Goal & Objectives

- **Goal**: To provide a consistent approach to hand hygiene auditor training
- **Objectives**: At the completion of this session hand hygiene auditors will have:
  - Completed the Hand Hygiene Auditor Education Program
This slide explains the concepts of indication and opportunity. It will be further explained in slide 13 when scenarios are demonstrated in video.

**indication**: There is an indication for hand hygiene whenever there is a risk of a health-care worker’s hands transmitting pathogens during health-care delivery. Indications correspond the four moments of hand hygiene.

The “before” indications are present when there is a risk of microbial transmission to the patient; the actions that correspond to these indications protect the patient. The “after” indications are present when there is a risk of microbial transmission to the health-care worker and/or to the health-care environment (and to any other person present); the actions that correspond to these indications protect health-care workers and the health-care environment and ultimately other patients..

**Opportunity**: At a simple level, each opportunity must be followed by an action (i.e. hand hygiene).

The correct moment for hand hygiene is usually termed “opportunity”. According to an evidence-based model of hand transmission, the opportunity corresponds to the period between the moment in which hands become colonized after touching a
surface (either environment or patient) and the moment in which hands touch a receptor surface

An example of this is: a multibed ward and you have left patient A did hand hygiene, went directly to patient B. This shows two indications for hand hygiene (before and after) but one opportunity.
How to Observe Hand Hygiene

- Direct observation, using a consistent approach and validated tool, is the most accurate methodology
- The auditor must be familiar with the methods and tools and trained to identify and distinguish the indications for hand hygiene occurring at the point of care
- The auditor must conduct observations openly, without interfering with the ongoing work, and keep the identity of the health care providers (HCP) confidential
- Compliance should be determined according to the indications for hand hygiene
- If a HCP feels uncomfortable with your presence you would cease the audit on that individual.
Preparing to Audit

- Initially observe one HCP (As you become more proficient you may observe up to three HCP simultaneously)
- Note: Multiple HCPs performing sequential tasks quickly may interfere with audit accuracy
- You may include more HCPs sequentially during one observation session
- Be vigilant to observe all aspects of hand hygiene of those HCPs you are auditing
- Do not document more than 5 observations per HCP
- End the observation when the curtain is drawn around the patient unless you are involved in the direct care
Auditing Activity

- Each audit session should be no longer than 20 minutes.
  (+-10 minutes to complete a session)
- Audits should take place at a variety of times.
  24 hours/day and 7 days/week
- Audits do not need to be done on consecutive days.
### Factors Influencing Hand Hygiene

#### Nails/Rings
- Indicate if the HCP does **not** meet the guidelines:
- Nails must be kept clean and short.
- Nail polish must not be worn.
- Artificial nails or nail enhancements must not be worn.
- Rings are not worn during Hand Hygiene.

#### Wrists/Sleeves
- Arm jewelry, including watches and medical alert bracelets, must be removed or pushed up.
# Factors Influencing Hand Hygiene

## Gloves
- Hand hygiene done with gloves on is incorrect; therefore, it is marked as a missed opportunity.
- Indicate if the health care provider was wearing gloves when the opportunity occurred.
- In this audit, wearing gloves does not change the number of opportunities for health care providers to clean their hands.

## Indications for glove use include:
- Contact with non-intact skin
- Contact Precautions
- Anticipated contact with blood and/or body fluids
Hand Hygiene Monitoring Videos

Please view as instructed the following six slides

Monitoring Program

**Moment 1** – Before Initial Patient/Patient Environment Contact

- Please watch the first 36 seconds of the video below:
  - [Moment 1 Audit Scenario A](#)
- Please watch the first 20 seconds of the video below:
  - [Moment 1 Audit Scenario B](#)
Monitoring Program

**Moment 1** – Before Initial Patient/Patient Environment Contact

- Please watch the first 36 seconds of the video below:
  - [Moment 1 Audit Scenario C](#)
- Please watch the first minute and 39 seconds of the video below:
  - [Moment 1 Audit Scenario D](#)
Monitoring Program

**Moment 4 – After Patient/Patient Environment Contact**

- Please watch the first 43 seconds of the video below:
  - [Moment 4 Audit Scenario A](#)
- Please watch the first 22 seconds of the video below:
  - [Moment 4 Audit Scenario B](#)
Monitoring Program

**Moment 4** – After Patient/Patient Environment Contact

- Please watch the first 11 seconds of the video below:
  - [Moment 4 Audit Scenario C](#)
Monitoring Program

The following videos demonstrate more complex scenarios

- Please watch the first 22 seconds of the video below:  
  - [Complex Audit Scenario A](#)
- Please watch the first 37 seconds of the video below:  
  - [Complex Audit Scenario B](#)
Monitoring Program

- Please watch the first 42 seconds of the video below:
  - Complex Audit Scenario C
- Please watch the first 1 minute and 29 seconds of the video below:
  - Complex Audit Scenario D
  - Scenario D is the last Scenario for teaching purposes
How to use the Observation Tool – Crede® Auditing Instructions

To launch the application on your iPad locate the icon named Hand Hygiene Demo (label 1 in Figure 1) and tap on it. Note your icon may have a different graphic.

