



Government of Western Australia
North Metropolitan Health Service
Mental Health, Public Health and Dental Services

Hand Hygiene in the Dental Setting – Overcoming the Challenges

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Dental Services

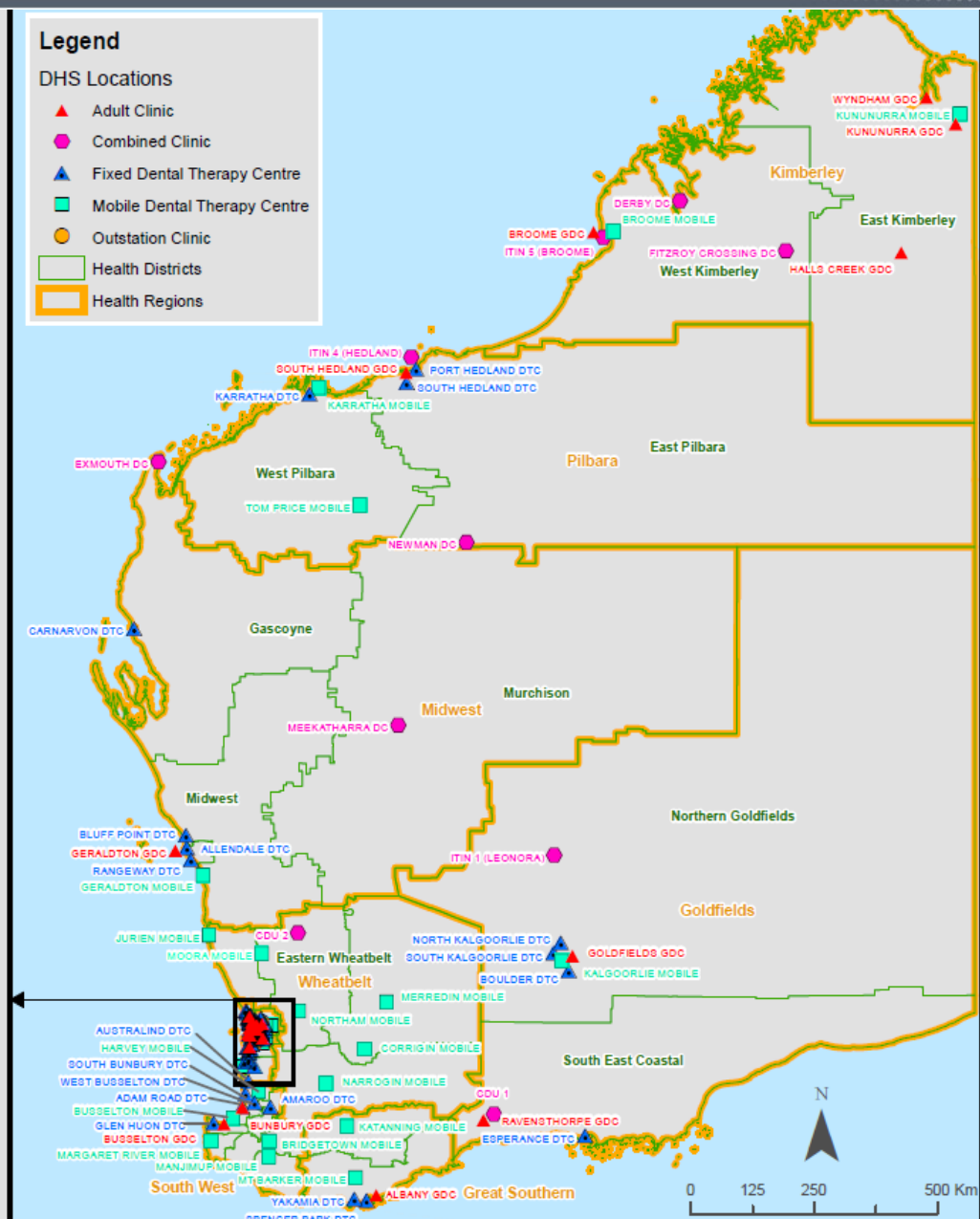
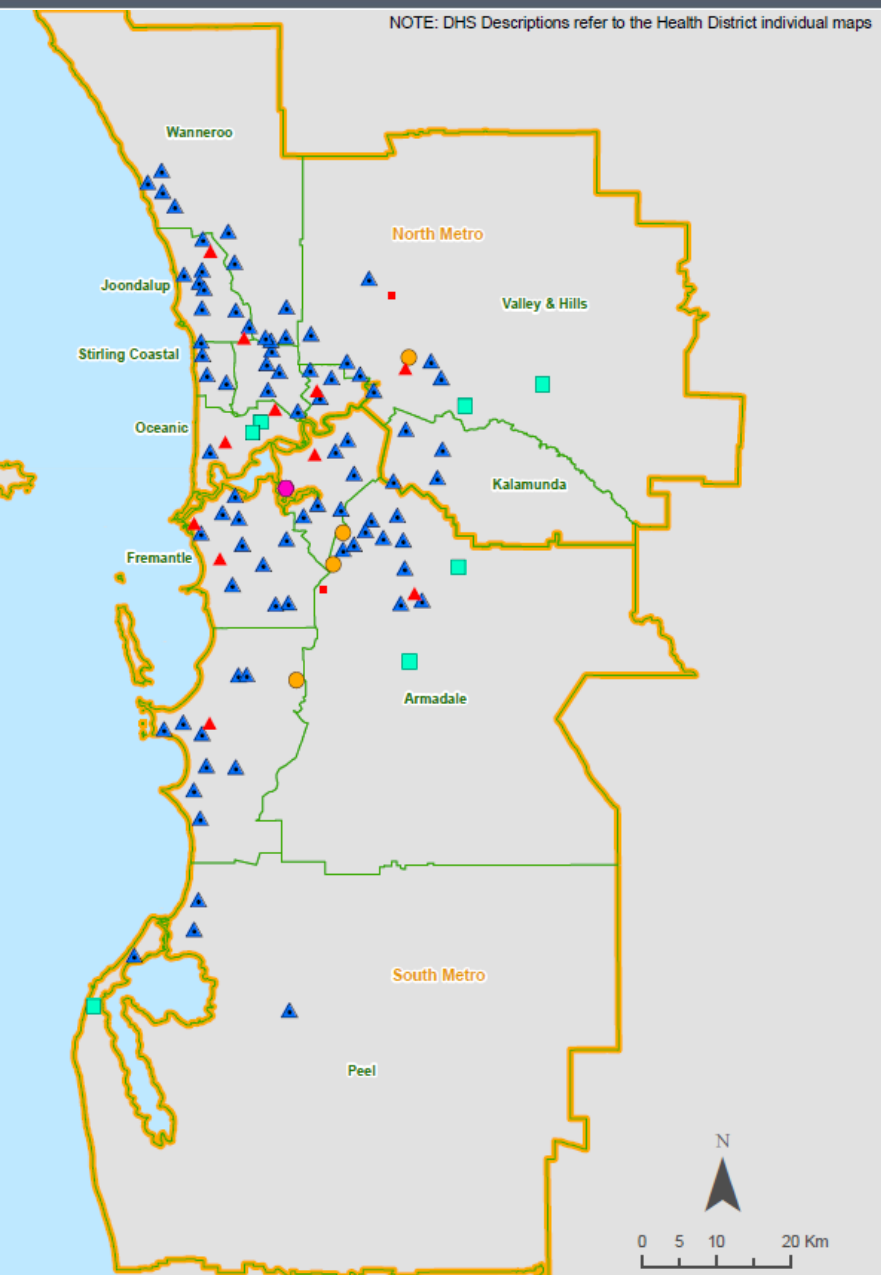
- State wide service
- 190 Clinics
- General Dental Clinics - for the eligible adults and 0 to 4yr old population whose parent/guardian holds a current Health Care or Pensioner Concession Card
- School Dental Services - provides free emergency and general dental care to enrolled school children aged 5 to 16 years
- Dental Services to prisoners
- Dental Services to Special Needs patients
- 2018/2019 Activity – 243 101 Patients
441 587 Occasions of Service

