

Hand Hygiene Observation Tool

Observer:	End Time:
Date (dd /mm/yyyy):	Form #:
Day of Week:	Facility:
Start Time:	Patient Care Unit:

Healthcare Worker (HCW) Category code:

- 1 = Physician
- 2 = Nurse
- 3 = Healthcare Aide
- 4 = Social Work
- 5 = Spiritual Care
- 6 = IV Team/Lab
- 7 = Physiotherapy
- 8 = Occupational Therapy
- 9 = Housekeeping
- 10 = Patient Transport
- 11 = Radiology/DI
- 12 = Respiratory Therapy

Key:

- W = Wash
- A = Alcohol-based handrub
- M = No hand hygiene;
Missed opportunity

HCW Category code	BEFORE			AFTER			OTHER	
	Before initial P/R/C or P/R/C ENV contact	Before aseptic/clean procedure		After blood or body fluids exposure	After P/R/C or P/R/C ENV contact		Artificial Nails	Hand Jewelry (rings, bracelets, <i>not</i> watches)
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N
	W A M	W A M		W A M	W A M		Y N	Y N

Comments: _____

Hand Hygiene Observation Tool: Instructions for Use

Purpose: To measure healthcare workers' (HCW) compliance using established hand hygiene (HH) guidelines. This tool allows observers to record over a 20-30 minute period whether HCWs who have come in contact with P/R/C, his/her environment, and/or contaminants (blood and body fluids) have demonstrated correct hand hygiene practices. The focus is compliance. This process is incremental and may take several years to achieve high compliance levels.

How to use the Hand Hygiene Observation tool

1. Use the tool in units/departments for observing routine hand hygiene (HH) only.
2. Familiarize yourself with the tool including codes and opportunities. Conduct a number of practice observations.
3. Be as discreet as possible. Consider any concerns the HCW may have with your presence. In no way shall you infringe on HCW actions. If uncomfortable with your presence, the HCW has the right to ask you to leave; you must do so if asked.
4. **Use a pencil to fill in the form and an eraser to correct. Use a clipboard to hold the form while observing.**
5. **Complete the demographic data at the top of the audit tool, including start time.**
6. Observe HCW and enter code for staff category. **Do not include patients/visitors.** Include students in their discipline.
7. Each row is for recording HH opportunities of **one** HCW up to a maximum of **three** opportunities. Use additional rows for the same HCW if opportunities to perform HH exceed three. Use additional rows for each additional HCW being observed simultaneously or sequentially. The HCW may interact with more than one P/R/C during the observation period.
8. Circle only **one** observation per box.
9. Circle **W**, **A**, or **M** (as outlined in the key) in appropriate box for HH practice, i.e., wash (soap and water) or alcohol-based handrub. If no activity occurs, do not circle anything. **Note: If HH is done with gloves on, it is marked as 'M'.**
10. Identify if HCW is wearing artificial nails; it is only necessary to specify once/HCW.
11. A comments field is included to give further feedback on observations.
12. At end of the session, fill in the **End Time** and check the form for missing values before handing it in.

How to conduct the Observation(s)

1. Select a care area. Undertake observations in an informal manner during busy periods.
2. Find convenient place to observe without disturbing care activities. You can move to follow HCW but never interfere with the work.
3. Carry out each observation for a 20 – 30 minute period.
4. Move to the next care area if there is no activity for 5 minutes.
5. It is easier to observe one HCW at a time, but observation of more than one HCW *can* be carried out simultaneously (up to maximum of 3 HCWs). *Note: Multiple HCWs performing sequential tasks quickly may prevent accuracy.*
6. End the observation if the privacy curtain is drawn around the P/R/C bed or door is closed.
7. If barriers exist (e.g., no available product or paper towels) report this to the person in charge and record on tool.

Frequency of observation

1. 10 – 20 observation periods should occur quarterly in each targeted area; each period should be 20 – 30 minutes long. At least 200 observations (total) are required in each targeted area.
2. Spread the observation periods over at least 10 -20 days since day to day variation may occur. Observation periods conducted over a number of days are more likely to be representative of HCW hand hygiene behaviour.

Data analysis and feedback

1. Data will be entered an overall compliance % will be calculated. Other analysis available includes: unit specific compliance %, and occupation specific compliance %. Utilize results as appropriate.

Gaining maximum value from the data

To increase awareness, summary reports are provided to all relevant stakeholders. Use reports to reinforce desired behaviours, drive improved performance, and ultimately change culture.

References

1. Austin Health. Austin Health Coordinating Centre. *A practical model for implementing hand hygiene in hospitals. First edition, 2004.*
2. Institute for Healthcare Improvement. *How-to Guide: A Guide for Improving Practices among Health Care Workers, 2005.*