This is how the iPad screen will look before you launch the audit. Your regional health Care Authority may have chosen a Hand Hygiene Icon that appears different from the in shown in this slide. When you launch the app for the first time on a new device you must have a live network connection. You will be prompted to enter a Registration Code. You should have received this code via e-mail from your system Administrator. Once you enter the code the system will download the latest data and proceed to the launch screen.

In some RHAs the IT department may “launch” the
Use Button One to start a new audit. Use Button 2 to open an existing audit.
The next slide shows how to fill out this required information in greater detail.
Region, Facility, Observer and unit should all be preloaded. You will only have to select from a drop down box by pressing on the symbol.
How to use the Observation Tool – Crede® Auditing Instructions

• The ADD HCP button is used to start observations. Select HCP to start your first observation (Button 3)

This is a drop down button – all categories of HCP should be listed for you to choose from.
You can add comments in the HCP descriptor box. These comments are not saved in the audit but used to identify the HCP if you are observing multiple HCPs of the same category. If you touch the button shown by the arrow this will minimize the other audits so the screen is easier to use.
1. Health Care descriptor

2. If you wish to delete all observations for this particular HCP, use this trash icon (button 2 in picture)

3. Tap on the appropriate moment observed. To clear a moment just tap on it a second time (button 3 in picture)

4. Choose the result of your observation. To clear a result, tap on it again

5. Select any guideline items that would inform the observation Button 5. Note: a Guideline may have additional options available, see larger picture

6. Use this button to add a comment to the observation if there is no Hand Hygiene preformed.

7. Use this button to delete an individual observation – button 7 in picture, please note it is again the “trash
can”

8. Use this button to add another observation for the same HCP
How to use the Observation Tool – Crede® Auditing Instructions

2. This is the audit timer. If your organization has configured a time limit for the audits, when this time limit is reached you will be prompted if you wish to continue the audit. If you say yes, then additional time as configured by your administrator is added to the timer. When that time limit is reached you will be prompted again to continue. Note: the timer is only used to warn you that the time limits have been reached – you may always choose to continue an audit. You can pause the audit timer if you need to defer an audit for any reason, and restart it when you return to the audit.

Figure 8 - Timer Warning
How to use the Observation Tool – Crede® Auditing Instructions

• Use *Save Incomplete* to save audit locally for later editing (button 4).

• The *Summary* button allows you to see a quick summary of the current audit, including the number of observations (button 5).
How to use the Observation Tool – Crede® Auditing Instructions

- Use the **Finish** Button (6) when audit complete to submit to server. If no network connection is present the audit is saved locally. It can be retrieved later using Open Existing Audit and submitted.
How to use the Observation Tool
– Crede® Auditing Instructions

• Use the **Back** button (7) to return to audit parameter and change parameters or to edit a saved incomplete audit and to go back to the original audit, discarding changes.

• Touching the **Clear All (8)** button will clear current observations deleting the audit.
1. Use the **Edit** link to open an existing audit
2. Use the **Delete** link to delete an existing audit. You will be prompted for confirmation
3. Use the **Upload** button to submit an audit to the server. You will receive confirmation when the audit is successfully uploaded
4. In the unlikely event an audit was not received successfully by the server but was marked as uploaded, it can be retrieved using **Export**. This will create a CSV file, and gives you the option of e-mailing it to your system administrator
5. Once an audit is uploaded it will be marked as **Complete**. Completed audits are saved for seven days before they are auto deleted
6. In the event that you have multiple audits saved locally, you have the option of submitting all audits at once using the **Upload All** link
7. Use **Close** to exit the open existing audit screen
Record which Moment is being audited.
Recording Observations
Crede® Auditing Instructions

AFT-PAT/ ENV = “after patient/patient environment contact”

a) if the health care provider is leaving the patient and his/her environment to go on working in the hospital environment or with another patient

b) if the health care provider is leaving the patient area after touching objects in the patient environment (without touching the patient) to go on working in the hospital environment or with another patient.
Record if hand hygiene occurred and the method used – Hand Washing or Alcohol Based Hand Rub (ABHR). If there is an indication to preform hand hygiene and no hand washing occurs record as a miss.
When a miss is recorded a drop down menu will appear. You may select from this for comments. This feedback is useful in providing feedback.
Record You may also indicate if a good or poor technique was used. Many RHAs only record this if there was an issue with technique. An example of this would be turning off the tap without using a paper towel.
Record if there are factors that affect hand hygiene
Cleaning your IPad

• Electronic devices such as IPads are a potential source for transmission of microorganisms
• It is the responsibility of the user to routinely clean & disinfect the IPad according to the RHA’s policy
Congratulations

- You have completed the requirements to be a Hand Hygiene Auditor
- Please follow up with your ICP if you have any questions