

Hand Hygiene Observation Tool

Auditor's name: _____ Date: _____				Comments:			
Facility/Site name: _____ Client care unit: _____							
Health care worker (HCW) being observed code:		1 = Physician	2 = Nurse	3 = Health care aide	4 = Environmental services/Housekeeping		
		5 = Lab Collection/IV team	6 = Emergency Medical Services (EMS)	7 = Other (please specify)			
HCW:		HCW:		HCW:		Compliance by Moment/Indication	
Start Time:	End Time:	Start Time:	End Time:	Start Time:	End Time:	Compliance	Indication
Opportunity 1		Opportunity 1		Opportunity 1		Opportunity 1	
<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		M1=	M1=
<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		M2=	M2=
<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		M3=	M3=
<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		M4=	M4=
<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed			
Opportunity 2		Opportunity 2		Opportunity 2		Opportunity 2	
<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		M1=	M1=
<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		M2=	M2=
<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		M3=	M3=
<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		M4=	M4=
<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed			
Opportunity 3		Opportunity 3		Opportunity 3		Opportunity 3	
<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		M1=	M1=
<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		M2=	M2=
<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		M3=	M3=
<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		M4=	M4=
<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed			
Opportunity 4		Opportunity 4		Opportunity 4		Opportunity 4	
<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		<input type="checkbox"/> Before client/environment contact		M1=	M1=
<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		<input type="checkbox"/> Before clean/aseptic procedure		M2=	M2=
<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		<input type="checkbox"/> After body fluid exposure risk		M3=	M3=
<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		<input type="checkbox"/> After client/environment		M4=	M4=
<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed		<input type="checkbox"/> Hand rub/wash <input type="checkbox"/> Missed			
						Compliances Total	Indications Total
						M1=	M1=
						M2=	M2=
						M3=	M3=
						M4=	M4=
Compliance by Opportunity per HCW		Compliance by Opportunity per HCW		Compliance by Opportunity per HCW		Compliance by Opportunity per HCW	
# of Hand rub/wash (max 4) =		# of Hand rub/wash (max 4) =		# of Hand rub/wash (max 4) =		# of Hand rub/wash (max 4) =	
# of Opportunities (max 4) =		# of Opportunities (max 4) =		# of Opportunities (max 4) =		# of Opportunities (max 4) =	
Total # of Hand rub/wash for this sheet =				Total # of Opportunities for this sheet =			
Overall Hand Hygiene Compliance = # of hand rub/wash compliant observations / # of observed opportunities X 100						Hand Hygiene Compliance by Moment - Compliance / Indication X 100	

General Recommendations for Observation:

1. Introduce yourself to the health care worker(s) (HCW) you will observe and clients as appropriate and explain your role.
2. Find a convenient place to observe without disturbing care activities; you can move to follow the HCW, but never interfere with their work.
3. It is important to take into account any concerns the HCWs may have with your presence. Your presence should be as discreet as possible and in no way infringe on the actions of the HCW. If a HCW feels uncomfortable with your presence, he/she has the right to ask you to leave and you must do so if asked.
4. You may observe up to 3 HCWs simultaneously provided you are an experienced observer.
5. You may include more HCWs sequentially during one observation session.
6. One observation session is for 20 minutes (+/- 10 minutes); prolong the session if you get the chance to observe a care sequence to its end. Otherwise, terminate it at 20 minutes even if care activity is not complete.

How to use the form:

