

Infection Prevention and Control
Hand Hygiene Program

Hand Hygiene Forum

Standing Agenda Items

June 2021



Hand Hygiene Reviewers



Identifying Healthcare Providers

Clues for identifying healthcare providers include:



Job title on ID



Uniforms



Equipment used

If you are unsure, just ask
– as long as you are not
interrupting their work.

Use of “Other” Healthcare Provider Group

- ✔ It is important to identify healthcare providers as this information helps to inform hand hygiene improvement initiatives.
- ✔ Examples of healthcare providers that should be included in the “Other” healthcare provider group include: medical photographers, midwives or teachers.
- ✔ If you encounter a healthcare provider not included in the [Clean Hands Healthcare Provider List](#), contact a member of the IPC Hand Hygiene Program.

Data Collection Reminders – iPad apps

Use the current version of the Clean Hands iPad apps.

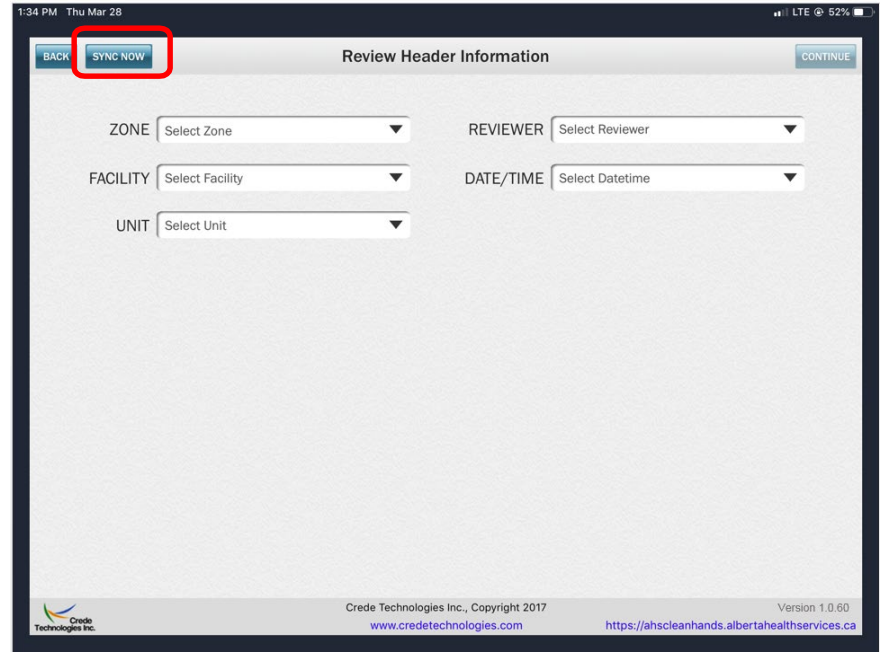
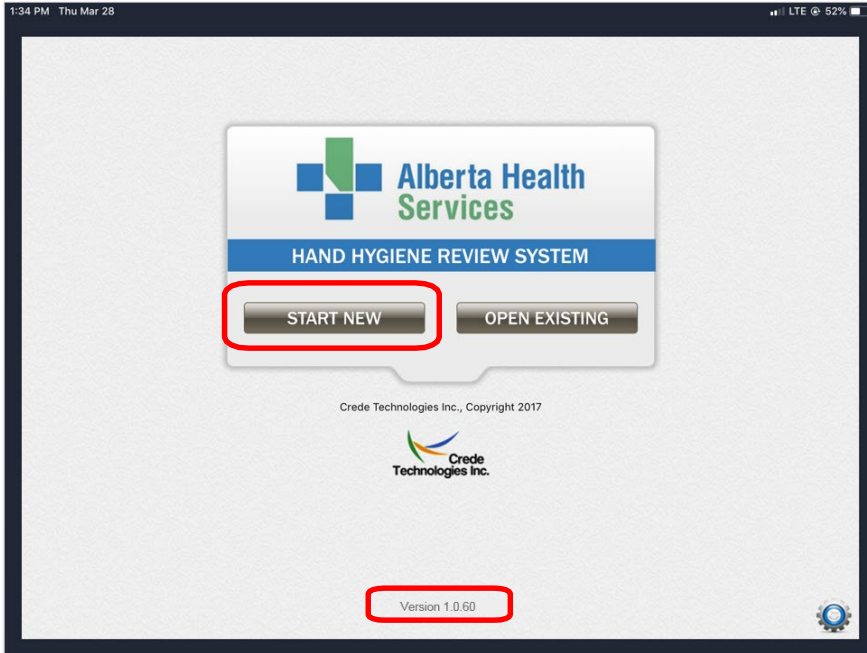


Syncing the Clean Hands iPad apps ensure that the apps contain the most up-to-date information.



