

Observation tool and audit process Frequently Asked Questions

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How can hospitals ensure consistent and reliable data collection when different observers are being used?

- The provincial audit tool has been validated for inter rater reliability. There was a 94% accuracy rate if the observers were trained using the Just Clean Your Hands (JCYH) audit tool and training program.
- The training program takes 3 – 4 hours to complete and includes:
 - Your 4 Moments for Hand Hygiene PowerPoint presentation
 - Observation Tool
 - Hand Hygiene Compliance – Observation and Analysis PowerPoint presentation
 - Training DVD with scenarios demonstrating each of the 4 Moments for Hand Hygiene
 - DVD Answer Key PowerPoint Presentation
- There should be a periodic review with the trainer to verify the Observer Tool is being used correctly.

Why is an overall compliance rate not calculated?

- An overall hand hygiene compliance rate does not provide for reliable and comparative rates over time as compliance rates will differ depending upon the type of indications audited and the different types of health care providers

What resources are hospitals using to conduct the audits?

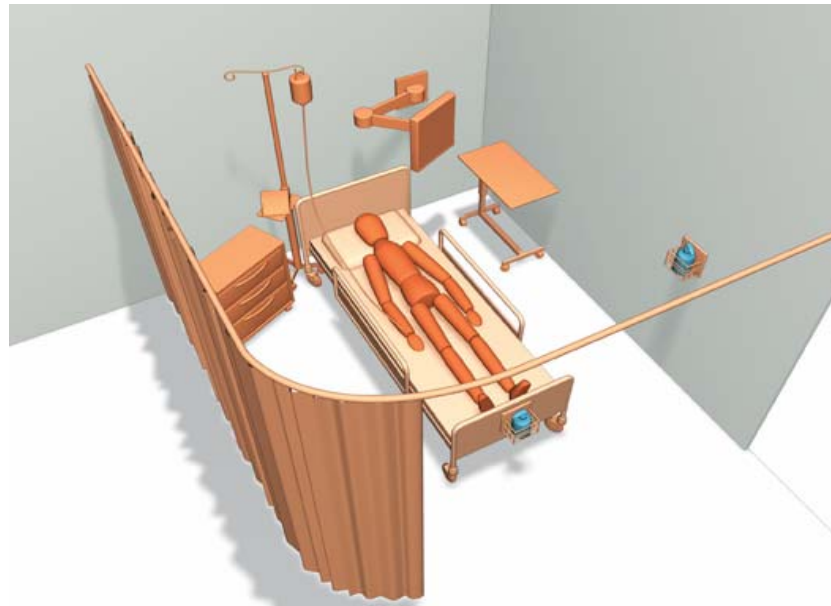
- Hospitals have used the following resources to conduct observational audits:
 - Late career nurses
 - Modified workers
 - Students
 - Volunteers
 - Infection Control Professionals
- A role description can be found at:
http://www.justcleanyourhands.ca/pdf/How_to%20Observer_23Sept08.pdf

How does direct observation work?

- Direct observation of hand hygiene practice is done by trained observers using the provincial audit tool.
- The observation is based on the *4 Moments for Hand Hygiene*.
- The observer conducts observations openly, but the identity of the health care provider is kept confidential, no names are attached to the information.
- Observers will only record what they see

What is the patient environment?

This is the patient's area. In a single room this is everything in the patient's room. In a multiple room this is everything in immediate proximity to the patient.



Note: the patient environment may differ in some settings

What is the health care environment?

- This is the environment beyond the patient's immediate area. In a single room this is outside the room. In a multiple room this is everything outside of the patient's bed area.

What if the hospital uses different names for health care provider types?

- It is recommended that wherever possible the health care provider category is used as listed. This will ensure consistent data collection. However, if a category is missing or if a hospital uses different titles for similar roles simply record what the number will represent for your local setting.

