Clean Hands Across Newfoundland Labrador
Hand Hygiene Auditor Education

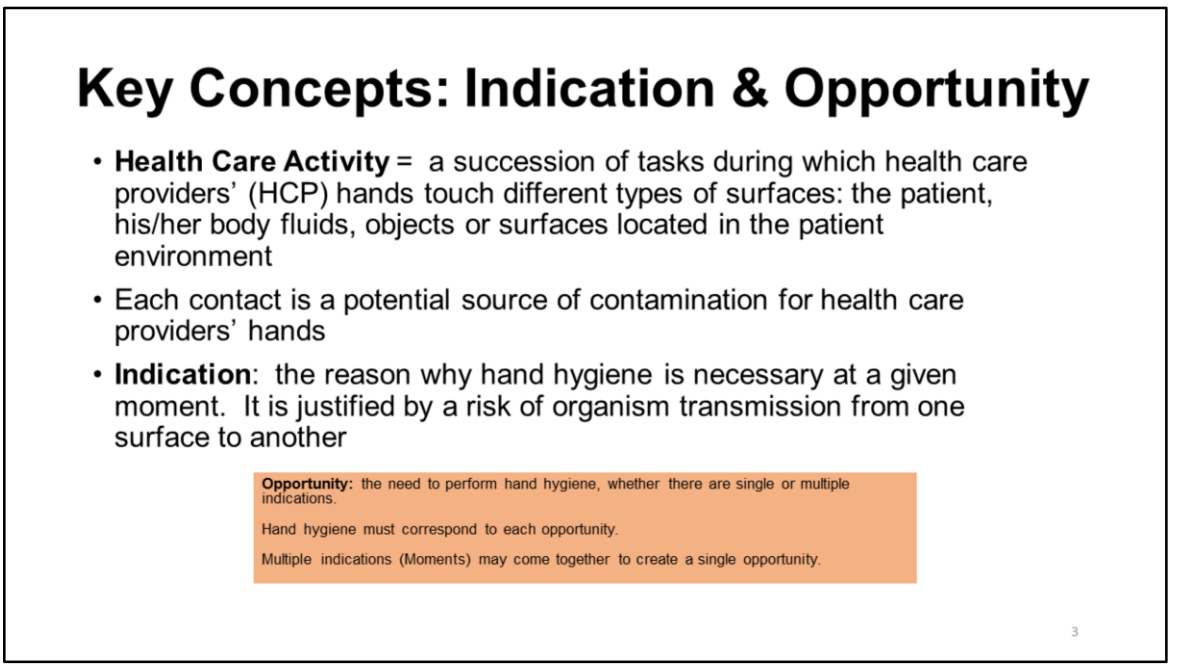
Auditor Education

Newfoundland Labrador

2017

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,[1,885] 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

Preparing to Audit

- Find a convenient place to observe without disturbing care activities
  - ➢ follow the HCP, but do not interfere with their work
- Take into account any concerns the HCP may have with your presence
- Be as discreet as possible
- Do not infringe on patient privacy
- Record only what you observe:
  - ➢ Do not record when a HCP tells you they have performed hand hygiene unless you observe it
- Provide feedback after the session, if appropriate to do so

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- 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

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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.

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Factors Influencing Hand Hygiene

Gloves	Indications for glove use include:
• 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	• Contact with non-intact skin • Contact Precautions • Anticipated contact with blood and/or body fluids

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Hand Hygiene Monitoring Videos

Please view as instructed the following six slides

- Source: Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best Practices for Hand Hygiene. Used with permission.

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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

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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

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Monitoring Program

Moment 4 – After Patient/Patient Environment Contact

- Please watch the first 11 seconds of the video below:
  - Moment 4 Audit Scenario C

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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

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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.