Upload data to the Clean Hands portal as soon as possible.

Syncing the Clean Hands iPad apps



Data Collection Reminders – paper tool

Enter data under the name of the reviewer who collected the observations.



Data entry should be completed as soon as possible.



Review the data for errors before uploading to the Clean Hands portal.

Data Collection Reminders

All reviewers must complete the Hand Hygiene Reviewer Training and Competency Check before performing reviews

An individual healthcare provider cannot be identifiable in a review



A **minimum** of 10 observations should be collected before generating a Unit Hand Hygiene Feedback Report

A **maximum** of 10 observations can be collected on a single healthcare provider during a review

Missed Moments

- ✓ Add a canned comment for all missed opportunities for hand hygiene (MISS).
- ✓ Use the canned comments to help focus on improvement initiatives.
- ✓ The Unit Hand Hygiene Feedback Report should be sent as soon as possible after the review is completed.

Unit Hand Hygiene Feedback Report

REVIEWS **REPORTS** ACCOUNT SETTINGS TABLE MAINTENANCE

List of reports

Click on the Report description to view report

Public	
1	Alberta Health Services Performance Measures

User	
1	Unit Hand Hygiene Feedback Report



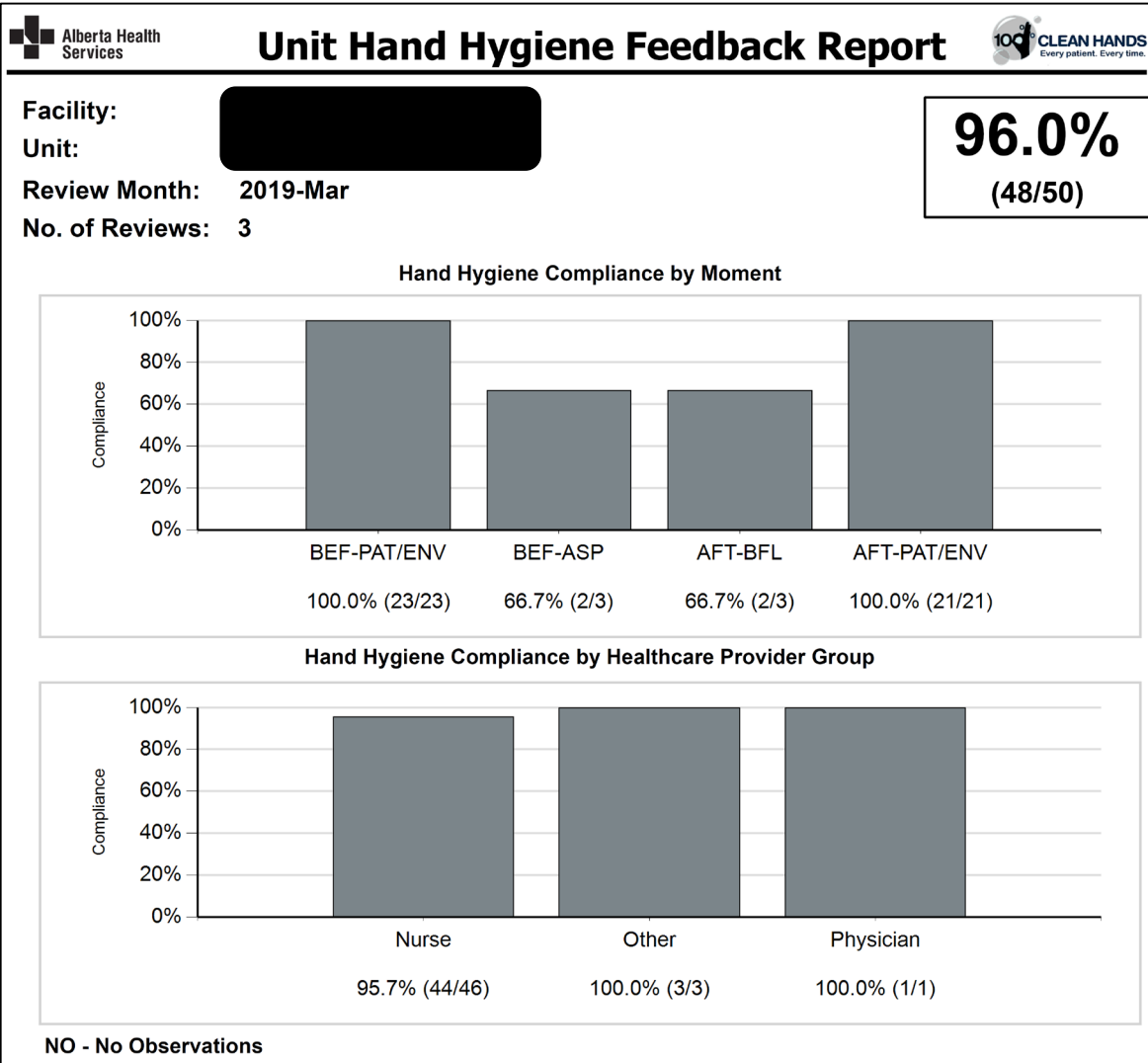
Send Back to Reports

Facility: <Select a Value> Unit: [dropdown]

Calendar Month: [dropdown] Audit Date: [dropdown]

View Report

Unit Hand Hygiene Feedback Report (page 1)



Unit Hand Hygiene Feedback Report (page 1)

