

Key Points for Hand Hygiene Reviews

© 2020 Alberta Health Services

If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: hand.hygiene@ahs.ca.

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.

Hand Hygiene Coordinator Contact Information

Original date: January 2020

Hand Hygiene Review - Key Points | 2

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 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 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

[AHS Hand Hygiene Main Webpage](#)

[Clean Hands System Information](#)

[AHS Hand Hygiene Resources](#)

[Clean Hands Production Portal](#)

Original date: January 2020