Health care provider (HCP) category:

1 = Physician

2 = Nurse

3 = Medical Student

4 = Nursing Student

5 = Social Worker

6 = Pastoral Care

7 = IV Team/Blood Collection

8 = Physiotherapist

9 = Environmental Services Worker

10 = Patient Transporter

11 = Radiology Tech

12 = Respiratory Therapist

13 = Dietician

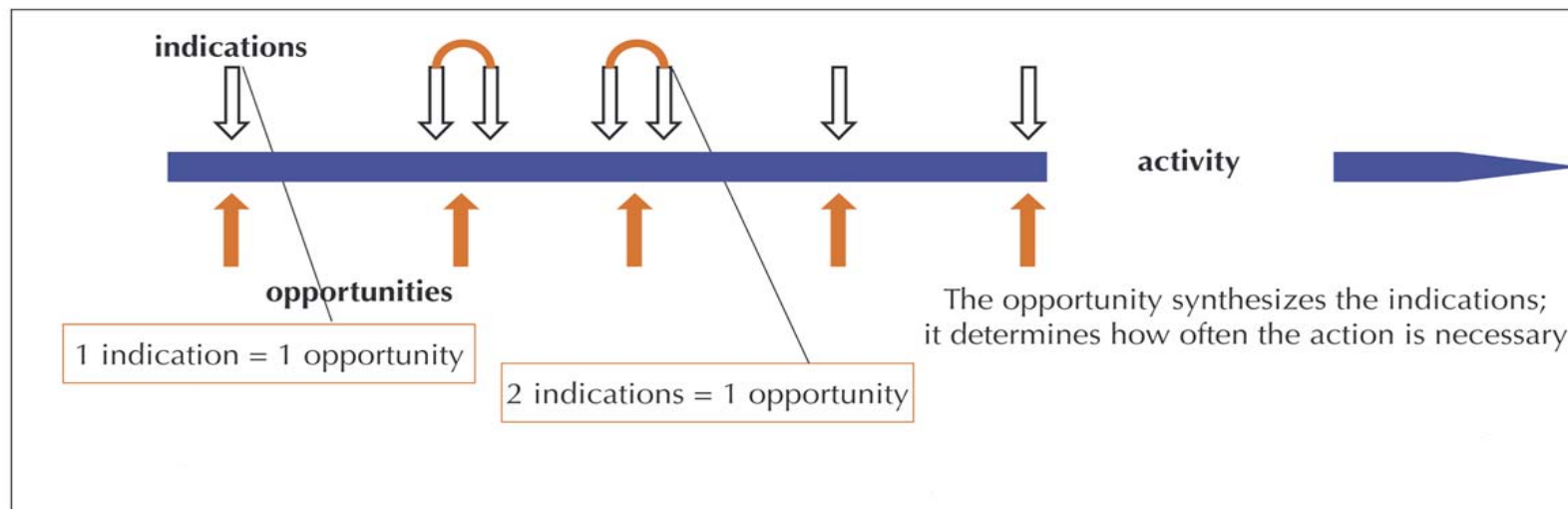
14 = PSA, PSW, PCA

15 = Other



What is the difference between indication and opportunity?

- **Indication:** the reason why hand hygiene is necessary at a given moment. It is justified by a risk of organism transmission from one surface to another.
- **Opportunity:** the need to perform hand hygiene, whether there are single or multiple indications. Hand hygiene must correspond to each opportunity. Multiple indications may come together to create a single opportunity. Every indication is included in analysis.



What do I record if a health care provider goes directly to the patient to perform an aseptic procedure without making contact with the patient/patient environment?

| | | | |
|---|---|---|---|
| HCP: _____ | HCP: _____ | HCP: _____ | HCP: _____ |
| 1 <input checked="" type="checkbox"/> BEF-PAT/ENV T: <input checked="" type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP |
| <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL |
| <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash |
| <input type="checkbox"/> Missed | <input type="radio"/> Missed | <input type="radio"/> Missed | <input type="radio"/> Missed |
| <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets |
| <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings |

- Record as 2 indications within one opportunity block as there is only one opportunity to clean hands.

