

APPENDIX (Web only)

Interview Guide:

Plan on 45 minutes for the interview (an hour would be ideal). The purpose is to have the interviewee provide new information, rather than tell us what we expect or want to hear.

Keep the survey and observation results anonymous, so that we can ask general questions, while avoiding any personal issues. The questions should be open, so that the respondents have time and room to share their interesting perceptions on hand-hygiene adherence. Sample question or commenting styles:

- a. “Walk us through your thinking about...”
- b. “Please help us understand the results of the study.”
- c. “What do you think is a cue or trigger for you to clean your hands?”

Use 1 to 3 questions in each of the 3 sections, on cues, interpersonal aspects, and context.

Expect to use about 10 minutes on each, after providing them information on the studies.

Wherever possible, do not speak much, but let them tell us what they do & how they think.

Cues – defined as: any trigger than may spur hand-hygiene behavior.

Start: “How would you explain the rate of adherence in general at the hospital?”

Then: “Are there specific cues you would point out as especially effective, or ineffective?”

Specific to the interviewee: “What do you think are cues or triggers that spur you to clean your hands?”

Example follow-on questions:

1. What is your personal rate of hand hygiene? What about in general in the hospital?
2. Describe how you think about hand-hygiene in general. How does it affect you, your patient, your colleagues?
3. What is it that cues you to cleanse your hands?
4. How realistic do you consider the hand-hygiene regulations in relation to your work?
5. What do you think are the appropriate cues?
6. Can you tell me about a time when you had a “near miss” (what you almost forgot to wash your hands)
7. If you don’t respond directly to a cue, what helps you to remember to cleanse your hands?
8. Does entering a patient area cue you to cleanse your hands?
9. Does exiting a patient area cue you to cleanse your hands?
10. Does exposure to bodily fluids cue you to cleanse your hands?
11. Does an imminent aseptic procedure cue you to cleanse your hands?
12. How does the work-load impact your frequency of hand-hygiene?
13. If you are under exceptional strain or stress, are you more or less likely to cleanse your hands?

14. Are there other conditions you would list that cue you to cleanse your hands?

Interpersonal Dynamics

Start:

“What are the social norms or pressures to perform hand-hygiene at your work-place?”

“Who sets the tone overall?”

“Who sets the tone during rounds, or on a particular day?”

“How do different people affect you?”

Example follow-on questions:

15. Describe the unwritten rules for hand-hygiene at your workstation.

16. Is there a wide discrepancy in hand-hygiene among your colleagues?

17. Does hand-hygiene disagreements cause friction among your colleagues?

18. Who is most likely to raise the issue of hand-hygiene at your work-place?

19. How much variability in hand-hygiene exists at your work-place, across health care provider roles? In other words, compare physicians, nurses, and therapists adherence rates.

20. Are you more likely to cleanse your hands if a colleague is present?

21. Are you more likely to cleanse your hands if an observer, specifically tasked to record hand-hygiene behaviors, is present?

22. Do you feel more or less pressure to cleanse hands at your primary work-place, or at places you only work occasionally?
23. Do you believe that hand-hygiene is embedded in the routine of visiting a patient?
24. When during the routine of patient interaction would hand-hygiene surface?
25. Describe your own hand-hygiene routine, and what it means to you. Specifically, is hand-hygiene good or bad, an annoyance or necessity (or both), is it supported by colleagues, or a directive from above?

Context

Start:

“Describe how hand-hygiene fits into your work routine.”

“How do you conceptualize one instance of care-giving?”

“What marks the beginning and end of one instance of giving care?”

“Is hand-hygiene embedded in the routine, or is it something you do between episodes of patient care?”

“Walk me through a task, e.g. change a dressing.”

26. In which context is hand-hygiene most, and least, important? For instance, compare the waiting room to the operating room, both for need for hand-hygiene, ease of adherence, and social norm.
27. How important is hand-hygiene in an office setting, as opposed to during patient care?

28. How important is hand-hygiene in the cafeteria?
29. How do you think about hand-hygiene in your role as a health-care provider?
30. How does hand-hygiene fit into the goals of public health?

Model for hand-hygiene adherence

31. What role does habit play in your hand-hygiene?
32. When you consciously think about the problem of hand-hygiene, do you consider rough rates of adherence, specific instances you would adhere or not adhere, or simply decide whether or not hand-hygiene is a good or bad thing?
33. What factors influence your decision to adhere with hand-hygiene regulations?
34. Do you agree that the regulated cues for hand-hygiene are appropriate?
35. Should these regulated cues always lead to hand-cleansing?
36. Are there other, non-regulated, cues that spark hand-cleansing for you?
37. What role does your social setting, colleagues, patients, superiors, play in your approach to hand-hygiene?
38. Is hand-hygiene generally good at your work-place?
39. Is it difficult to adhere with hand-hygiene regulations at your work-place?
40. What could be done to make it easier to adhere with hand-hygiene regulations?
41. How do you balance emergencies with hand-hygiene? I.e. when is it ok to ignore hand-hygiene rules, e.g. when a patient is coding?

42. Would it help you to have a tool that monitored hand-hygiene, and reminded you when hand-cleansing was required?
43. Would it improve infection-rates to have fewer health-care workers interact with patients, so that it would be easier to know who was spreading pathogens?
44. Do you feel your tolerance for risk has an impact on the likelihood that you will adhere with hand-hygiene regulations?