

Nutrition and Food 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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Food service delivery includes the following tasks, which may be performed by a variety of healthcare providers (i.e., Nutrition and Food Services (NFS), nursing, volunteers) for:

- meal tray delivery and pick-up
- dining room meal service
- refreshments/snack delivery
- patient hydration (water) delivery and refill

Meal tray delivery and pick-up

Reviewers may observe healthcare providers deliver and pick-up meal trays. The proper sequence used by Nutrition and Food Services (NFS) staff for delivery and pick-up, including the proper hand hygiene moments is outlined in Table 1 of this section.

Observation point: It is anticipated that in all situations, the healthcare provider will contact the patient or patient's environment during tray delivery. Reviewers must be certain that contact has been made to record the moment.

In the instance that the healthcare provider has absolutely no contact with the patient or patient's environment during tray delivery, no moments can be recorded. This may occur more frequently in units such as sub-acute, rehabilitation, and mental health where trays may be delivered to patients in a common dining room setting.

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Nutrition and Food Services - Scenario 1 (tray delivery)

The reviewer observes the Nutrition and Food Services (NFS) worker preparing to distribute meal trays to patients on a unit. The NFS worker performs hand hygiene and retrieves a meal tray from the cart. The NFS worker carries the tray into the patient's room, moves the patient's book and sets the tray down on the over-bed table. The NFS worker performs hand hygiene on exit and returns to the meal cart to retrieve the next tray to deliver to the next patient.



HCP – Nutrition & Food Services (NFS worker)

Moment 1 (wash/ABHR); Moment 4 (wash/ABHR); Moment 1 (wash/ABHR)

Rationale

- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the NFS worker retrieves a meal tray from the cart, carries it into the patient's room and contacts items on the patient's over-bed table (book).
- Moment 4 (AFT-PAT/ENV) is recorded as compliant when the NFS worker exits the patient's room and returns to the meal cart to retrieve the next tray.
- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the NFS worker accesses another tray to deliver to the next patient. This is combined moment with Moment 4 above (see Section 3.4 Combined Moments).

Table 1: Nutrition and Food Services Steps for Delivering Trays

(Adapted from the Patient Food Services practice document PFS-OPS-01 Meal Delivery)

Delivering trays

1. **Do not wear gloves**, unless required as PPE (e.g., additional (isolation) precautions or 'KNOWN Hazard Medication precautions signs).
2. **Before entering the first patient's room on every unit, perform hand hygiene** – use ABHR or if hands are visibly soiled, use plain soap & water to wash your hands; Moment 1 (BEF-PAT/ENV).
3. **Pick up the meal tray with clean hands.** Enter the patient's room. Make room on the patient's bedside table for the meal tray and place the tray on it within reach of the patient.
4. Ask if the patient needs help opening food packages; Moment 2 (BEF- ASP).
5. Exit the room. **Upon leaving every patient's bedside, perform hand hygiene** – use ABHR or if hands are visibly soiled, use plain soap & water to wash your hands; Moment 4 (AFT-PAT/ENV). One opportunity for hand hygiene may be recorded as Moments 4 (AFT-PAT/ENV) and Moment 1 (BEF-PAT/ENV) combined between patients.
6. Proceed to the next patient's tray and **repeat steps 3 to 5.**

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Nutrition and food services - Scenario 2 (tray pick-up)

The reviewer observes the Nutrition and Food Services (NFS) worker preparing to collect meal trays from the unit. The NFS worker performs hand hygiene and retrieves meal tray, carries the tray out of the room and places it on the cart. The NFS worker performs hand hygiene and goes to the next patient's room to retrieve the tray.



HCP – Nutrition & Food Services (NSF worker)

Moment 1 (wash/ABHR); Moment 4 (wash/ABHR); Moment 1 (wash/ABHR)

Rationale

- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the NFS worker performs hand hygiene and retrieves the patient's tray from their room.
- Moment 4 (AFT-PAT/ENV) is recorded as compliant when the NFS worker performs hand hygiene after placing the used tray on the cart.
- Moment 1 (BEF-PAT/ENV) is recorded as compliant when the NFS worker performs hand hygiene and enters the next patient's room to retrieve their tray. This is a combined moment with Moment 4 above (see Section 3.4 Combined Moments).

Table 2: Nutrition and Food Services Steps for Picking Up Trays

(Adapted from the Patient Food Services practice document PFS-OPS-01 Meal Delivery)

Picking up trays

1. **Do not wear gloves**, unless required as PPE (e.g., additional (isolation) precautions or 'KNOWN Hazard Medication' precautions signs) or handling potentially contaminated items (e.g., dentures on tray, napkin or tray is visibly soiled/soaked with excessive food spillage).
2. **Before arriving at every patient's bedside, perform hand hygiene** – use ABHR or if hands are visibly soiled, use plain soap & water to wash your hands. Moment 1 (BEF-PAT/ENV) - first patient, Moment 4 (AFT-PAT/ENV) **and** Moment 1 (BEF-PAT/ENV) – between patients.
3. **Enter the patient's room with clean hands.** If the patient is finished, **pick up the tray.**
4. Remove any patient items (e.g., books, glasses) from the tray and place on the bedside table (this is contact with the patient environment other hand hygiene moments may apply); Moment 3 (AFT- BFL).
5. Do not handle sharps (needles) or items with blood or body fluids on them. Contact nursing/unit staff to handle such items. **Exit the room with the soiled tray in your hands.**
6. Place the tray on the soiled cart and **repeat steps 2 to 5** for the next patient.
7. **Upon leaving the last room on every unit, perform hand hygiene** – use ABHR or if hands are visibly soiled, use plain soap & water to wash your hands; Moment 4 (AFT-PAT/ENV) - last patient.