Figure 1 - Launching the application

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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

How to use the Observation Tool –Crede® Auditing Instructions

1.2 Launch Screen

On the main Launch Screen (See Figure 3) you can:

1. Start a new audit (See Section 2)
2. Open an existing audit (See Section 1.2.1)
3. Access system log files. This is a password protected screen accessible only by your systen administrator.

Figure 3 - Main Launch Screen

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Use Button One to start a new audit . Use Button 2 to open an existing audit.

How to use the Observation Tool – Crede® Auditing Instructions

2. Starting a New Audit

You can enter audits using the iPad device or on-line via the portal. The section below describes entering data via the mobile device. See Section 4.2 for entering data using the portal interface.

2.1 Audit Parameter Screen

Figure 6 - Audit Parameter Screen

The audit parameter screen is where you specify the parameters of the audit and start the process.

1. Tap the **BACK** button to return to the main screen – this will clear any parameters you have selected
2. When you launch the application it compares the local database to the server and will download any updates. If you wish to manually synchronize the database tap **SYNC NOW**
3. Once you have selected the appropriate parameters tap **CONTINUE** to go to the main screen and start the audit

The drop down fields define the parameters for your audit. All fields must be selected. The drop downs contain list information as pre-loaded by the system administrator. If your facility, unit, or auditor name is not listed please contact you system administrator to add it (this centralized approach ensures consistency and system integrity).

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The next slide shows how to fill out this required information in greater detail

How to use the Observation Tool – Crede® Auditing Instructions

2.2 Main Audit Screen

This screen is where you enter the audit information. The numbers below correspond to those in Figure 7.

Figure 7 - Main Audit Screen

1. These are the parameters of your audit. Confirm that they are accurate. If you need to make any changes touch the **BACK** button (number 7 in Figure 6) to return to the parameter screen

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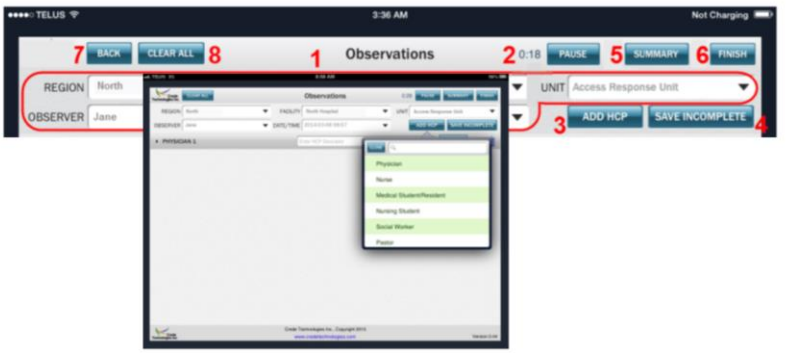
Region, Facility , Observer and unit should all be preloaded . You will only have to select from a drop down box by pressing on ˅ symbol.

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)



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This is a drop down button – all categories of HCP should be listed for you o chose from.

How to use the Observation Tool – Crede® Auditing Instructions

Newfoundland Labrador

2.3.1 Multiple concurrent observations

You can add multiple HCPs and multiple observations concurrently. See Figure 12. You can collapse and expand the observations of an HCP by tapping on the arrow next to the HCP name.

Figure 12 - Multiple concurrent observations

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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.

How to use the Observation Tool – Crede® Auditing Instructions

- Please refer to notes that you printed at the beginning of this session.

1. Health Care descriptor
2. 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

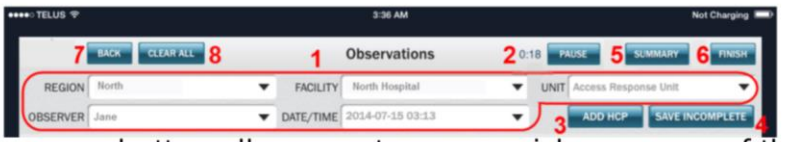
How to use the Observation Tool – Crede® Auditing Instructions

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).