DEFINITIONS

BEF-PAT/ENV	Before contact with a patient or patient's environment (Moment 1)
BEF-ASP	Before a clean or aseptic procedure (Moment 2)
AFT-BFL	After exposure (or risk of exposure) to blood and/or bodily fluids (Moment 3)
AFT-PAT/ENV	After contact with a patient or patient's environment (Moment 4)
Nurse	Nurses, Student-Nurse
Other	Addiction & Mental Health, Administrative & Clerical Services, Cardiac Care, Dental Care, Diagnostic & Therapeutic Technologists, Emergency Medical Services, Facilities, Maintenance & Engineering, Laboratory Services, Linen & Environmental Services, Nutrition & Food Services, Other, Pharmacy Services, Porters, Protective Services, Rehabilitation, Respiratory Services, Service Aides, Social Work, Spiritual Care Services, Student-Others, Vision Care, Volunteer
Physician	Physicians, Student-Physician

Unit Hand Hygiene Feedback Report (page 2)



Unit Hand Hygiene Feedback Report



Facility:

Unit:

Review Month: 2019-Mar

No. of Reviews: 3

96.0%
(48/50)

BEF-PAT/ENV (Moment 1)

Missed Hand Hygiene Opportunities were observed when:

- (0) No misses were observed in this category, therefore we are unable to provide an analysis and a breakdown of this particular moment

BEF-ASP (Moment 2)

Missed Hand Hygiene Opportunities were observed when:

- (1) 2-02 Staff worked in the healthcare enviro and then accessed aseptic/clean supplies.

AFT-BFL (Moment 3)

Missed Hand Hygiene Opportunities were observed when:

- (1) 3-02 Staff had a body fluid exposure risk and then worked in the healthcare enviro.