NOTE: DHS Descriptions refer to the Health District individual maps

Legend

DHS Locations

- ▲ Adult Clinic
- Combined Clinic
- ▲ Fixed Dental Therapy Centre
- Mobile Dental Therapy Centre
- Outstation Clinic
- Health Districts
- Health Regions



WA Dental Health Services Locations by Health Districts



Government of Western Australia
Department of Health

Produced by: GIS Branch
Date: Sun, May 2012
Source Data: ABS (2006), Landgate, DoHWA

File Ref: 'Data/2012/May/Michael Shepherd - DHS Clinic Locations

Hand Hygiene

- Hand Hygiene Australia launched the program focus was on hospital environment.
 - Education
 - Training
 - Audit tools
- Community services could participate collecting data using the tools however data not submitted into National Program

Challenges for Dental Hand Hygiene Program

- Type of Audit
- Education
- Auditors
- Clinics
- Time
- Health Care Worker codes
- Reporting

How to Implement the National Hand Hygiene Initiative

- Needed to implement NHHI into Dental Services
- Infection Prevention & Control Committee
- Executive Support for program
- First Local audit started in late 2013

Education

- Education is targeted towards hospital environment
 - Language unfamiliar to dental staff
 - Examples were unfamiliar to staff
 - Written and DVD quizzes utilised hospital scenarios
- Provide the education with a different focus
- Shared learning

Auditors

- Managers nominated Dental Clinic Coordinators as the first round of auditors
5 staff nominated
- Busy clinic schedules – staffing backfill
- Principle - Not to audit own clinic
- Auditor burn out

Healthcare Worker Codes

- Healthcare worker codes did not align with dental professions
- Needed dental specific codes
 - Dental Clinic Assistants
 - Dental officers
 - Dental Therapists / Dental Hygienist
 - Laboratory Technician

Clinics

- Initially mix of School Dental Services and General Dental Clinics
- Evident that data collection from School Service going to be challenging
 - 2 staff
 - Quality of the data low due to limited number of moments collected
- Infection Prevention & Control Committee refocus on General Dental Clinics in 2016