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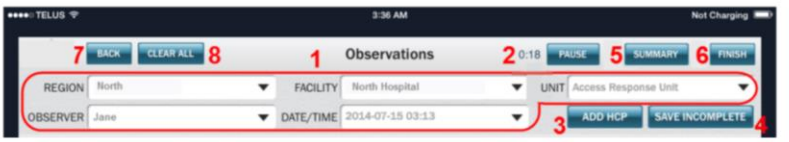
How to use the Observation Tool – Crede® Auditing Instructions

- 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.

How to use the Observation Tool – Crede® Auditing Instructions

Newfoundland Labrador

1.2 Launch Screen

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Figure 3 - Main Launch Screen

1.2.1 Open an Existing Audit

When you create a new audit and it is time to save it, you have the option of saving it as incomplete This screen allows you to manage the locally stored existing audits on the iPad that have not yet been uploaded to the server. You can have multiple incomplete audits stored locally, each uniquely identified with the names of the facility, unit, auditor, and start date and time of the audit. The numbers below correspond to the numbers in Figure 4. Note: Uploaded audits are saved for seven days and then they are auto deleted.

Figure 4 - Open Existing Audit Screen

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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

Recording Observations
Crede® Auditing Instructions

Moment 1
Before

BEF-PAT/ ENV = "*before initial patient/patient environment contact*"

a) if the health care provider touches the patient's environment and then touches the patient **or**
b) goes directly to touch the patient after having touched the hospital environment (= any other surface not in the patient's environment) or another patient's environment
c) if the health care provider enters the patient's environment from the hospital environment and touches <u>only</u> the patient's environment (does not touch patient) and then leaves the patient's environment.

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Record which Moment is being audited.

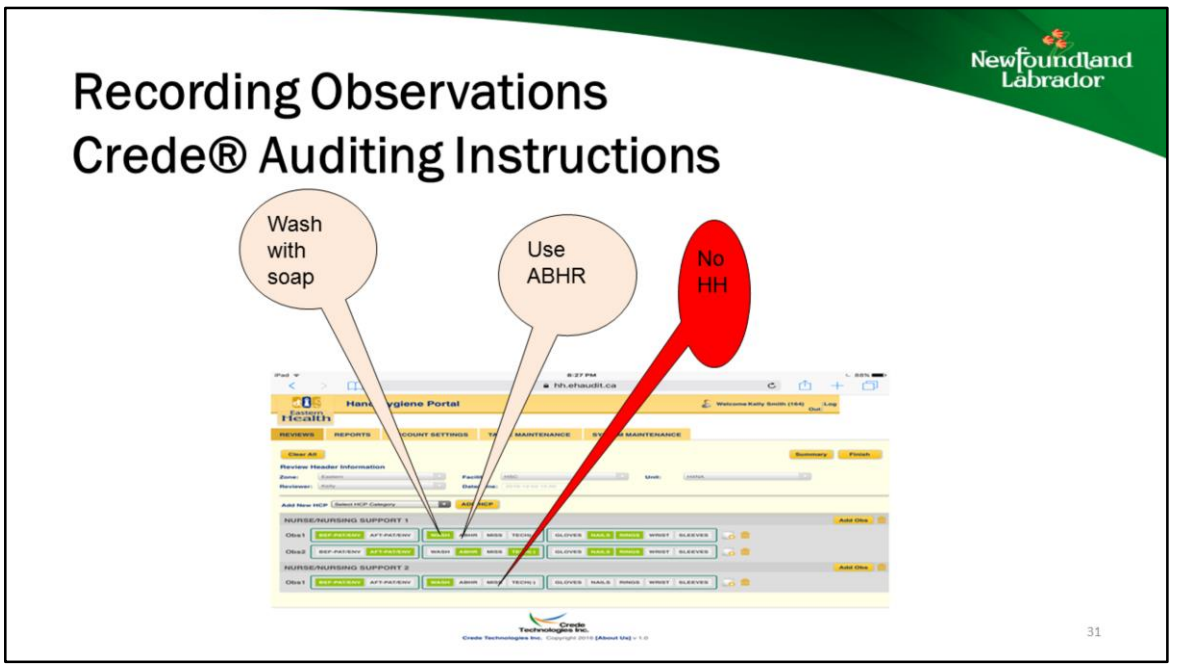
Recording Observations
Crede® Auditing Instructions