How is data analyzed when there are two indications within one opportunity block?

| HCP: _____ | HCP: _____ | HCP: _____ | HCP: _____ |
|---|---|---|---|
| 1 <input checked="" type="checkbox"/> BEF-PAT/ENV T: <input checked="" type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP | 1 <input type="checkbox"/> BEF-PAT/ENV T: <input type="checkbox"/> BEF-ASP |
| <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL | <input type="checkbox"/> AFT-PAT/ENV T: <input type="checkbox"/> AFT-BFL |
| <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash | <input type="checkbox"/> Rub <input type="checkbox"/> Wash |
| <input type="checkbox"/> Missed | <input type="radio"/> Missed | <input type="radio"/> Missed | <input type="radio"/> Missed |
| <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> Gloves <input type="checkbox"/> Bracelets |
| <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings | <input type="checkbox"/> Nails <input type="checkbox"/> Rings |

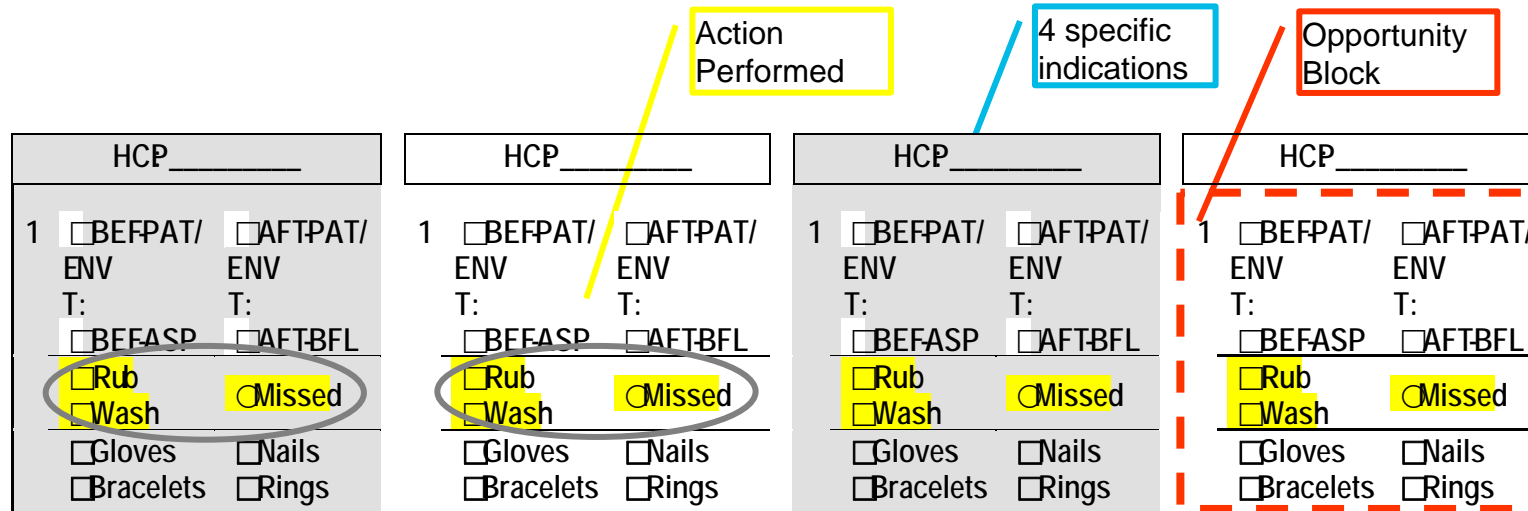
- The opportunity block is used to record single or multiple indications that provide a single opportunity for hand hygiene.
- Every indication recorded is counted and analyzed for the specific indication

Is there a tool to assist in analyzing data?

- An Excel workbook tool is available to enter and analyze observation results.
- It can be downloaded at:
 - http://www.justcleanyourhands.ca/observation_tool.php
- The data entry can be done by the observer or another resource. Each site will require its own set of workbooks.
- Predefined reports have been included to analyze data
- Report table and charts can be pasted into presentations to support feedback of progress to health care providers, management and facility board
- For public reporting the data will need to be entered into the WERS template

What is included in compliance rates?

- Compliance rates reported are analyzing the compliance of “when” hand hygiene was performed as compared to the number of times that were indicated to perform hand hygiene.