Time

- Dedicated time for auditors
- Travel to clinics
- Data entry
- Leave cover

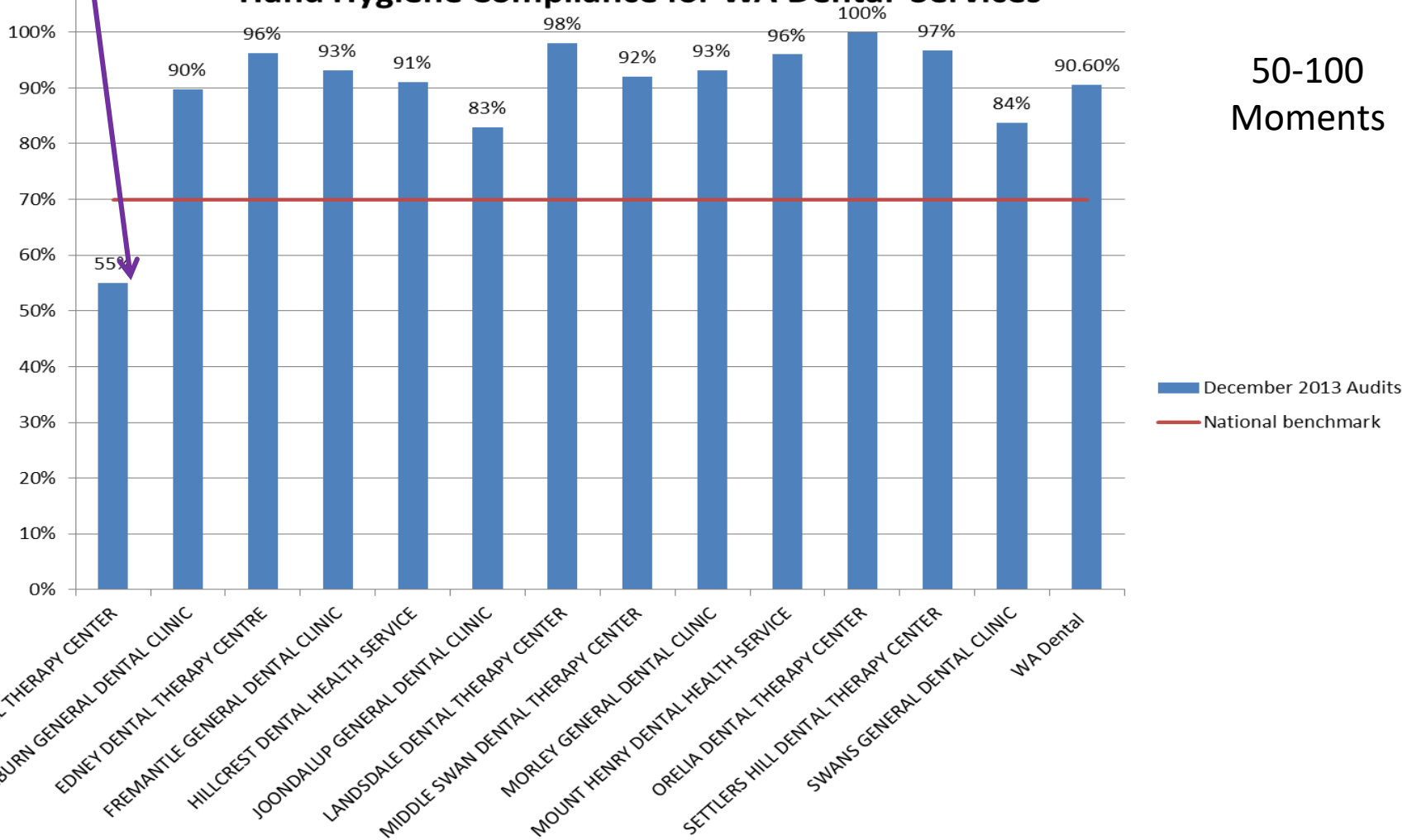
Reporting of Results

- Data collation organisation & individual clinics
- Internally
 - Infection Prevention & Control
 - Dental Quality & Risk Committee
 - Staff newsletter
 - Reported on organisational dashboards

