

## Exception report: Infection Prevention

### Description

1. Annual target for *Clostridium difficile* (C. diff): 46, Year end 2016/17 performance: 52 cases
2. Hand hygiene compliance target : 98% , Year end Performance 2016/17: 95%

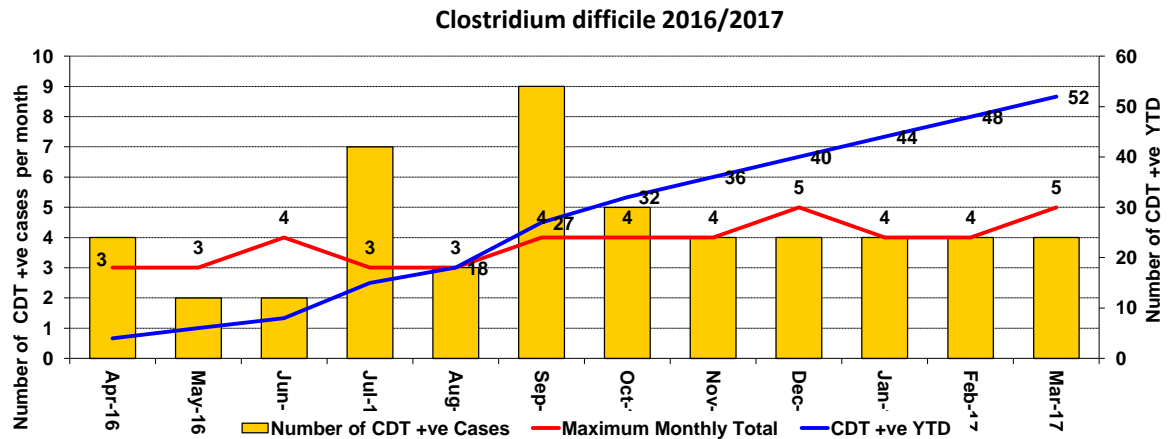
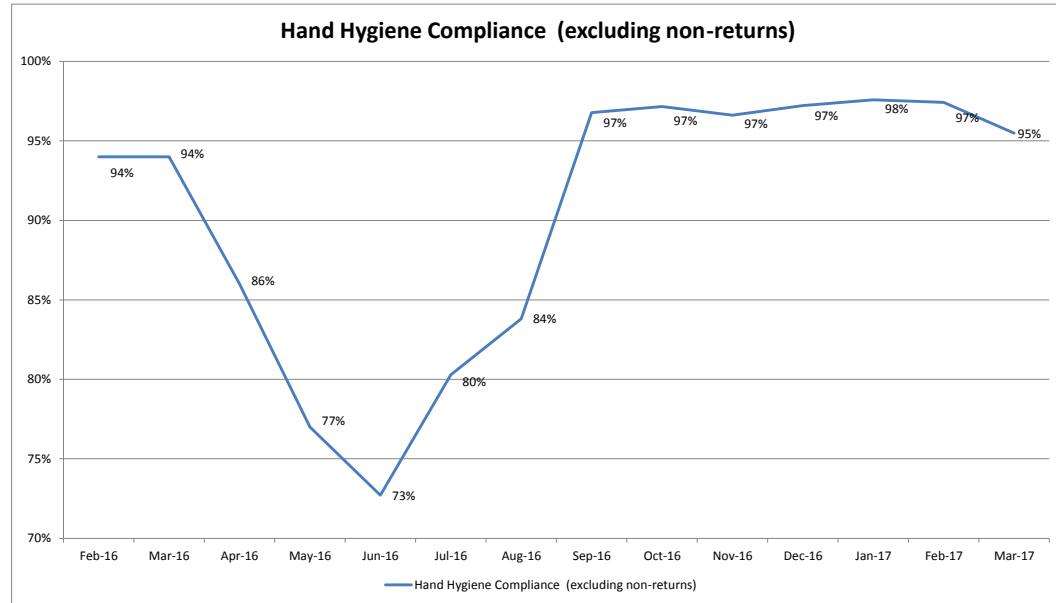
### key issues

1. We failed the annual C. diff target, a review of the RCAs demonstrate that there were lapses in care in 50% of cases. The themes identified are:

- i. Delay in isolating the patient after the onset of diarrhoea
- ii. Hand hygiene scores below standard during the previous 3 months
- iii. Cleaning quality scores below standard in the previous 3 months
- iv. Delay in processing samples

2. Hand hygiene scores improved over the course of the year to 95% plus consistently from September 2016., through focussed intervention from the Chief Nurse A revised SOP was implemented in April 2019 for hand hygiene . With this change we reported hand hygiene scores including non returns as a score of zero, (earlier IPRs refer) The score calculation in the graph opposite reports performance in line with other Trusts.