Calculation:

$\frac{\text{\# times hand hygiene was performed for a specific indication by all categories of HCP}}{\text{\# observed hand hygiene indications for a specific indication by all categories of HCP}} \times 100 = \% \text{ compliance}$

$\frac{\text{\# times hand hygiene was performed for a specific indication by all categories of HCP}}{\text{\# observed hand hygiene indications for a specific indication by all categories of HCP}}$

Analysis Tool - Report 2 will provide compliance data for WERS

Calculation to analyze compliance rates per indication:

$\frac{\text{\# times hand hygiene was performed for a specific indication by all categories of HCP}}{\text{\# observed hand hygiene indications for a specific indication by all categories of HCP}} \times 100 = \% \text{ compliance}$

Example: Compliance for Before initial patient/patient environment contact:

$$\frac{3}{4} \times 100 = 75\% \text{ compliance for BEF-PAT/ENV}$$

| Type of Indications | % Compliance | Compliance Numerator per indication for WERS # times hand hygiene was performed | Compliance Denominator per indication for WERS # observed hand hygiene indications |
|--|--------------|--|---|
| Before initial patient/patient environment contact | 75% | 3 | 4 |
| Before aseptic procedure | 0% | 0 | 0 |
| After body fluid exposure risk | 0% | 0 | 0 |
| After patient/patient environment contact | 0% | 0 | 0 |

Analysis Tool - Report 3 can be used to track sample size

Sample size for public reporting is 200 observed hand hygiene opportunities for every 100 in patient beds. Efforts should be made to ensure all 4 indications are represented in sample.

Sum of column 4 will provide total number of observed hand hygiene opportunities

| (1) Type of Health Care Provider | (2) % Compliance | (3) # Opportunities hand hygiene performed by HCP | (4) Total # observed hand hygiene opportunities by HCP |
|-------------------------------------|---------------------|--|---|
| Allied HCPs* | 0% | 0 | 0 |
| Environmental Services | 0% | 0 | 0 |
| Medical Students | 0% | 0 | 0 |
| Nurses | 0% | 0 | 0 |
| Nursing Students | 0% | 0 | 0 |
| PSA, PSW, PCA | 0% | 0 | 0 |
| Patient Transporters | 0% | 0 | 0 |
| Physicians | 0% | 0 | 0 |
| Other | 0% | 0 | 0 |

What is not included in compliance rates?

- The compliance rate is not impacted by technique or the “how” hand hygiene was performed. (i.e. time, rings, watches, nails are not calculated in the rate)

Timing indications 1 and 4 (chosen arbitrarily) is optional but can provide helpful data on technique which can be used to inform ongoing education.

| HCP_____ | HCP_____ | HCP_____ | HCP_____ |
|--|--|--|--|
| 1 <input type="checkbox"/> BEFPAT/ <input type="checkbox"/> AFTPAT/ ENV ENV | 1 <input type="checkbox"/> BEFPAT/ <input type="checkbox"/> AFTPAT/ ENV ENV | 1 <input type="checkbox"/> BEFPAT/ <input type="checkbox"/> AFTPAT/ ENV ENV | 1 <input type="checkbox"/> BEFPAT/ <input type="checkbox"/> AFTPAT/ ENV ENV |
| T: <input type="checkbox"/> BEFASP <input type="checkbox"/> AFTBFL | T: <input type="checkbox"/> BEFASP <input type="checkbox"/> AFTBFL | T: <input type="checkbox"/> BEFASP <input type="checkbox"/> AFTBFL | T: <input type="checkbox"/> BEFASP <input type="checkbox"/> AFTBFL |
| <input type="checkbox"/> Rub <input type="radio"/> Missed | <input type="checkbox"/> Rub <input type="radio"/> Missed | <input type="checkbox"/> Rub <input type="radio"/> Missed | <input type="checkbox"/> Rub <input type="radio"/> Missed |
| <input type="checkbox"/> Wash <input type="checkbox"/> Missed | <input type="checkbox"/> Wash <input type="checkbox"/> Missed | <input type="checkbox"/> Wash <input type="checkbox"/> Missed | <input type="checkbox"/> Wash <input type="checkbox"/> Missed |
| <input type="checkbox"/> Gloves <input type="checkbox"/> Nails | <input type="checkbox"/> Gloves <input type="checkbox"/> Nails | <input type="checkbox"/> Gloves <input type="checkbox"/> Nails | <input type="checkbox"/> Gloves <input type="checkbox"/> Nails |
| <input type="checkbox"/> Bracelets <input type="checkbox"/> Rings | <input type="checkbox"/> Bracelets <input type="checkbox"/> Rings | <input type="checkbox"/> Bracelets <input type="checkbox"/> Rings | <input type="checkbox"/> Bracelets <input type="checkbox"/> Rings |

Do gloves replace the need for hand hygiene?