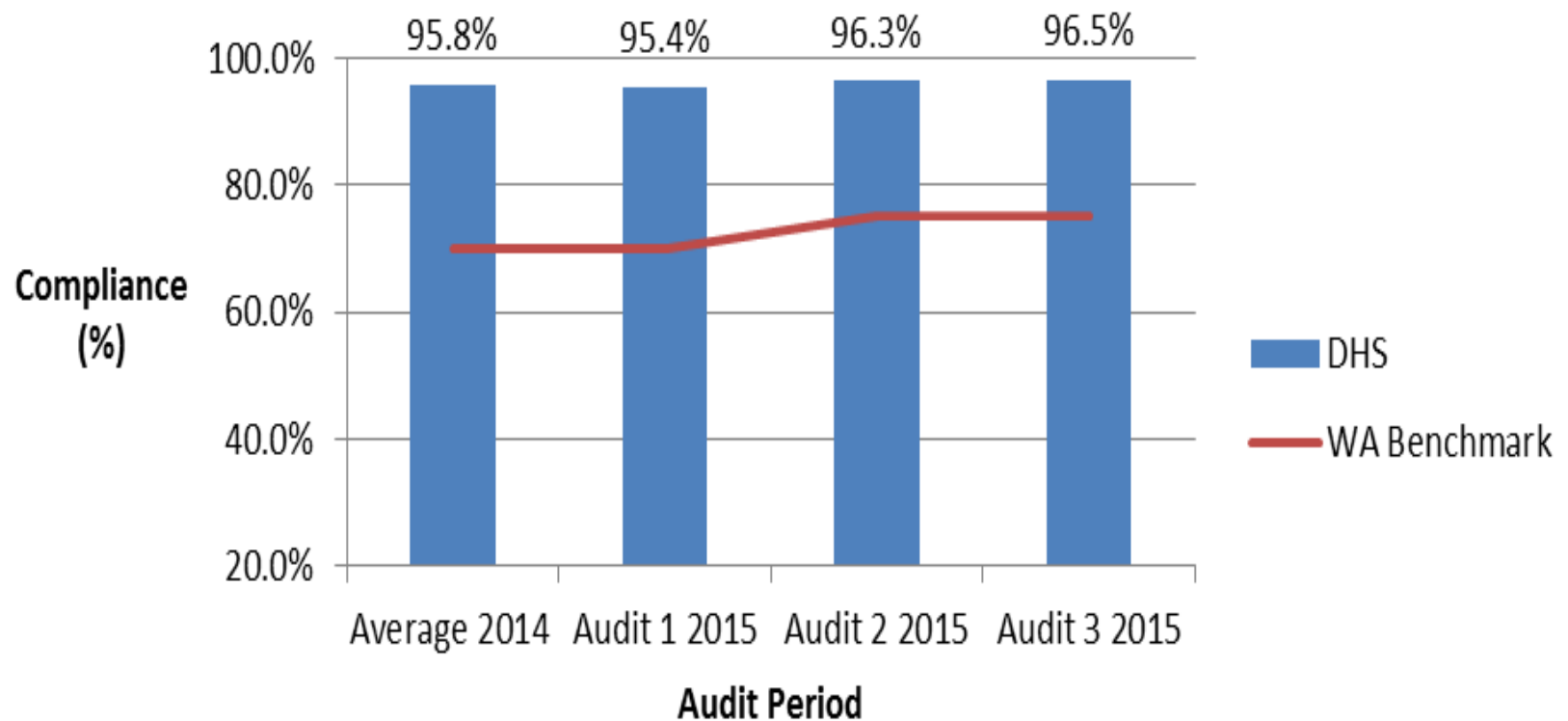
2013 Audit Results

20 Moment

Hand Hygiene Compliance for WA Dental Services



Dental Health Services Hand Hygiene Compliance 2014-2015



How Have We Improved?

- Substantial number of auditors
- 2 gold standard auditors
- Bunbury and Busselton Clinics have nominated auditors
- Transition to mobile devices for data entry
- Annual meeting with auditors
- Reporting incorporated on WA Health website