7. First, fill in the top of the form by indicating your name, the identity of the facility or site, the identity of the client care unit and the date (dd-mmm-yyyy).
8. Indicate the type of HCW being observed by entering the number that corresponds with the categories listed at the top of the form. The coding system is a number followed by a letter (e.g., first physician in the room is 1A, if a second physician enters the room he/she is 1B).
9. Enter the current time using the 24 hour or military clock (Start Time).
10. Indicate any rooms where Additional Precautions are in place by entering "AP" next to the HCW code and observe from outside the room.
11. Each column is for recording hand hygiene opportunities of one HCW only. Use additional columns for each additional HCW being observed simultaneously or sequentially. The HCW may interact with more than one client during the time you are observing.
12. As soon as you observe the first indication for hand hygiene, indicate the corresponding information in the first of the numbered opportunity sections in the column corresponding to the HCW being observed.
13. For each opportunity, indicate one or more of the following indications for hand hygiene:
 - Moment 1** - Before client/environment = "before initial client/client environment contact." The HCW must perform hand hygiene before making initial physical contact with the client or client's environment. Examples include but are not limited to: Prior to - entering client room and touching client or client's environment (e.g., bed, beside/over-bed table, windowsill, chair, etc.), touching client equipment (e.g., wheelchair, walker, include IV pump, oxygen tubing), transferring/positioning client, taking vital signs, putting on gloves and/or other PPE, touching client or client's environment if privacy curtain is touched in a multi-client room or if health care worker touched his/her face, uniform, or lab coat.
 - Moment 2** - Before clean/aseptic procedure. The HCW must perform hand hygiene immediately before performing a clean or aseptic procedure. Examples include but are not limited to: Prior to - dressing change, skin lesion care, preparing/handling medication, changing TPN, starting an IV, giving medication orally or by injection (e.g., IV medication, vaccination), instilling eye/ear drops, opening a vascular access system or draining system, taking a blood specimen (e.g., blood glucose test), oral care, setting up food tray, feeding or giving a drink, inserting a nasogastric or endotracheal tube, suctioning, putting on gloves to perform any aseptic procedure.
 - Moment 3** - After body fluid exposure risk. The HCW must perform hand hygiene immediately after performing care that involves blood or body fluids or when there is a risk to blood or body fluid exposure. Examples include but are not limited to: After - dressing change, skin lesion care, inserting an IV or urinary catheter, collecting/handling a specimen (e.g., blood, urine), cleaning body fluid spill, oral/dental care, contact with non-intact skin, handling garbage (e.g., used bandages, incontinent products), cleaning of contaminated and/or visibly soiled areas or equipment (e.g., commodes, used medical equipment), removing an IV, blood glucose testing, inserting or removing a nasogastric or endotracheal tube, suctioning, opening a vascular access system or drainage system, glove removal.
 - Moment 4** - After client/environment = "after client/client environment contact." The HCW must perform hand hygiene after having direct physical contact with the client or client's environment before making direct physical contact with the health care environment or another client/client environment. Examples include, but are not limited to: Upon exiting client room, after having touched the client or client's environment/equipment. Between - clients while assisting with their physio or occupational therapy; shaking hands, helping clients move around, taking vital signs.
14. Next, tick alternatively, either the hand hygiene action (Hand rub/wash) or the missing action (Missed) as occurring for this hand hygiene opportunity. Note: Hand hygiene opportunity performed with gloves on is marked as a missed opportunity. Add notation in comments.
15. If you observe more than four opportunities for one health care provider, use another column/form marked with same HCW code and continue.
16. At the end of the session, fill in the End Time using the 24 hour or military clock. Record any additional qualitative data in the "Comments" section.
17. Check the form for missing values before handing in for data entry.
18. Tally compliance by moments by adding each row in the Compliance by Moment/Indication column. (Tip: Compliance = hand hygiene was performed. Indication = hand hygiene was required.) Under the Compliance column, for each Opportunity 1 box, count and enter each time hand rub/wash was checked off for each specific moment. Under the Indication column, count and enter each time hand hygiene should have been performed for each moment. Continue with Opportunity 2, 3 and 4 boxes, until all compliances and indications are accounted for by moment. Total compliance by indication is calculated by adding all M1, M2, M3 and M4 numbers from the Compliance column and entering the total per moment in Compliances Total area. Indications Total is calculated by adding all M1, M2, M3 and M4 numbers from the Indication column and entering the total per moment in Indications Total.
19. Tally compliance by opportunity by adding compliance for each HCW at the bottom of each HCW column. Under Compliance by Opportunity per HCW, for # of Hand rub/wash (max 4), count and enter how many times Hand rub/wash is checked off in the first HCW column. For # of Opportunities (max 4), count and enter how many opportunities were observed whether Hand rub/wash or Missed is checked off. Enter Compliance by Opportunity per HCW for all columns. Overall Hand Hygiene Compliance is calculated by adding all of the # of Hand rub/wash totals and recording the number in the Total # of Hand rub/wash for this sheet, and adding all of the # of Opportunities totals and recording the number in the Total # of Opportunities for this sheet.

Glossary:

Hand Hygiene Moment (or Indication): The reason why hand hygiene is necessary at a given moment. It is justified by a risk of organism transmission from one surface to another when a HCW is interacting with a client.

Hand Hygiene Opportunity: The need to perform hand hygiene, whether there are single or multiple indications (moments). Hand hygiene action must correspond to each opportunity. One hand hygiene opportunity can also arise from multiple moments (combined moments) resulting in one single act of hand hygiene being compliant for multiple hand hygiene moments.

M1 = Moment 1 M2 = Moment 2 M3 = Moment 3 M4 = Moment 4