



Dear Staff,

As an organization committed to quality care, we need your help. Our Clients, Patients, Residents and Families depend on your efforts to reduce health care-associated infection (HCAI) and help to save lives.

In Canada, HCAs affect more than 200,000 people every year and kill 8,000 – 12,000. Good hand hygiene – the simple task of cleaning your hands at the right times and in the right way – can save lives.

The simple action of hand hygiene has been shown to dramatically reduce HCAI, particularly those caused by resistant micro-organisms. For this reason, hand hygiene improvement provides a gateway to wider improvements in safety and quality, and is a low cost intervention.

The WRHA has implemented the “4 Moments of Hand Hygiene” – the approach encourages health-care providers to clean their hands:

1. **before touching a patient, or their environment**
2. **before clean/ aseptic procedures,**
3. **after body fluid exposure risk,**
4. **after touching a patient and after touching patient surroundings.**

All health-care providers should be aware of this approach. At Deer Lodge Centre (DLC), compliance varies and awareness of the importance of hand hygiene appears low. With that in mind, an improvement strategy is being undertaken with the participation of all levels of staff.

As part of our DLC team, your support will be vital to achieve these goals. In particular, your support and input for the following activities is requested:

- **Demonstrating appropriate hand hygiene in the course of every day patient care.**
- **Increasing hand hygiene compliance by establishing an atmosphere where it is “safe” for all members of the team to address missed opportunities for hand hygiene.**
- **Identifying and sharing your own motives for performing hand hygiene.**
- **Holding all individuals, regardless of their position in the organization, to the same standard of hand hygiene**

Please join us in our CLEAN WAVE journey to raise DLC Hand Hygiene rates over 80%.

Sincerely,

DLC Senior Leadership Team

Kevin A. Scott
Chief Operating Officer

Kathleen Klaasen
Chief Nursing Officer

Dr. Nancy Dixon
Chief Medical Officer

Dela Irwin
Director, Human Resources

Bruce Fierheller
Director, Facility Management