Current Clinics

Armadale GDC
100

Bunbury GDC
200

Busselton GDC
100

Cockburn GDC
100

Fremantle GDC
100

Joondalup GDC
200

Liddell GDC
100

Morley GDC
100

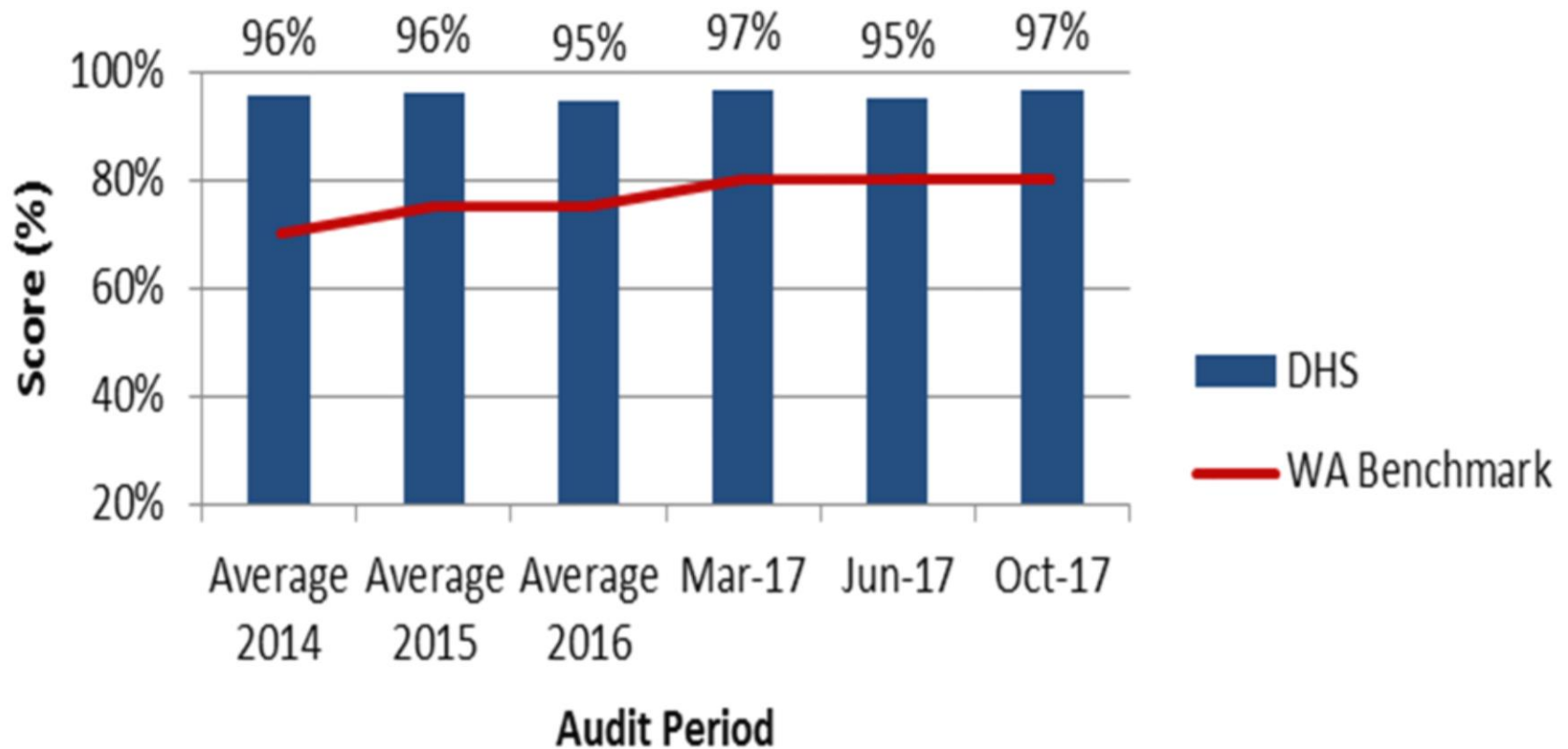
Mount Henry Clinic
200

Rockingham GDC