- Wearing gloves does not replace the need for hand hygiene or change the number of opportunities for health care providers to clean their hands.
- Hand hygiene done with gloves on is incorrect; therefore, it is marked as a missed opportunity.
- Examples when gloves may be used: when handling blood and body fluids, mucous membranes, wound care, contact with non-intact skin and where indicated for additional precautions/isolation.

| | | | | | | | | | | | |
|---|---|--|---|---|--|---|---|--|---|---|--|
| 1 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed <input type="checkbox"/> Nails <input type="checkbox"/> Rings | 1 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed <input type="checkbox"/> Nails <input type="checkbox"/> Rings | 1 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed <input type="checkbox"/> Nails <input type="checkbox"/> Rings | 1 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves <input type="checkbox"/> Bracelets | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed <input type="checkbox"/> Nails <input type="checkbox"/> Rings |
| 2 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed | 2 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed | 2 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed | 2 | <input type="checkbox"/> BEF-PAT/ ENV T: <input type="checkbox"/> BEF-ASP <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input checked="" type="checkbox"/> Gloves | <input type="checkbox"/> AFT-PAT/ ENV T: <input type="checkbox"/> AFT-BFL <input type="radio"/> Missed |

Why is such a large sample size required?

- The goal is to obtain an overall assessment of whether compliance rates are improving. It is important to have a large enough sample size to be meaningful.
- Not collecting enough data means the rates are not reliable as any changes could be due to chance alone rather than the effect of the intervention.
- 200 observed opportunities for every 100 in patient beds collected over time will provide a reliable compliance rate.
- Frequency: Minimum – annually for public reporting.

How does a small facility get sufficient sample size and maintain confidentiality when auditing the same people all the time?

- By combining the health care provider categories for reporting purposes confidentiality is protected
- By collecting data over a longer period of time
- To ensure data is valid a hospital with 50 beds should complete at least 100 observed opportunities.
- The minimum number of observed opportunities is 50 (ie. For 10 beds you would still require 50 observed indications to ensure statistical validity)

What if our hospital wants to do more frequent auditing?

- Hospitals may choose to audit and post results on their hospital website more frequently than required by public reporting
- Providing immediate performance feedback to the health care provider using tools like “on the spot feedback” can help improve understanding of “when” to perform hand hygiene
- Ongoing targeted audits may also be done (e.g. focusing on one indication)

Your 4 Moments for Hand Hygiene *On-the-spot feedback*

| | |
|----------|---|
| A | Moment being observed: |
| | <input type="checkbox"/> 1. Before initial patient/patient environment contact |
| | <input type="checkbox"/> 2. Before aseptic procedure |
| | <input type="checkbox"/> 3. After body fluid exposure risk |
| | <input type="checkbox"/> 4. After patient/patient environment contact |
| | Hand hygiene method: |
| | <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input type="checkbox"/> Missed |
| | Other considerations: |
| | <input type="checkbox"/> Gloves without cleaning <input type="checkbox"/> Incorrect nail length |
| | <input type="checkbox"/> Bracelets worn <input type="checkbox"/> Rings worn |
| | <input type="checkbox"/> Contact time less than 15 seconds |
| B | Moment being observed: |
| | <input type="checkbox"/> 1. Before initial patient/patient environment contact |
| | <input type="checkbox"/> 2. Before aseptic procedure |
| | <input type="checkbox"/> 3. After body fluid exposure risk |
| | <input type="checkbox"/> 4. After patient/patient environment contact |
| | Hand hygiene method: |
| | <input type="checkbox"/> Rub <input type="checkbox"/> Wash <input type="checkbox"/> Missed |
| | Other considerations: |
| | <input type="checkbox"/> Gloves without cleaning |
| | <input type="checkbox"/> Contact time less than 15 seconds |

Where can I get more training on the audit process?

- A video taped training session on the observation tool and audit process will be provided on the OHA website in February.
- The audit tool and training program can be downloaded at: www.justcleanyourhands.ca
- Additional Just Clean Your Hands Program Q and As can be found at http://www.justcleanyourhands.ca/program_overview_1.php

Questions?