Action	Description	SRO	By when
1. Revised RCA process for Cdiff	All C Diff RCAs to be chaired by the Chief Nurse or Deputy Chief Nurse. To take place within 10 days of the result. Monthly reviews to follow up RCA learning and actions	Caroline Davies	April 1st 2017
2. Improve hand hygiene performance management	Weekly performance figures circulated, mothly review at Infection Prevention Meeting, Medical Director and Chief Nurse reinforcing disciplinary action	Helen O'Dell	April 1st 2017
2. Raise the profile of Hand Hygiene	Posters developed and displayed. Ward roadshows involving patients and using a lightbox, Practice Development Teams to increase training.	Suzanne Morris	April 2017
	Presentation to SMT. Letter from CN and CEO to all directorate teams.	Helen O'Dell	April 2017

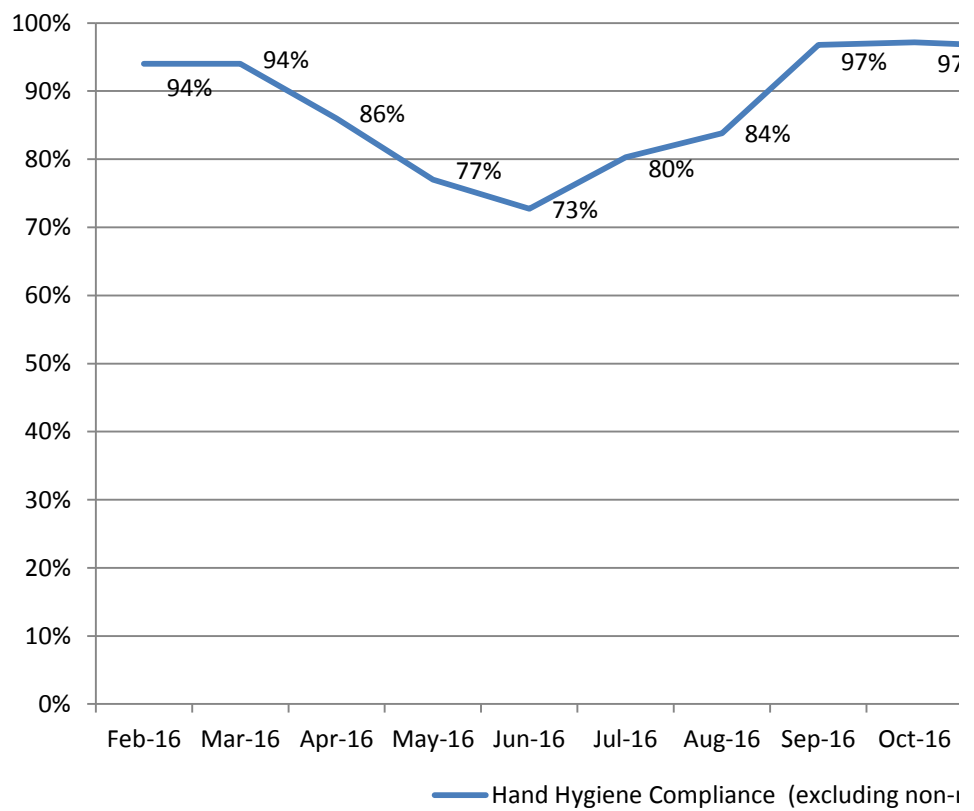


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Hand Hygiene Compliance (excluding non-returns)

Feb-16	94%
Mar-16	94%
Apr-16	86%
May-16	77%
Jun-16	73%
Jul-16	80%
Aug-16	84%
Sep-16	97%
Oct-16	97%
Nov-16	97%
Dec-16	97%
Jan-17	98%
Feb-17	97%
Mar-17	95%

### Hand Hygiene Compliance (excluding non-i



**g non-returns)**

7% 97% 97% 98% 97% 95%

Nov-16 Dec-16 Jan-17 Feb-17 Mar-17

returns)