100

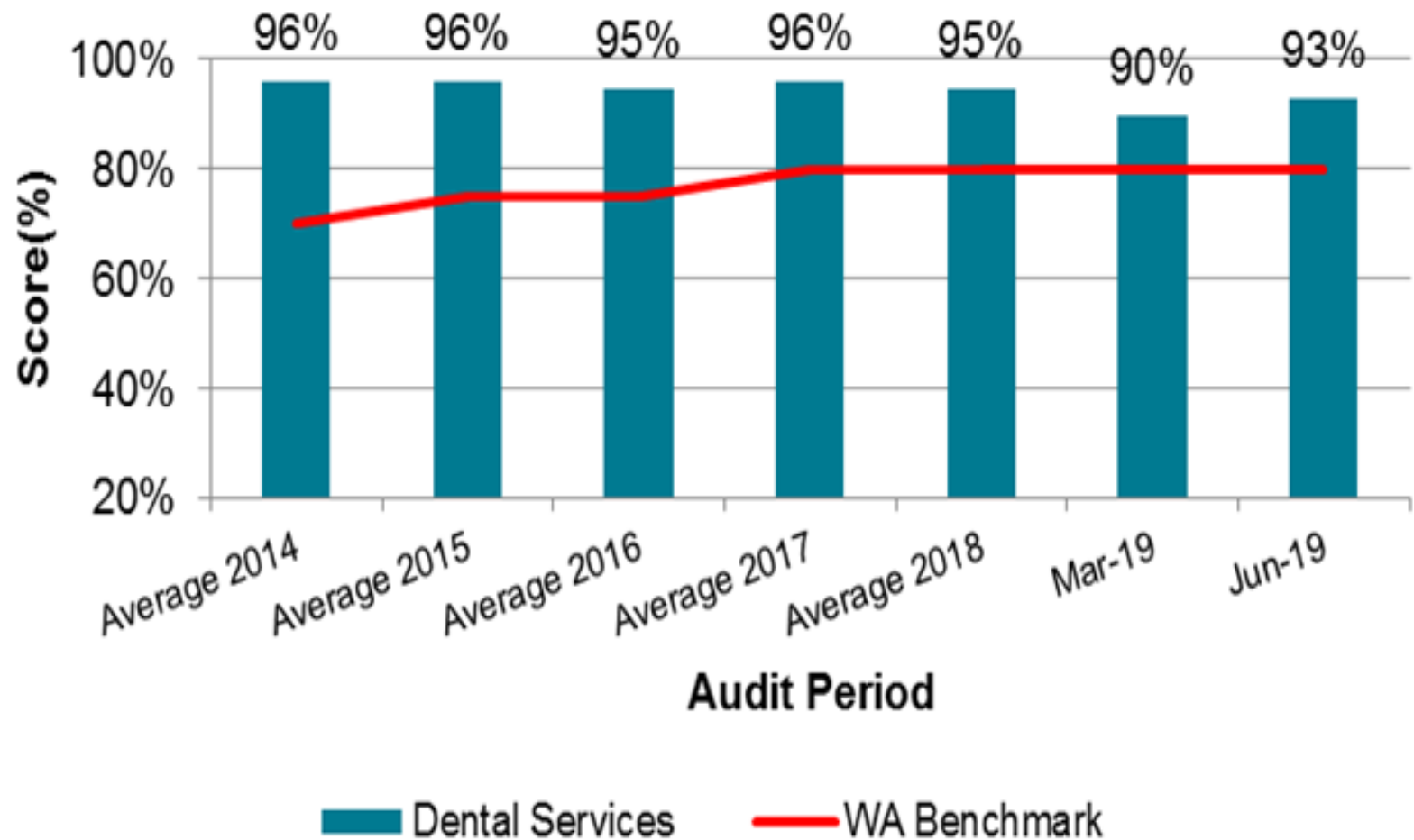
Swans GDC
100

Warwick GDC
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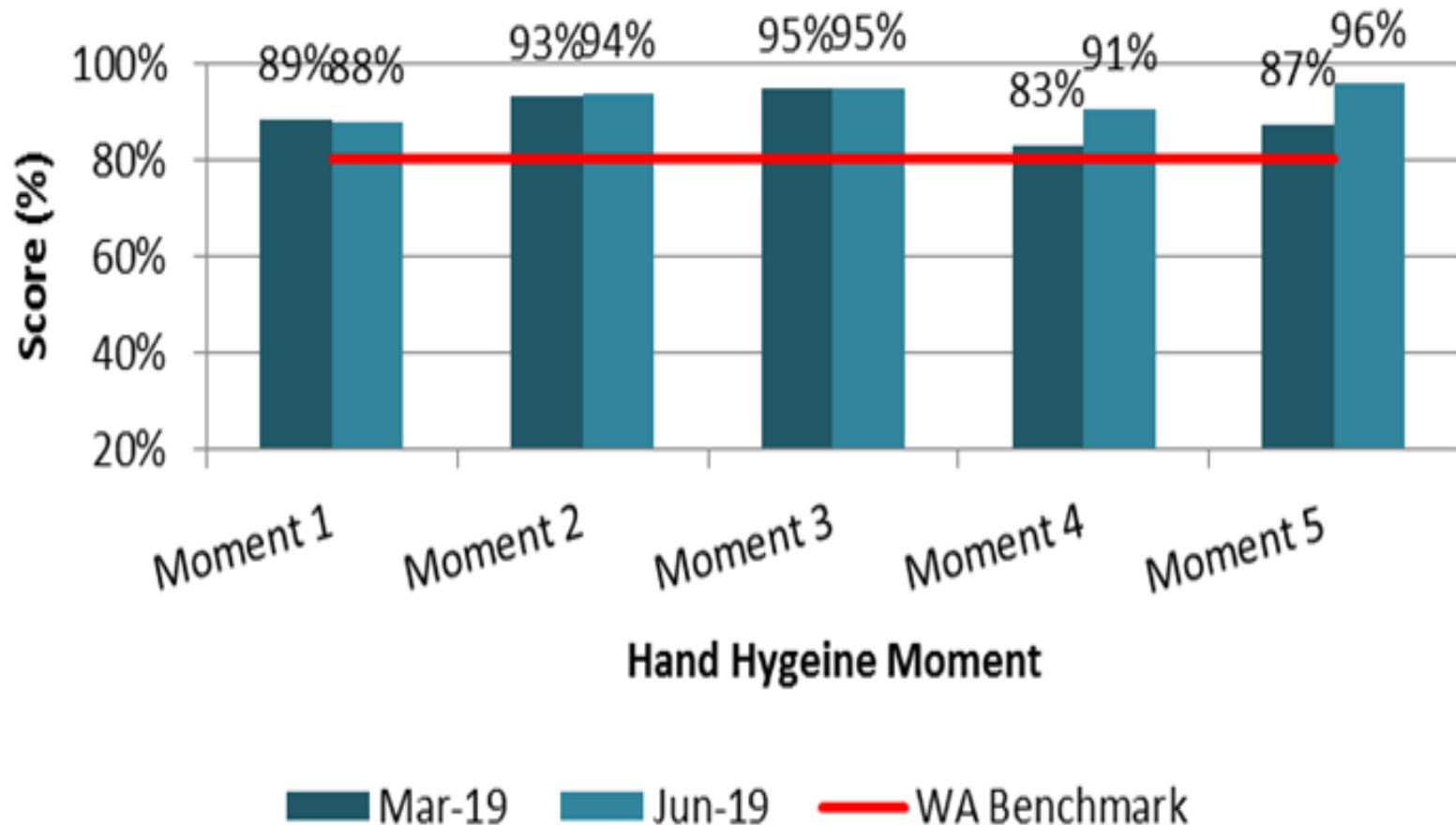
Dental Health Services - Hand Hygiene Compliance 2014-2017



