

Outlined below are some suggested standardized interventions for when hand hygiene (HH) compliance rates are lower than expected. Where compliance is in a lower range, consider recommended interventions in higher compliance ranges IN ADDITION TO those outlined for your specific category. Upon receiving the first monthly report of the quarter (i.e., January, April, July, October), review the report results and select a Moment to focus on with 2 interventions from the options provided. For the remainder of the quarter, continue to work on the interventions selected.

Hand Hygiene Moment	Interventions if HH Compliance is between 70 – 99%	Interventions if HH Compliance is between 45 – 69%	Interventions if HH Compliance is 44% or lower														
<p>Moment 1: Before initial patient/resident/client (PRC) or PRC environment contact</p>	<p>Consider incentive program</p> <p>Leadership rounds and acknowledging compliance</p>	<p>Ensure staff have completed the HH Learning Management System (LMS) in the past 2 years</p> <p>Discuss Moment 1 breaches: e.g., If a healthcare worker performs hand hygiene and then touches anything before touching the PRC, this is a missed Moment 1. This includes touching a part of themselves other than their hands, or any items in the healthcare zone, except touching a clean, sterile, or patient-dedicated equipment. See 4Moments-Examples.pdf (wrha.mb.ca) for listed examples of each moment. Specific examples can also be added that might not be listed in the form, but noted in the setting.</p> <p>When is a Moment 1 required?</p> <table border="1" data-bbox="736 889 2091 1484"> <thead> <tr> <th>Moment</th> <th>Examples</th> </tr> </thead> <tbody> <tr> <td>Before touching a patient</td> <td>Shaking hands, assisting a patient to move, allied health interventions, touching any medical device connected to the patient (e.g. intravenous line pump, urinary catheter)</td> </tr> <tr> <td>Before any personal care activities that require physical contact</td> <td>Bathing, dressing, brushing hair, putting on personal aids such as glasses</td> </tr> <tr> <td>Before taking any non-invasive observations</td> <td>Taking a pulse, blood pressure, oxygen saturation, temperature, chest auscultation, abdominal palpation, applying ECG electrodes, cardiotocography</td> </tr> <tr> <td>Before providing any non-invasive treatment</td> <td>Apply oxygen mask or nasal cannula, fitting slings/braces, application or incontinence aids (including condom drainage), conducting an oral examination without using a sharp instrument (such as using a mirror probe), performing oral X-ray</td> </tr> <tr> <td>Before the preparation or administration of oral medications</td> <td>Oral medications, nebulized medications</td> </tr> <tr> <td>Before providing oral care and feeding</td> <td>Feeding a patient (excluding feeding via nasogastric tube or percutaneous endoscopic gastrostomy), brushing teeth or dentures</td> </tr> </tbody> </table>	Moment	Examples	Before touching a patient	Shaking hands, assisting a patient to move, allied health interventions, touching any medical device connected to the patient (e.g. intravenous line pump, urinary catheter)	Before any personal care activities that require physical contact	Bathing, dressing, brushing hair, putting on personal aids such as glasses	Before taking any non-invasive observations	Taking a pulse, blood pressure, oxygen saturation, temperature, chest auscultation, abdominal palpation, applying ECG electrodes, cardiotocography	Before providing any non-invasive treatment	Apply oxygen mask or nasal cannula, fitting slings/braces, application or incontinence aids (including condom drainage), conducting an oral examination without using a sharp instrument (such as using a mirror probe), performing oral X-ray	Before the preparation or administration of oral medications	Oral medications, nebulized medications	Before providing oral care and feeding	Feeding a patient (excluding feeding via nasogastric tube or percutaneous endoscopic gastrostomy), brushing teeth or dentures	<p>Leadership rounds and role-modeling</p> <p>Encourage staff to voice HH concerns and report safety issues and observations</p> <p>Focus on HH in huddles</p> <p>Identify unit/area-specific hand hygiene champion</p> <p>Education re: patient/resident/client environment and healthcare environment</p> <p>Assess environment to ensure appropriate placement of HH dispensers and sinks</p> <p>Consider pocket bottles of alcohol-based hand rub (ABHR)</p> <p>Visual cues (e.g., posters) posted and in key locations?</p> <p>Identify 1 or 2 key moments when staff can increase their HH and focus education, visual cues, and availability of HH</p> <p>Ask staff for their suggestions as to what would be helpful in reminding them about Moment 1, e.g., e.g. before taking a BP so could put a HH notice on the machine</p>
