How do you make Healthcare Associated Infection (HAI) meaningful to all health and social care staff in Scotland in the context of their role and environment?

The NHS Education for Scotland (NES) HAI Team made it person-centred and focused on experiences using a dramatised story based approach. We highlighted the devastating impact an infection can have on a person with a view to raising awareness and changing behaviour to promote good practice in infection prevention and control and patient safety.

Method

Two events were hosted by NES to promote and maintain a healthcare culture in which patient safety related to infection prevention and control is of the highest importance. Over 750 delegates attended the uniquely different and exciting events which featured plenty of interaction throughout the day. There was great diversity in terms of professions and roles, providing opportunities for health and social care staff to network and learn with and from each other.

Aims:

• To raise awareness among healthcare workers of HAI prevention and control.
• To support healthcare workers to deliver safe, effective, person-centred care.

Themes:

Engage:
The story was designed to set the scene for the event by highlighting the human cost of HAIs, encouraging the audience to make a personal connection with this aspect of patient safety and to consider what HAI prevention and control means in the context of their own role. The personal experience of Helen, a woman who acquires a surgical site infection resistant to some antibiotics, is examined with reference to the global consequences of antimicrobial resistance, the consequences and challenges she faced.

Inform:

With reference to key national documents (HAI Standards and Infection Prevention and Control Manual), a number of short presentations relating to various aspects of Helen’s journey and how the infection impacts on her life and her family followed. By intertwining these presentations with elements of Helen’s story, delegates gained a better understanding of their roles and responsibilities and the direct connection and impact to patient safety.

Interact:

This session was designed to help people digest what they had learned from the day and use it to plan actions that would improve infection prevention and control in their area. This helped people to move between knowledge (which they had received) and practice (what they are going to do).

Outcomes

Evaluation took many forms including digital voting on the day and a post event questionnaire which had a return rate of 69%. The closing session included delegates being asked to identify ‘My Action, My Barrier, My Support Need’ as part of future action planning.

An abundance of notable highlights and the sheer range of activities pledged to be taken forward which impact on changes in practice were shown on a wall of commitment and re-iterated in the event questionnaire.

A resource pack is available for use locally in training and development. The pack encompasses the experience of HAI story clips and reflective questions, key points and slides from the presentations, examples from the ‘my barrier, my action, my support need’ exercise and action planning tools.

Access the resource pack at: [http://www.nes.scot.nhs.uk/media/3299675/sod_hai_learning_resource_final.pdf](http://www.nes.scot.nhs.uk/media/3299675/sod_hai_learning_resource_final.pdf)

Thoughts from Delegates:

- “I was so aware of my practice on return to work and feel I have improved, as a result of Helen’s story”
- “Great learning opportunity. Definitely shape my future thinking”
- “All healthcare staff in Scotland should hear Helen’s Story. Powerful and humbling stuff”

Conclusions

There is a need and desire for multi-modal resources and communications, exploring opportunities to promote and showcase HAI education across the target audience groups with a focus on impact and evaluation locally in practice. We need to continue to explore and support the ongoing embedding of learning and sustainability of HAI educational resources in practice. Further information - contact hai@nes.scot.nhs.uk

References:
