

# Shaping the Infection Prevention and Control future with consumer engagement

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INFECTION MANAGEMENT AND CONTROL SERVICE

ILLAWARRA LOCAL HEALTH DISTRICT, NSW

No conflict or disclosures



Health  
Illawarra Shoalhaven  
Local Health District

# Consumer engagement

- ▶ Consumers include patients, visitors, staff and other services
- ▶ Consumer representatives included on committees
- ▶ Consumer representatives review publications
- ▶ Appropriate readability
- ▶ Intranet and internet updates
- ▶ International Infection prevention week



# What have we done?



## PATIENT AND CLINICIAN FACT SHEETS

- ▶ Driven by consumer need
- ▶ Fact sheets reviewed by consumers before publication.
- ▶ Posted on draft for comment site before publication
- ▶ Targeted review

# Consumer representatives

## CONSUMER REP COMMITTEES

- ▶ Consumer engagement on local committees for NSQHS standards including Standard 3

## SURVEY OF CONSUMERS

- ▶ Review of internet page content
- ▶ Responding to staff feedback on intranet page
- ▶ Research projects involving consumer interviews

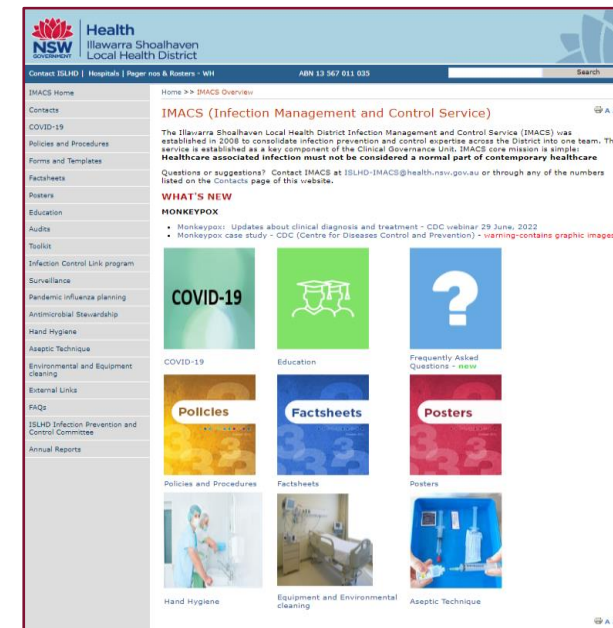
# Consumer involvement in websites

## INTERNET



Targeting  
community users

## INTRANET



Frequent updates and  
changes for clinicians



# Clinic poster

For everyone's protection, please ring and reschedule your appointment if your child or someone coming with them is **unwell** or has.....



- Nausea or vomiting



- Rash



- Cough, sneeze or runny nose



- Fever



- Sore or runny eyes

Developed by ISLHD IMACS July 2012

## IF YOU ARE FEELING UNWELL

### PLEASE

Use a tissue to cover your mouth and nose when you cough or sneeze

Drop your used tissues into waste baskets



Wash your hands with soap and warm water or use alcohol hand rub

CONSIDER NOT VISITING



Infection Control 2006

## ARE YOU UNWELL?

Illawarra Shoalhaven Local Health District



COUGH, SNEEZE OR RUNNY NOSE



SORE EYES



FEELING SICK OR VOMITING OR  
DIARRHOEA



A RASH



A FEVER

Please phone the clinic as soon as possible. You may need to change your appointment (including home visits).

You may spread your infection to others. Please call your Doctor for medical advice.

CONTACT DETAILS:

 **Health**  
Illawarra Shoalhaven  
Local Health District


Illawarra Shoalhaven Local Health District  
ABN 13 567 011 025  
Locked Mail Bag 9836  
South Coast Mail Centre NSW 2521  
Level 4 Lawson House Wollongong Hospital  
P: (02) 4253 4868 F: (02) 4253 4878


ISLHD-PIP-Fact Sheet  
Tirm: DT17/17/9979  
Date: February 2018

 **PIP**  
COVID-19 Patient Information Portal

# Hand hygiene surveys

**HAND HYGIENE CONSUMER SURVEY**  
**AMBULATORY AND PRIMARY HEALTH CARE**








Thank you for taking part in our hand hygiene survey.

Please scan the QR code or follow the link below to complete the survey

[https://  
qars.cec.health.nsw.gov.au/  
Survey?p=91E15750](https://qars.cec.health.nsw.gov.au/Survey?p=91E15750)



Health  
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Local Health District



\*2. Did staff clean their hands before touching you or before putting on gloves?

- ☐ Yes
- ☐ No
- ☐ Not sure

\*3. If staff didn't clean their hands did you feel you were able to ask them to 'clean their hands'?

- ☐ Yes
- ☐ No
- ☐ N/A
- ☐ Not sure

\*4. Does the equipment and the environment look clean?

- ☐ Yes
- ☐ No

\*5. Did you see the healthcare worker clean their hands after providing care to you?

- ☐ Yes
- ☐ No
- ☐ N/A

# Policy development

## PROCESS

- ▶ Draft policy reviewed by team
- ▶ Readability tool
- ▶ Posted on district Draft for comment site
- ▶ Involve two document users
- ▶ Endorsed
- ▶ Published

## READABILITY TOOL

**Hemingway**  
*Editor*

**Hemingway App makes your writing bold and clear.**

The app highlights lengthy, complex sentences and common errors; if you see a yellow sentence, shorten or split it. If you see a red highlight, your sentence is so dense and complicated that your readers will get lost trying to follow its meandering, splitting logic — try editing this sentence to remove the red.

You can **utilize** a shorter word in place of a purple one. Mouse over them for hints.

Adverbs and weakening phrases are **helpfully** shown in blue. Get rid of them and pick words with force, **perhaps**.

Phrases in green have **been marked** to show passive voice.

You can **format** your *text* with the toolbar.

Paste in something you're working on and edit away. Or, click the Write button and compose something new!

**Readability**  
Grade 6  
Good

Words: 133  
Show More ▾

- 2 adverbs, meeting the goal of 2 or fewer.
- 1 use of passive voice, meeting the goal of 2 or fewer.
- 1 phrase has a simpler alternative.
- 1 of 11 sentences is hard to read.
- 1 of 11 sentences is very hard to read.



# Future planning

- ▶ Continue to update ISLHD internet page
- ▶ Ongoing upgrade of intranet page
- ▶ Engage Multicultural health to update multi-lingual fact sheets
- ▶ Consider consumer input in policy review
- ▶ Consumer representative on all standard 3 committees