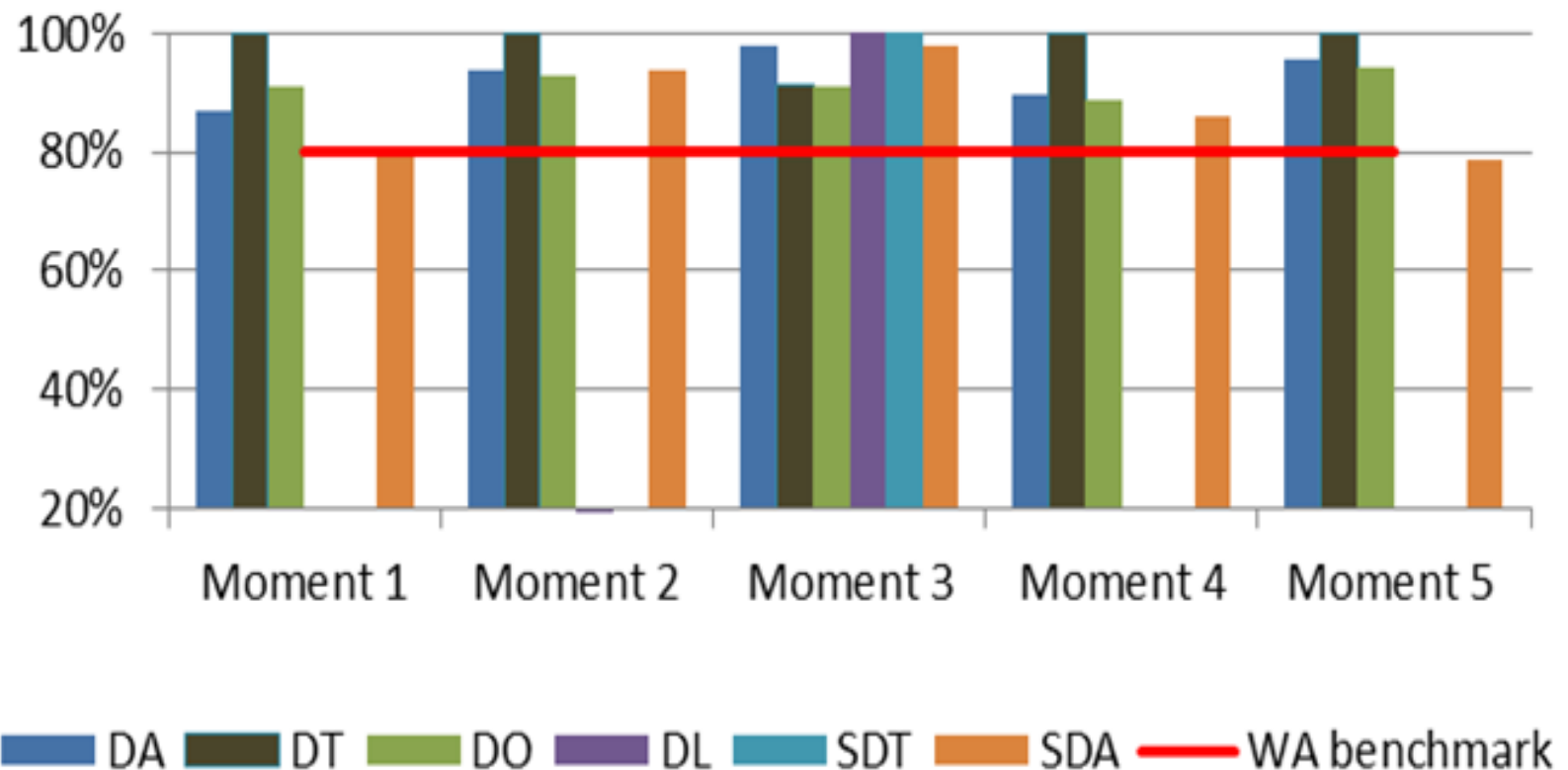
Dental Services - Hand Hygiene Compliance 2014-2019



Dental Services - Compliance by Moment



Dental Services - Compliance by Moment by Healthcare Worker June 2019



Future Planning

- Inclusion of General Dental Clinics in Rural WA
- Increase auditor numbers
- Education material dedicated for dental auditors
 - Written and DVD Quizzes
- Promoting hand hygiene messages - staff and patients