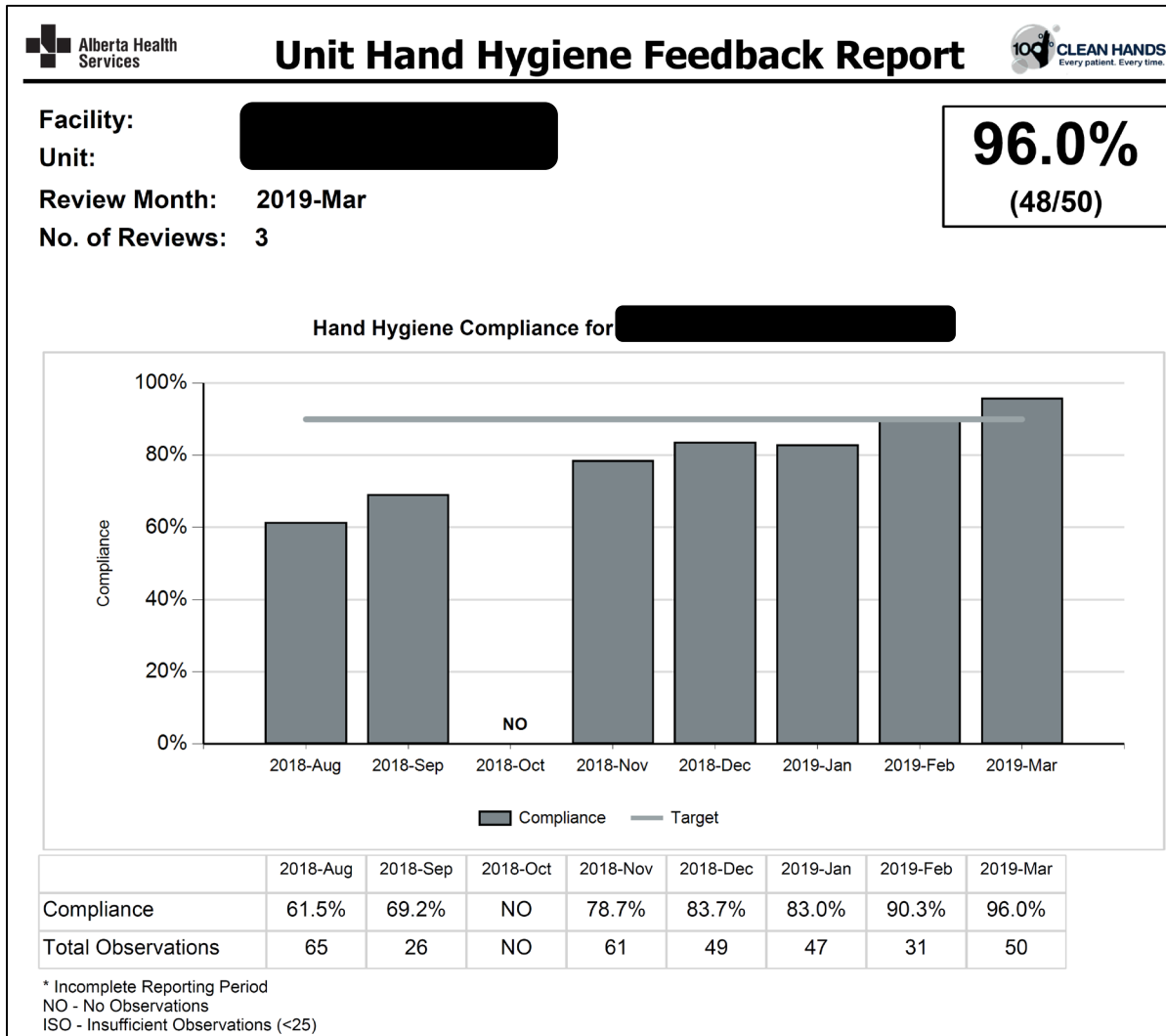
AFT-PAT/ENV (Moment 4)

Missed Hand Hygiene Opportunities were observed when:

- (0) No misses were observed in this category, therefore we are unable to provide an analysis and a breakdown of this particular moment

Note: Misses are listed in order of frequency. The number in parentheses represents the number of misses.

Unit Hand Hygiene Feedback Report (page 3)



Key Points

- ✔ Providing just-in-time feedback can be an important strategy for improving hand hygiene compliance.
- ✔ Competency checks are often-area specific. If you are intending to perform reviews in a new area, contact the Project Manager or Coordinator for your zone.
- ✔ Clean Hands System accounts are locked after 90 days of inactivity. If your account is locked, email: hand.hygiene@ahs.ca to have your account unlocked.

No Observations

When there are no observations (NO)

Insufficient Observations

When there are insufficient observations (ISO) (i.e. less than 25 observations)

- If you are having difficulty collecting sufficient hand hygiene observations, contact the Project Manager for your zone.

Advanced Users



Advanced Users

- have access to more report options than hand hygiene reviewers
- are able to generate and share reports that can assist with hand hygiene improvement initiatives
- are able to share information that can be used to celebrate successes

Hand Hygiene Compliance Reports

REPORTS

ACCOUNT SETTINGS

List of reports

Click on the Report description to view report

User	
1	Unit Hand Hygiene Feedback Report
2	Hand Hygiene Trending Report
3	Zone Summary Report

Hand Hygiene Compliance Reports

Report		Report Filters										
Number	Name	Report by	Reporting Period	Calendar Month	Zone	Facility Type	Facility	Program	Unit	HCP Group	HCP	Audit Date
1	Unit Hand Hygiene Feedback			✓			✓		✓			✓
2	Zone Summary	✓	✓		✓	✓	✓		✓			
3	Hand Hygiene Trending	✓			✓	✓	✓	✓	✓	✓	✓	

1. Unit Hand Hygiene Feedback

This report provides information on a unit's hand hygiene compliance and should be provided to the unit's staff after completing a review or set of reviews. This report uses four filters:

- Facility,
- Unit,
- Calendar Month and
- Audit Date.

Only a single Facility, Unit and Calendar Month can be selected; however, multiples reviews conducted in a Calendar Month can be selected using Audit Date.

What is included in this report?

