

## On the Spot Feedback - Instructions

### Purpose

Receiving on the spot feedback is considered an important part of hand hygiene improvement work. Where possible, immediate verbal feedback should be provided to highlight areas of success and in need of improvement. Providing verbal feedback can be challenging at times. This tool is meant to help guide you through the feedback conversation process and allows you to highlight opportunities for improvement.

### Who is the feedback for?

Select whether your feedback is directed at the entire unit or at a specific individual. Do not identify the individual by name.

### Moment Observed

Select the **key** Hand Hygiene Moment or Moments that the unit or individual appeared to consistently miss. There is no need to highlight every single missed moment you observed. Instead focus on trends in hand hygiene misses you have observed.

### Barriers to Hand Hygiene

Use this section to highlight additional key barriers to hand hygiene you observed. You do not have to list every barrier you may have spotted. Focus on key items that consistently appeared to be a barrier to hand hygiene.


### Comments


Use this section to elaborate and provide a rationale for your feedback. This section can also provide solutions to the missed moments observed. You may also use this section to point out any positive hand hygiene behaviors.

## On the Spot Feedback

## Example

Unit: ED Date: 15 Nov 2024

☐  Unit

☒  Individual

Receiving on the spot feedback is considered an important part of hand hygiene improvement work. It allows you and the Hand Hygiene Program to better understand and remove barriers to hand hygiene.

**A – Moment Observed**  
✓ Identifies specific moments for a miss or compliance. For example, Hand hygiene reviewer consistently observed the HCP not performing hand hygiene prior to accessing clean supplies/ medication preparation (Moment-2).

**B – Additional Parameters.** Identifies the consistent miss. E.g., the HCP consistently did not perform hand hygiene prior to accessing gloves. This section can also be used to identify barriers such as Nails, Rings, Bracelets, no access to hand hygiene products.

**C – Comments**  
✓ Provides comments on hand hygiene performance. E.g. staff frequently contacted curtains and then contacted patient without performing hand hygiene, empty ABHR/soap dispensers.

**A Moment Observed**

<input type="radio"/> Moment - 1 (BEF-PAT/ENV)	<input type="radio"/> Consistently Compliant	<input type="radio"/> Miss	<input type="radio"/> No Soap
<input checked="" type="radio"/> Moment - 2 (BEF-ASP)	<input type="radio"/> Consistently Compliant	<input checked="" type="radio"/> Miss	<input type="radio"/> No Soap
<input type="radio"/> Moment - 3 (AFT-BFL)	<input type="radio"/> Consistently Compliant	<input type="radio"/> Miss	<input type="radio"/> No Soap
<input type="radio"/> Moment - 4 (AFT-PAT/ENV)	<input type="radio"/> Consistently Compliant	<input type="radio"/> Miss	<input type="radio"/> No Soap

**B Barriers to Hand Hygiene**

<input checked="" type="radio"/> Nails	<input type="radio"/> Rings	<input type="radio"/> Bracelets
<input type="radio"/> Gloves	<input type="radio"/> Skin Integrity	<input type="radio"/> Hand Hygiene Product Availability

**C Comments:**

*Moment 2 for hand hygiene was consistently missed when accessing clean linen from the linen cart. Remember to perform hand hygiene prior to accessing clean supplies such as clean linen to prevent contamination of clean supplies. This is considered a Moment 2 for hand hygiene.*