementing a campus-wide hand hygiene program at the BC Children's and Women's Hospital Campus. **If you have 5 minutes to spare and a little curiosity, please fill out the form below:**

https://ubc.ca1.qualtrics.com/jfe/form/SV_cUxUS1CxXYPdiBL

If you, or anyone you know better fits the **role of a healthcare worker**, or you are looking for a survey from the perspective of the healthcare worker, **fill out this slightly longer form instead!**

https://ubc.ca1.qualtrics.com/jfe/form/SV_6XSEdlOxOHnQOII

Thank you so much for your time!!