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<p>Moment 2: Before aseptic or clean procedure</p>	<p>Consider incentive program Leadership rounds and acknowledging compliance</p>	<p>Ensure staff have completed the HH Learning Management System (LMS) in the past 2 years</p> <p>Discuss Moment 2 breaches. See 4Moments-Examples.pdf (wrha.mb.ca) for listed examples of each moment. Specific examples can also be added that might not be listed in the form, but noted in the setting.</p> <p>When is a Moment 2 required?</p> <table border="1" data-bbox="736 532 2091 1382"> <thead> <tr> <th data-bbox="736 532 1287 570">Moment</th> <th data-bbox="1287 532 2091 570">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="736 570 1287 670">Before inserting a needle into a patient's skin or into an invasive medical device connected to the patient</td> <td data-bbox="1287 570 2091 670">Venepuncture, blood glucose level, arterial blood gas, subcutaneous or intramuscular injections, intravenous line flush.</td> </tr> <tr> <td data-bbox="736 670 1287 794">Before administration of any medications given via an invasive medical device</td> <td data-bbox="1287 670 2091 794">Intravenous medication, nasogastric tube (NGT) feeds, percutaneous endoscopic gastrostomy (PEG) feeds</td> </tr> <tr> <td data-bbox="736 794 1287 831">Before the preparation of an aseptic field</td> <td data-bbox="1287 794 2091 831">Dressing trolley set up for an aseptic procedure</td> </tr> <tr> <td data-bbox="736 831 1287 932">Before the administration of medications where there is direct or potentially direct contact with mucous membranes</td> <td data-bbox="1287 831 2091 932">Eye drop instillation, suppository insertion, vaginal pessary</td> </tr> <tr> <td data-bbox="736 932 1287 1101">Before the insertion of, or contact with, an invasive medical device</td> <td data-bbox="1287 932 2091 1101">Procedures involving endotracheal tube, tracheostomy, nasopharyngeal airways, suctioning of airways, urinary catheter, colostomy/ileostomy, vascular access systems, invasive monitoring devices, wound drains, percutaneous endoscopic gastrostomy tubes, nasogastric tube, secretion aspiration</td> </tr> <tr> <td data-bbox="736 1101 1287 1240">Before any assessment, treatment or patient care where contact is made with non-intact skin or mucous membranes or there is the likelihood of penetration of tissue or a cavity</td> <td data-bbox="1287 1101 2091 1240">Wound dressings, surgical procedures, digital rectal examination, invasive obstetric and gynecological examinations and procedures, digital assessment of newborn palate, invasive dental examinations, dental extractions, dental restoration</td> </tr> <tr> <td data-bbox="736 1240 1287 1382">Before preparation and administration of any medications or materials for any oral health/dental procedures</td> <td data-bbox="1287 1240 2091 1382">Administering topical medication such as fluoride, topical anaesthetic, local anesthetic or tooth mousse or restorative materials used for restoration procedure.</td> </tr> </tbody> </table>	Moment	Examples	Before inserting a needle into a patient's skin or into an invasive medical device connected to the patient	Venepuncture, blood glucose level, arterial blood gas, subcutaneous or intramuscular injections, intravenous line flush.	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<p>Moment 3: After body fluid exposure risk</p>	<p>Consider incentive program</p> <p>Leadership rounds and acknowledging compliance</p>	<p>Ensure staff have completed the HH LMS in the past 2 years</p> <p>Discuss Moment 3 breaches: e.g., After a procedure or body fluid exposure risk, nothing should be touched before the removal of gloves and the performance of hand hygiene. Touching the outside of a drain or drainage bag, even when the circuit is closed and not broken, is a body fluid exposure risk. See 4Moments-Examples.pdf (wrha.mb.ca) for listed examples of each moment. Specific examples can also be added that might not be listed in the form, but noted in the setting.</p> <p>When is Moment 3 required?</p> <table border="1" data-bbox="744 609 2088 1291"> <thead> <tr> <th data-bbox="744 609 1139 641">Moment</th> <th data-bbox="1139 609 2088 641">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="744 641 1139 1019"> <p>After performing a procedure</p> </td> <td data-bbox="1139 641 2088 1019"> <ul style="list-style-type: none"> • After insertion of a needle into a patients’ skin or an invasive medical device • After administration of any medications given via an invasive medical device, preparation of a sterile field • After administration of medications where there is direct contact with mucous membranes • After insertion of, or disruption to, the circuit of an invasive medical device • After any assessment, treatment, or patient care where contact is made with non-intact skin or mucous membranes or there is likelihood of penetration of tissue or cavity • After preparation and administration of any medications or materials for any oral health/dental procedure </td> </tr> <tr> <td data-bbox="744 1019 1139 1291"> <p>After a potential body fluid exposure</p> </td> <td data-bbox="1139 1019 2088 1291"> <ul style="list-style-type: none"> • Contact with a used urinary bottle/bedpan • Contact with sputum either directly or indirectly via a cup or tissue • Contact with used specimen jars/pathology samples • Cleaning dentures • Cleaning spills of body fluids from patient surroundings • After touching the outside of a wound or chest drain or oral suction tubing • Contact with a used dental instrument or appliances • After touching surfaces that potentially contaminated with body fluid </td> </tr> </tbody> </table> <p>Another e.g., a cleaner cleans up vomit on the floor inside a single patient room, removes gloves and performs hand hygiene, moves the patient’s overbed table, and then performs hand hygiene before leaving the room. These hand hygiene moments should be recorded as a correct Moment 3.