Key Points for Hand Hygiene Reviews

Hand Hygiene Reviews

- Hand hygiene reviews are unit and user-specific. Do not use another reviewer’s name to perform a review either on an iPad or when entering data in the Clean Hands Portal from a paper tool.
- Hand hygiene reviews are overt, non-interfering and not to be performed during medical codes.
- Maximum 10 observations can be recorded per healthcare provider during one review session.
- There must be contact between the healthcare and patient environment for a recordable moment.
- Reviewers must be certain that a moment has occurred in order to record it.
- Accessing clean supplies, including personal protective equipment, is recorded as a Moment 2.
- Use the pre-selected Canned Comments for all missed opportunities for hand hygiene.
- Hand hygiene moments often occur in a random order and it may not always be possible to observe each moment during each review.
- Combined moments – one act of hand hygiene may be compliant for multiple moments and recorded separately.
- Compressed moments – are only applicable to Laboratory Services. Refer to the Guide to Conduct Hand Hygiene Reviews.
- Only use the “Other” category if the healthcare provider you are reviewing is not listed in the Healthcare Provider List.
- Double check that all entries are complete and correct.
- Generate a Unit Hand Hygiene Feedback Report and distribute as per unit defined processes.
- Access to the Clean Hands Production portal is required to generate reports.
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iPad

- Ensure that the iPad iOS (iPadOS) and the Clean Hands iPad apps are the most updated versions. [Accessing the AHS Clean Hands iPad App](#).
- Ensure the iPad is charged and has either a 3G/LTE or a Wi-Fi connection.
- Use the Production app to collect and upload hand hygiene observations.
- **Sync** iPad before you start the review. This allows the iPad to update any changes.
- If your name is not in reviewer drop-down list, try syncing the iPad. If you are still unsuccessful, email [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca) to unlock your account. Accounts are locked after three months of inactivity.
- It is required that you sign out of the generic, shared Apple ID and all other Apple services on the iPad that require its login information, such as iCloud. To sign out, follow these [instructions](#).

Paper tool

- The [Paper tool](#) can be printed from the hand hygiene webpages.
- Use the Production portal to enter and upload hand hygiene observations from the paper tool.

Clean Hands portals

- If you are not able to log in and/or your name is not in the Clean Hands portal, email [hand.hygiene@ahs.ca](mailto:hand.hygiene@ahs.ca) to unlock your account. Accounts are locked after three months of inactivity.
- The [Production portal](#) is accessed using a specific user ID and password that is provided to you by the IPC Hand Hygiene Program.
- Access to the Clean Hands Production portal is required to generate reports.
- The [Training portal](#) uses a zone-specific generic user ID and password. Do not change the password.

### Hand Hygiene Resources

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