

Linen and Environmental Services

Guide to Conduct Hand Hygiene Reviews



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If you have questions about this guide or about hand hygiene reviews in general, you can email hand.hygiene@ahs.ca or contact your zone [Project Manager](#).



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Linen and Environmental Services (LES) have developed [protocols](#) for their staff for various cleaning tasks. Environmental Services (ES) staff can be found on any unit and are often wearing similar clothing as other staff on the unit, therefore an easy way to identify ES staff is by the work they are performing and by their environmental services cart which contains the supplies needed for cleaning a room.

An important cleaning concept is 'clean to dirty' which directs ES staff to begin cleaning the 'clean' areas (patient space) first and end with the 'dirty' areas (washroom). This prevents housekeepers from accidentally transferring bacteria from the bathroom to the patient space. Anytime you are observing an ES staff member, they should be moving from clean to dirty for each patient area, and whenever moving from dirty to clean, hand hygiene should occur. ES staff (housekeepers) wears gloves for their day-to-day tasks. Sometimes staff will perform a 'dirty' process first – pick up garbage from floors/tables, and put in garbage can, or remove a filled garbage bag; they would then need to change gloves/wash hands before proceeding to a 'clean' space.

ES staff may need to return to their cleaning cart to retrieve additional supplies, or activities such as changing a cloth, dusting wand, mop or retrieving additional equipment that may be required to clean the patient's room. In this situation staff does not need to perform additional hand hygiene if they wish to return to their supply cart unless they are changing gloves or moving to a new patient space.

When disposable gloves are used, they must be changed between every patient room and when moving from a dirty to clean task. Hand hygiene should be performed before accessing and donning clean gloves and after removing contaminated gloves.

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Observation Point: In multi-patient rooms, staff is expected to perform hand hygiene when moving between each patient area/cubicle.



Anytime you are observing an ES staff member, they should be moving from clean to dirty for each patient area, and whenever moving from dirty to clean, hand hygiene should occur.

Refer to the following scenarios for the routine cleaning procedure in a single room and multi-patient room and how hand hygiene moments are recorded.

Linen and Environmental Services - Scenario 1 (Cleaning a Single Room)

An Environmental Services (ES) worker performs hand hygiene then dons gloves before entering/cleaning a patient room. The ES worker begins cleaning the patient room moving from clean to dirty. The ES worker doffs gloves and performs hand hygiene. The ES worker moves back to their cart to change a cloth and retrieve a dusting wand and dons new gloves to resume cleaning. When finished with the patient's room, the ES worker doffs gloves, performs hand hygiene. The ES worker dons new gloves and proceeds to clean the next patient room.



HCP – Linen & Environmental Services (ES worker)

Moment 2 (wash/ABHR), gloves; Moment 1 (wash/ABHR), gloves; Moment 2 (wash/ABHR), gloves;
Moment 4 (wash/ABHR), gloves; Moment 2 (wash/ABHR), gloves; Moment 1 (wash/ABHR), gloves

Rationale:

ES staff will often move between cleaning a patient space and accessing supplies contained on the ES cart (i.e. clean rags, dusting wand, mop heads, disinfectant wipes). The door to the patient room is often left open to move freely between the cart and the room. Moving between a patient space and the ES cart is in accordance with hand hygiene practices.

- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker performs hand hygiene before accessing gloves needed to clean the patients room.
- Moment 1 (BEF- PAT/ENV) is recorded as compliant when the ES worker began to clean the patient's room. The ES worker's first point of contact is the patient's room. This is considered a combined moment with Moment 2 above (see Section 3.4 Combined Moment).
- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker doffed gloves, performed hand hygiene, accessed the new cleaning cloth and dusting wand from the cart and then donned a new pair of gloves; Moment 2 (BEF-ASP). The ES worker needed to remove their contaminated gloves and perform hand hygiene before donning another pair of gloves.
- Moment 4 (AFT-PAT/ENV) is recorded as compliant when the ES worker completed cleaning the patient room, removed their gloves and performed hand hygiene.
- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker donned new gloves. This is a combined moment with Moment 4 above.
- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the ES worker enters the room of the next patient and begins cleaning. This is a combined moment with Moments 4 and 2 above.

Exploring Possibilities:

- If the reviewer observes the ES worker cleaning a surface that was visibly contaminated with blood and/or body fluids, Moment 3 (AFT-BFL) would be recorded. There must be visible contamination to record a Moment 3 (e.g. when cleaning a urinal spill on the floor).