Charts and Tables	Notes
Chart 1: Hand Hygiene Compliance by Moment	<ul style="list-style-type: none">• Lists hand hygiene compliance for the 4 Moments for Hand Hygiene.
Chart 2: Hand Hygiene Compliance by Healthcare Provider Group	<ul style="list-style-type: none">• Lists hand hygiene compliance for Healthcare Provider Group.
Table 1: Definitions	<ul style="list-style-type: none">• 4 Moments for Hand Hygiene• Healthcare Provider Groups
Table 2: Missed Opportunities	<ul style="list-style-type: none">• Lists the reasons selected by Hand Hygiene Reviewers for missed opportunities for hand hygiene for each of the 4 Moments for Hand Hygiene.
Chart 3: Hand Hygiene Compliance over time	<ul style="list-style-type: none">• Lists hand hygiene compliance and the number of hand hygiene observations collected per calendar month for the previous seven calendar months. The hand hygiene compliance is compared to the AHS Hand Hygiene Compliance target.

2. Zone Summary

This report provides information on each unit's hand hygiene compliance in a certain facility and/or zone.

This report uses six filters:

- Report By,
- Reporting Period,
- Zone,
- Facility Type,
- Facility and
- Unit.

The filters have a cascade structure, where the selection of one filter impacts the selections in the next filter.

Only one Reporting Period can be selected. For example, if you select "Fiscal Year" in the Report By filter, only a single "Fiscal Year" can be selected in the Reporting Period filter (e.g. 2018/2019).

What is included in this report?

Charts and Tables	Notes
Table 1: Zone Hand Hygiene Compliance by Facility and Unit	<ul style="list-style-type: none">• Lists the hand hygiene compliance for each facility selected and the units in each facility.

3. Trending

This report provides information on the total hand hygiene compliance by the reporting period selected. This report uses eight filters:

- Report By,
- Zone,
- Facility Type,
- Facility,
- Program,
- Unit,
- HCP Group and
- HCP.

The filters have a cascade structure, where the selection of one filter impacts the selections available in the next filter.

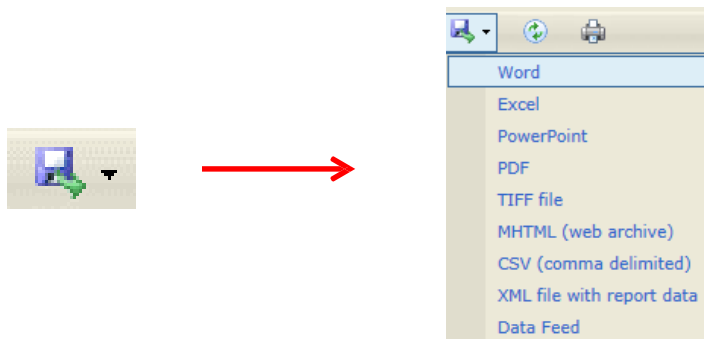
Only one Reporting Period can be selected. For example, if you select “Fiscal Year” in the Report By filter, only a single “Fiscal Year” can be selected in the Reporting Period filter (e.g. 2018/2019).

What is included in this report?

Charts and Tables	Notes
Chart 1: Hand Hygiene Compliance up to [Date]...	<ul style="list-style-type: none">• Lists the hand hygiene compliance by the reporting period selected.

Saving reports

- ✓ There is the option to save the report.
- ✓ Select the “Save” function. Once you select the “Save” function, you can select a file format to save the report.
- ✓ **Note:** there are multiple file formats. You can select "Word" edit specific information within the report and/or add text to the report and then save the report as a PDF.



Sending reports

- ✓ There is the option to send the report.
- ✓ Select the “Send” function. Once you select the “Send” function, a pop-up box will appear.
- ✓ It is important to consistently send and/or share the hand hygiene compliance reports with team members.

Send



The screenshot shows an email composition window with the following fields and content:

- To :** [Empty text box]
- Subject :** Zone Summary Report 2019-04-04
- Message :**

A **Zone Summary Report** was generated on **2019-04-04**. Please refer to the attachment for more information.

For general questions about hand hygiene please contact the Infection Prevention and Control Hand Hygiene program at Hand.Hygiene@ahs.ca. For specific questions about the report please contact the person that generated the report.

Sent by:
First Name Last Name
FirstName.LastName@albertahealthservices.ca

At the bottom of the window are two buttons: **Send** and **Cancel**.



Contact Us

For more information,
contact the Infection
Prevention and Control
Hand Hygiene Program
at: hand.hygiene@ahs.ca



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