

Profile of Site-based Hand Hygiene Reviewer

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

What does a Site-based hand hygiene reviewer do?

A site-based reviewer observes their healthcare colleagues and other staff for the 4 Moments for Hand Hygiene while interacting with patients and their environment. Observations are entered via an iPad or Paper Tool to submit into a database called the Clean Hands System. This database allows the site-based reviewer to generate a Unit Hand Hygiene Feedback Report once the review is completed. The report is then forwarded to their manager.

As a site-based reviewer, your data will be used to improve patient and staff safety from the transmission of harmful organisms. You will also be encouraged to provide “just in time” feedback to your colleagues and other staff when observing their interactions with patients.

Why is this role important?

Hand hygiene is the single most effective way to prevent and control healthcare-associated infections (HAIs); literature suggests that healthcare providers are not always compliant with routine hand hygiene practices. Increasing hand hygiene compliance is an effective way to increase patient safety through a reduction in HAIs. Hand hygiene education, training and reviews are Required Organizational Practices (ROPs) set by Accreditation Canada. Additionally, hand hygiene is one of AHS's measures reported publicly to Albertans.

As a site-based reviewer, you will become a partner of the Infection Prevention & Control Hand Hygiene Program and contribute to hand hygiene improvements by observing and collecting information on hand hygiene practices of AHS staff, physicians and volunteers.

What is the time commitment?

On average, hand hygiene reviewer training takes four to six hours to complete. Hand hygiene reviews are ongoing, and a consistent reviewer is critical to the sustainability of monitoring hand hygiene compliance. The actual time commitment to collect observations is dependent on several factors, such as staff patient ratios and types of patient interactions. Site-based reviewers who are only able to commit for short-term assignments e.g., 12 weeks may be considered, in consultation with zone project managers.

As a consistent site-based reviewer, you will make significant contributions to your local hand hygiene program and help meet Accreditation Canada requirements. For approximate time commitment to collect hand hygiene observations, please discuss with your manager.

What are the benefits of becoming a site-based hand hygiene reviewer?

- acquire leadership skills
- develop communication skills
- participate in quality improvement opportunities
- gain experience in delivering adult education and
- expand your experience in an area contributing to patient safety.

As a site-based reviewer you will have an opportunity for professional development.

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What experience should a site-based reviewer have?

Anyone can become a site-based reviewer provided they work for or on behalf of AHS and are comfortable with using technology (e.g., iPad, MS Teams, email). Experience or understanding of the clinical environment is beneficial although not necessary. Site-based reviewers are expected to present themselves in a professional and approachable manner in accordance with [AHS Values](#).

As a site-based reviewer you will have an opportunity to observe different patient interactions and develop a greater understanding of the patient care experience.

What additional knowledge, skills or abilities should a site-based reviewer have or be interested in developing?

- Understand and be a role model for proper hand hygiene practices to prevent the spread of disease in healthcare settings
- Have a thorough understanding of the [4 Moments for Hand Hygiene practices](#) and how to apply them within the patient versus the healthcare environment. This information is provided in site-based reviewer training.
- Maintain patient confidentiality
- Maintain staff confidentiality
- The role requires standing and walking for 30–90-minute periods.

As a site-based reviewer you will gain integral knowledge about the 4 Moments for Hand Hygiene and how to apply them in various clinical settings.

What are the roles and responsibilities of a site-based reviewer?

- Become comfortable with the Clean Hands System including the use of an iPad or paper tool to record hand hygiene observations
- Observe and record colleagues as they interact with patients; this will include entering patient spaces and observing clinical procedures (e.g., dressing changes, portable x-rays, medication delivery)
- Generate and distribute Unit Hand Hygiene Feedback Reports to their supervisor/manager
- Collaborate with the supervisor/manager to develop a plan to achieve the required number of hand hygiene observations
- Bring forward any challenges or barriers noted to supervisor/manager for follow up
- Respond to emails from the IPC Hand Hygiene Program
- Bring forward questions/concerns to IPC Coordinators for follow up
- Provide constructive feedback to colleagues in regard to their hand hygiene practices.

As a site-based reviewer you will enhance your communication skills through collaboration with your manager, your colleagues and your zone Infection Prevention Control Team.

What training is required?

Healthcare providers who are interested in becoming a site-based reviewer should:

- Seek approval to begin training from their immediate supervisor/manager
- Follow the instructions on the [Becoming A Hand Hygiene Reviewer](#)
- Keep up to date with program information sent through emails, key messages or provided at forums.