</p>	Moment	Examples	<p>After performing a procedure</p>	<ul style="list-style-type: none"> • After insertion of a needle into a patients’ skin or an invasive medical device • After administration of any medications given via an invasive medical device, preparation of a sterile field • After administration of medications where there is direct contact with mucous membranes • After insertion of, or disruption to, the circuit of an invasive medical device • After any assessment, treatment, or patient care where contact is made with non-intact skin or mucous membranes or there is likelihood of penetration of tissue or cavity • After preparation and administration of any medications or materials for any oral health/dental procedure 	<p>After a potential body fluid exposure</p>	<ul style="list-style-type: none"> • Contact with a used urinary bottle/bedpan • Contact with sputum either directly or indirectly via a cup or tissue • Contact with used specimen jars/pathology samples • Cleaning dentures • Cleaning spills of body fluids from patient surroundings • After touching the outside of a wound or chest drain or oral suction tubing • Contact with a used dental instrument or appliances • After touching surfaces that potentially contaminated with body fluid 	<p>Leadership rounds and role-modeling</p> <p>Encourage staff to voice HH concerns and report safety issues and observations</p> <p>Focus on HH in huddles</p> <p>Identify unit/area-specific hand hygiene champion</p> <p>Education re: patient/resident/client environment and healthcare environment</p> <p>Assess environment to ensure appropriate placement of HH dispensers and sinks</p> <p>Consider pocket bottles of alcohol-based hand rub (ABHR)</p> <p>Visual cues (e.g., posters) posted and in key locations?</p> <p>Ask staff for their suggestions as to what would be helpful in reminding them about Moment 3</p>
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<p>Moment 4: After PRC or PRC environment contact</p>	<p>Consider incentive program</p> <p>Leadership rounds and acknowledging compliance</p>	<p>Ensure staff have completed the HH LMS in the past 2 years</p> <p>Discuss Moment 4 breaches: e.g., a nurse touches an indwelling urinary catheter to check urine output (Moment 3), performs hand hygiene, records urine output on a patient’s observation chart, which is kept at the patient’s bed end (Moment 4), and then performs hand hygiene. These hand hygiene moments should be recorded as a correct Moment 3 and a correct Moment 4. See 4Moments-Examples.pdf (wrha.mb.ca) for listed examples of each moment. Specific examples can also be added that might not be listed in the form, but noted in the setting.</p> <p>When is Moment 4 required?</p> <table border="1" data-bbox="747 691 2091 1013"> <thead> <tr> <th data-bbox="747 691 1139 727">Moment</th> <th data-bbox="1139 691 2091 727">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="747 727 1139 841"> After a Moment 1, except if there has been exposure to body fluids </td> <td data-bbox="1139 727 2091 841"> <ul style="list-style-type: none"> After touching a patient, after touching an intravenous pump or other medical equipment connected to the patient </td> </tr> <tr> <td data-bbox="747 841 1139 1013"> After touching any items in the patient zone but the patient has not been touched while the healthcare worker was in the patient zone </td> <td data-bbox="1139 841 2091 1013"> <ul style="list-style-type: none"> Any items in the patient zone included bed, bedrails, linen, table, bedside chart, bedside locker, call bell/TV remote control, light switches, personal belongings (including books, mobility aids), chair, footstool, monkey bar that is attached to a patient’s bed </td> </tr> </tbody> </table>	Moment	Examples	After a Moment 1, except if there has been exposure to body fluids	<ul style="list-style-type: none"> After touching a patient, after touching an intravenous pump or other medical equipment connected to the patient 	After touching any items in the patient zone but the patient has not been touched while the healthcare worker was in the patient zone	<ul style="list-style-type: none"> Any items in the patient zone included bed, bedrails, linen, table, bedside chart, bedside locker, call bell/TV remote control, light switches, personal belongings (including books, mobility aids), chair, footstool, monkey bar that is attached to a patient’s bed 	<p>Leadership rounds and role-modeling</p> <p>Staff empowerment to voice HH concerns and report safety issues and observations</p> <p>Focus on HH in huddles</p> <p>Identify unit/area-specific hand hygiene champion</p> <p>Education re: patient/resident/ client environment and healthcare environment</p> <p>Assess environment to ensure appropriate placement of HH dispensers and sinks</p> <p>Consider pocket bottles of alcohol-based hand rub (ABHR)</p> <p>Visual cues (e.g., posters) posted and in key locations?</p> <p>Ask staff for their suggestions as to what would be helpful in reminding them about Moment 4</p>
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