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These scenarios represent the usual pattern of activity for healthcare providers that are delivering or picking up trays outside of food service areas. If the healthcare provider deviates from these patterns, indications for additional hand hygiene moments will need to be assessed.

Examples may include:

- self-contamination (see Section 3.6 Healthcare Self-Contamination)
- contact with patient's blood and/or body fluids (e.g. contact with patient urinal, dirty tissues, false teeth etc.); Moment 3 (AFT-BFL) (see Section 3.2 Explanation of the 4 Moments for Hand Hygiene - Moment 3)
- food handling (e.g. opening food packages) (see Section 3.2 Explanation of the 4 Moments for Hand Hygiene - Moment 2)

Dining room meal service

Reviewers may also observe healthcare providers (NFS, nursing, volunteers, Recreation Therapy, etc.) participating in-group dining activities.

Observation point: Families, visitors, privately hired caregivers who assist with dining activities cannot be reviewed.

In the group setting the patient/resident environment includes their chair and the part of the table they have contacted (e.g. plate, utensils and cups). When serving/assisting with meals or snacks of multiple patients/residents at mealtime, hand hygiene does not need to be performed between serving/assisting each patient/resident, unless:

- the healthcare provider has contact with the patient/resident or their environment
- the healthcare provider's hands contact saliva or mucous membranes
- the healthcare provider's hands become visibly soiled

Refer to Scenarios 4 and 5 in the *Guide to Conduct Hand Hygiene Reviews (Appendix A)* for detailed recording instructions and rationale for feeding multiple residents.



Families, visitors, privately hired caregivers who assist with dining activities cannot be reviewed.

The following interactions outlines potential hand hygiene opportunities in a group dining room setting that a reviewer may observe; the list is not intended to be all-inclusive:

Moment 1 (BEF-PAT/ENV) – assist patients/residents prepare to eat

- transport patients/residents from hallway to seat
- help patient/resident get settled in their seats
- move wheelchair closer to table
- put on aprons and/or clothing protectors

Moment 2 (BEF-ASP) – set-up for meals

- dining room set-up (place napkins, condiments, etc.)
- plate food and pour beverages
- deliver food and beverages
- open packages (cutlery, milk, puddings, crackers etc.)
- cut-up food
- make toast in dining room
- spread margarine, jam, etc. on toast
- feed a patient/resident

Moment 3 (AFT-BFL) – clean-up afterwards

- clearing dirty dishes
- after wiping a patient's/resident's mouth

Moment 4 (AFT-PAT/ENV) – clean-up afterwards

- wiping tables

Note: gloves may be worn during clean-up process. Additional moments related to donning gloves, Moment 2 (BEF-ASP) will apply.

Observation point: If the healthcare provider is moving from dirty to clean tasks such as: removing dirty dishes; Moment 3 (AFT-BFL) to feeding a patient; Moment 2 (BEF-ASP) then additional moments of hand hygiene will apply as the healthcare moves in and out of the patient environment as defined above.

If the healthcare provider is performing a continuous dirty to dirty task (i.e. clearing dirty dishes) and does not deviate from the task then hand hygiene is not required until the task has been completed; Moment 3 (AFT-BFL) and then when exiting the dining room would be a Moment 4 (AFT-PAT/ENV).

If the healthcare provider is cleaning a **vacant** group dining area after mealtime, only one Moment 4 (AFT-PAT/ENV) will apply, hand hygiene must be performed when the cleaning task is complete.

Refreshment / snack delivery

Refreshment and snacks may be delivered using a snack cart system. The following outlines potential hand hygiene opportunities during refreshment/snack delivery:

Moment 1 (BEF-PAT/ENV)

- before contact with a patient or patient's environment
- before moving items on the bedside table to place the snack
- before a handshake or hug with a patient

Moment 2 (BEF-ASP)

- handling food
- before preparing the snack/refreshment cart
- before preparing coffee, tea
- before handling packaged food items

Moment 3 (AFT-BFL)

- after risk of exposure to blood and/or body fluids
- picking up dirty cups, utensils, or dishes used by a patient

Moment 4 (AFT-PAT/ENV)

- after contact with the patient or patient's environment
- after moving an item on the bedside table to deliver food items
- after a handshake with a patient

Patient hydration (water) delivery and refill

These processes are site-specific. For hand hygiene review guidelines during water delivery and refill, please contact your IPC Zone Reviewer or site Infection Control Professional for assistance.