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- If an ES worker performs a task in the patient's environment that does not require contact with the environment (e.g. sweeping) then no Moment 1 (BEF- PAT/ENV) or Moment 4 (AFT-PAT/ENV) would be recorded (i.e. non-recordable). Moment 2 (BEF-ASP) would apply if gloves were donned.

Take Away Message:

- ES workers can access the ES cart and its supplies while working in a patient environment without performing hand hygiene.
- Accessing clean PPE including gloves is considered a Moment 2 (BEF-ASP).

Linen and Environmental Services - Scenario 2 (Cleaning a Multi-Patient Room)

An Environmental Services (ES) worker performs hand hygiene then dons gloves before entering/cleaning a multi-patient room. The ES worker begins to clean patient A's space. The ES worker doffs gloves, performs hand hygiene and moves back to the cart to change the cleaning cloth and retrieve a dusting wand. They don new gloves and continue to clean patient A's space. After finishing in patient A's space, the ES worker doffs gloves, performs hand hygiene, dons a new pair of gloves and proceeds to clean patient B's space located within the same room.

The ES worker finishes cleaning the patient B's space moving from clean to dirty, finishing with the shared bathroom. When finished with the bathroom, the ES worker doffs their gloves, performs hand hygiene.



HCP – Linen & Environmental Services (ES worker)

Moment 2 (wash/ABHR), gloves; Moment 1 (wash/ABHR), gloves; Moment 2 (wash/ABHR), gloves;
Moment 4 (wash/ABHR), gloves; Moment 2 (wash/ABHR), gloves; Moment 1 (wash/ABHR), gloves

Rationale:

- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker performs hand hygiene before accessing gloves used to begin cleaning patient A's space.
- Moment 1 (BEF- PAT/ENV) is recorded as compliant when the ES worker makes contact with patient A's space to begin cleaning it. This is combined moment with the Moment 2 above (see Section 3.4 Combined Moment).
- ES staff will often move between cleaning a patient space and accessing supplies contained on the ES cart (i.e. clean rags, dusting wand, mop heads, disinfectant wipes). The door is often left open to move freely between the cart and the room. Moving between a patient space and the ES cart is in accordance with hand hygiene practices.
- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker performs hand hygiene and then donned a new pair of gloves to continue cleaning patient A's space.
- Moment 4 (AFT-PAT/ENV) is recorded as compliant when the ES worker doffs their gloves and has completed the cleaning in a single patient's space (patient A's space) in a multi-bed room.
- Moment 2 (BEF-ASP) is recorded as compliant when the ES worker performs hand hygiene before accessing gloves and moves to clean patient B's space. This is combined moment with Moment 4 above.
- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the ES worker performs hand hygiene before contacting (cleaning) patient B's space. This is combined moment with Moment 4 (AFT-PAT/ENV) and Moment 2 (BEF-ASP) above.

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- The final performance of hand hygiene is not yet a recordable moment as the reviewer is not sure what the ES worker will contact next (i.e. if the ES worker proceeds to work in the healthcare environment a Moment 4 (AFT-PAT/ENV) would be recorded. If the ES worker proceeds to grab a pair of gloves a Moment 2 (BEF-ASP) would be recorded.

Exploring Possibilities:

- If the reviewer observes the ES worker cleaning a surface that was visibly contaminated with blood and/or body fluids, Moment 3 (AFT-BFL) would be recorded. There must be visible contamination to record a Moment 3 (AFT-BFL) (e.g. when cleaning a urinal spill on the floor).
- If an ES worker touches the healthcare environment hand hygiene must be performed before accessing the gloves needed to clean patient's B space.
- If an ES worker performs a task in the patient's environment that does not require contact with the environment (e.g. sweeping) then no Moment 1 (BEF- PAT/ENV) or Moment 4 (AFT- PAT/ENV) would be recorded (i.e. non-recordable). Moment 2 (BEF-ASP) would apply if gloves were donned.

Take Away Message:

- ES workers can access the ES cart and its supplies while working in a patient environment without performing hand hygiene.
- Healthcare providers are required to perform hand hygiene when moving between patient spaces in a multi-patient room.
- Accessing clean PPE including gloves is considered a Moment 2 (BEF-ASP).