Moment 4
After

AFT-PAT/ ENV = *"after patient/patient environment contact"*

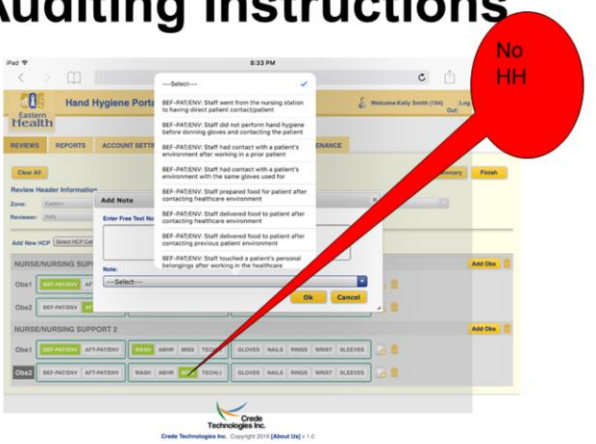
a) if the health care provider is leaving the patient and his/her environment to go on working in the hospital environment or with another patient

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.

Recording Observations
Crede® Auditing Instructions



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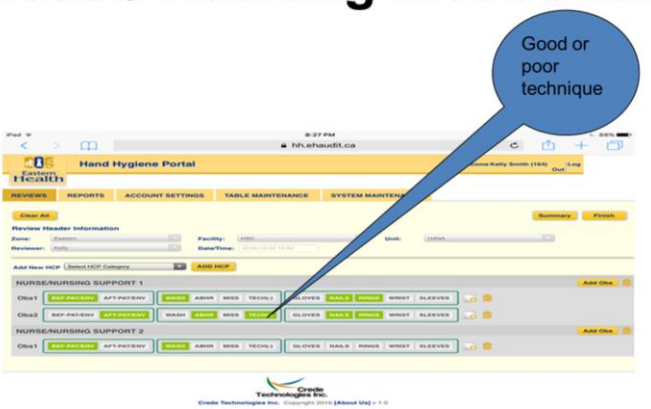
When a miss is recorded a drop down menu will appear . You may select from this for comments . Thi8s feedback is useful in providing feedback.

Recording Observations
Crede® Auditing Instructions



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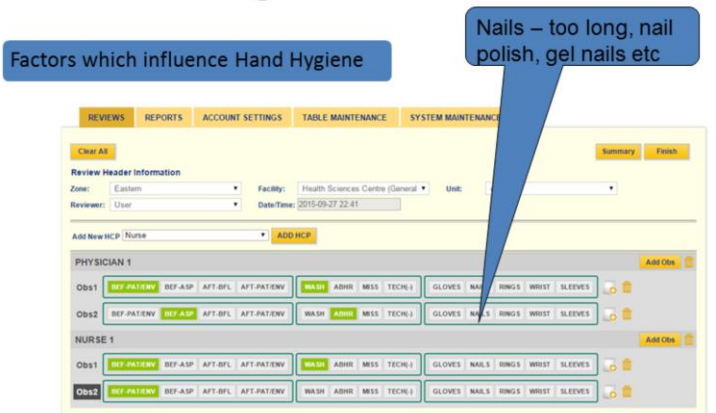
Record You may also indicate if a good or poor technique was used. Many RHAs only record this if there was an issue with technique. An example of this would be turning off the tap with out using a paper towel.

Recording Observations
Crede® Auditing Instructions



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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