

Hand Hygiene Observations

A Guide for Long-Term Care, Retirement Homes and other Congregate Settings

The *4 Moments for Hand Hygiene* is a practical approach to teaching the essential moments of when hand hygiene should be performed and auditing compliance.

4 Moments for Hand Hygiene ¹	
MOMENT 1: Before Initial Resident/Resident Environment Contact	<ul style="list-style-type: none"> • Before entering resident/client room or space • Before contacting the resident/client, surfaces in the room or their belongings
MOMENT 2: Before Aseptic Procedure	<ul style="list-style-type: none"> • Before performing a clean/aseptic procedure on a resident/client • Before touching a resident/client's mucous membrane or broken skin (e.g., feeding, administering eye drops, inserting urinary catheter, wound care) • Before touching clean supplies, medication, or food • Before putting on gloves for a clean/aseptic procedure
MOMENT 3: After Body Fluid (BF) Exposure Risk	<ul style="list-style-type: none"> • After direct contact or providing direct care where there is a risk of contact with blood or body fluids • After hands come in contact with potentially contaminated surfaces/medical devices • After cleaning/disinfecting contaminated surfaces/medical devices
MOMENT 4: After Resident/ Resident Environment Contact	<ul style="list-style-type: none"> • After contacting the resident/client or leaving their environment

¹ Public Health Ontario. Just Clean Your Hands (JCYH) Program. 2008. Available from: publichealthontario.ca/JCYH

Conducting observations

- Observations or “Moments” of hand hygiene of staff and visitors should be completed on a regular basis. Observations should capture different shifts (e.g., days, evenings, and nights), days of the week, facility areas, and different staff positions. Consistency is important so that data is comparable over time. Each observation session should be at least 20 minutes.
 - If you complete auditing for a shorter period of time (i.e., while already on the floor/unit and not during a dedicated auditing time), remember to capture this data as soon as possible for accurate data quality.
 - Keep your audit forms handy (where auditing takes place) or download the e-tool to an electronic device so that staff completing the audits have this at their fingertips for quick access.
- Facilities should consider the frequency of observations based on their type of setting and capacity. Smaller facilities, or facilities that provide less direct resident care, may require a longer time period to obtain reliable data. During outbreaks, hand hygiene audits should be completed daily.
- While facilities should audit for all moments of hand hygiene, reporting Moment #1 and Moment #4 should be prioritized to minimize potential transmission between residents.
- When auditing, start by completing a minimum of 10 observations of Moment #1 and 10 observations of Moment #4 (20 total) for each care area/unit per month.
 - Facilities with already established audit programs who exceed this number should continue to audit at the frequency that capacity allows.

- Next, calculate your overall hand hygiene audit compliance for your facility.
 - To ensure reliable data quality, compliance rates should be calculated when a minimum number of moments have been observed for each care area/unit. Without reliable data, the results may not be reflective of the overall compliance in your facility.
 - If using the e-tool, compliance rates will be calculated automatically. If you choose the hard copy form, staff must calculate this manually.
 - As a guide:
 - 100 bed facility should analyze a minimum of 200 moments
 - 50 bed facility should analyze a minimum of 100 moments
 - <50 bed facility should analyze a minimum of 50 moments
- Finally, reviewing the overall data and trends will help you determine gaps and where additional training may be needed based on unit, floor, or staff position.

Hand Hygiene Observation Form

- Record the date and time when observations are conducted, name of auditor, staff position/visitor, and resident area (e.g., resident room, bathroom, common area, unit/wing/floor).
- Each box is one hand hygiene moment by one separate staff/visitor. If more than one moment is observed for the same staff/visitor, complete additional boxes.
- One moment will equal a staff or visitor washing their hands with soap and water or using ABHR.
- Record a “Missed” moment if hand hygiene is not completed, performed with gloves on or not completed because gloves were worn.
 - Provide on-the-spot feedback regarding hand hygiene and the correct use of gloves. The use of gloves does NOT replace hand hygiene.
 - Select the box beside the applicable boxes (i.e., missed, gloves).
- Select the applicable box beside the factors affecting hand hygiene (e.g., incorrect nail length, chipped nail polish, artificial nails, hand or arm jewellery, less than 15 seconds) and provide on-the-spot feedback.
- Calculate the compliance percentage by the following formula:

$$\frac{\text{\# Times hand hygiene was performed (Hand Wash + ABHR)}}{\text{\# All observations (Missed and Performed)}} \times 100 = \% \text{ COMPLIANCE}$$

Note: Compliance may be calculated by staff position, unit, as a facility, or by the moment observed. This is especially helpful when comparing data over time

Hand Hygiene Audit E-tool

- Refer to “Instructions for adapting the WDGP Hand Hygiene Audit E-Tool” for step-by-step instructions on how to adapt and use the E-tool at your facility.
- When completing the audit, select name of auditor, staff/visitor being audited, and resident area.
- Each entry is one hand hygiene moment. Complete a new e-tool for each staff/visitor or if multiple moments are observed for the same staff/visitor.
- Record details of the observed moment and press submit.
- Responses are automatically compiled, and the compliance rate is automatically calculated (Question #5) when viewing the results. When analyzing data, compliance can also be calculated by staff position, facility area or by the moment observed.

HAND HYGIENE OBSERVATION FORM

Observer Name: _____ **Date/Time:** _____

<p>1</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> < 15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>6</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>11</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____
<p>2</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>7</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>12</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____
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<p>4</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>9</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____	<p>14</p> <input type="checkbox"/> Before initial res/env <input type="checkbox"/> Before clean/aseptic <input type="checkbox"/> After BF/contaminated env <input type="checkbox"/> After res/env <input type="checkbox"/> Wash <input type="checkbox"/> ABHR <input type="checkbox"/> Missed <input type="checkbox"/> Gloves <input type="checkbox"/> Nails <input type="checkbox"/> Jewellery <input type="checkbox"/> <15 seconds <hr/> Staff Position: _____ <input type="checkbox"/> Visitor <hr/> Facility Area: _____