

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 environment, 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 Moment 1 required?</p> <table border="1" data-bbox="736 951 2091 1442"> <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>Applying 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> </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	Applying 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	<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., before taking a BP so could put a HH notice on the machine</p>
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	Applying 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												

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 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 Moment 2 required?</p> <table border="1" data-bbox="736 558 2091 1430"> <thead> <tr> <th data-bbox="736 558 1284 610">Moment</th> <th data-bbox="1284 558 2091 610">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="736 610 1284 732">Before inserting a needle into a patient's skin or into an invasive medical device connected to the patient</td> <td data-bbox="1284 610 2091 732">Venepuncture, blood glucose level, arterial blood gas, subcutaneous or intramuscular injections, intravenous line flush.</td> </tr> <tr> <td data-bbox="736 732 1284 954">Before preparation and administration of any medications</td> <td data-bbox="1284 732 2091 954">Intravenous, subcutaneous, or intramuscular medication, nasogastric tube feeds, oral medication, percutaneous endoscopic gastrostomy feeds, eye drop instillation, suppository insertion, vaginal pessary, topical medication such as fluoride, topical anaesthetic, local anesthetic or tooth mousse or restorative materials used for restoration procedure</td> </tr> <tr> <td data-bbox="736 954 1284 1003">Before the preparation of an aseptic field</td> <td data-bbox="1284 954 2091 1003">Dressing trolley set up for an aseptic procedure</td> </tr> <tr> <td data-bbox="736 1003 1284 1192">Before the insertion of, or contact with, an invasive medical device</td> <td data-bbox="1284 1003 2091 1192">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 1192 1284 1344">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="1284 1192 2091 1344">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 1344 1284 1430">Before providing oral care and feeding</td> <td data-bbox="1284 1344 2091 1430">Feeding a patient (excluding feeding via nasogastric tube or percutaneous endoscopic gastrostomy), brushing teeth or dentures</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.	Before preparation and administration of any medications	Intravenous, subcutaneous, or intramuscular medication, nasogastric tube feeds, oral medication, percutaneous endoscopic gastrostomy feeds, eye drop instillation, suppository insertion, vaginal pessary, topical medication such as fluoride, topical anaesthetic, local anesthetic or tooth mousse or restorative materials used for restoration procedure	Before the preparation of an aseptic field	Dressing trolley set up for an aseptic procedure	Before the insertion of, or contact with, an invasive medical device	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	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	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	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>Ask staff for their suggestions as to what would be helpful in reminding them about Moment 2</p>
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.																
Before preparation and administration of any medications	Intravenous, subcutaneous, or intramuscular medication, nasogastric tube feeds, oral medication, percutaneous endoscopic gastrostomy feeds, eye drop instillation, suppository insertion, vaginal pessary, topical medication such as fluoride, topical anaesthetic, local anesthetic or tooth mousse or restorative materials used for restoration procedure																
Before the preparation of an aseptic field	Dressing trolley set up for an aseptic procedure																
Before the insertion of, or contact with, an invasive medical device	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																
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	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																
Before providing oral care and feeding	Feeding a patient (excluding feeding via nasogastric tube or percutaneous endoscopic gastrostomy), brushing teeth or dentures																

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 3: After body fluid exposure risk</p>	<p>Consider incentive program 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="744 646 2088 1398"> <thead> <tr> <th data-bbox="744 646 975 691">Moment</th> <th data-bbox="975 646 2088 691">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="744 691 975 1076"> After performing a procedure </td> <td data-bbox="975 691 2088 1076"> <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 1076 975 1398"> After a potential body fluid exposure </td> <td data-bbox="975 1076 2088 1398"> <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, removes gloves and performs hand hygiene. These hand hygiene moments should be recorded as a correct Moment 3.</p>	Moment	Examples	After performing a procedure	<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 	After a potential body fluid exposure	<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>
Moment	Examples								
After performing a procedure	<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 								
After a potential body fluid exposure	<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 								

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 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="741 800 2091 1157"> <thead> <tr> <th data-bbox="741 800 1139 850">Moment</th> <th data-bbox="1139 800 2091 850">Examples</th> </tr> </thead> <tbody> <tr> <td data-bbox="741 850 1139 971"> <p>After a Moment 1, except if there has been exposure to body fluids</p> </td> <td data-bbox="1139 850 2091 971"> <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="741 971 1139 1157"> <p>After touching any items in the patient environment but the patient has not been touched while the healthcare worker was in the patient environment</p> </td> <td data-bbox="1139 971 2091 1157"> <ul style="list-style-type: none"> After touching any items in the patient environment included bed, bedrails, linen, table, bedside chart, bedside locker, call bell/TV remote control, light switches, personal belongings (including books, mobility aids), chair, footstool, safety rail that is attached to a patient’s bed </td> </tr> </tbody> </table>	Moment	Examples	<p>After a Moment 1, except if there has been exposure to body fluids</p>	<ul style="list-style-type: none"> After touching a patient, after touching an intravenous pump or other medical equipment connected to the patient 	<p>After touching any items in the patient environment but the patient has not been touched while the healthcare worker was in the patient environment</p>	<ul style="list-style-type: none"> After touching any items in the patient environment included bed, bedrails, linen, table, bedside chart, bedside locker, call bell/TV remote control, light switches, personal belongings (including books, mobility aids), chair, footstool, safety rail 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>
Moment	Examples								
<p>After a Moment 1, except if there has been exposure to body fluids</p>	<ul style="list-style-type: none"> After touching a patient, after touching an intravenous pump or other medical equipment connected to the patient 								
<p>After touching any items in the patient environment but the patient has not been touched while the healthcare worker was in the patient environment</p>	<ul style="list-style-type: none"> After touching any items in the patient environment included bed, bedrails, linen, table, bedside chart, bedside locker, call bell/TV remote control, light switches, personal belongings (including books, mobility aids), chair, footstool, safety rail that is attached to a patient’s bed 								