

How to become a *Just Clean Your Hands* observer

Just Clean Your Hands (JCYH) observers should ideally have clinical experience and be comfortable in a clinical setting. A *JCYH* observer will have successfully completed all the components of the *JCYH* training program

Who can become a *JCYH* observer?

- The hospital will make a decision of who will be trained to become a *JCYH* observer.

What does the training program for a *JCYH* observer include?

- Tools for the observer training program include:
 - Your 4 Moments for Hand Hygiene PowerPoint presentation
 - Your 4 Moments for Hand Hygiene pocket card
 - Observation Tool
 - Your 4 Moments for Hand Hygiene “On the Spot” feedback form
 - Hand Hygiene Compliance – Observation and Analysis PowerPoint presentation
 - *JCYH* Training DVD on Hand Hygiene
 - Hand Hygiene Training Scenarios for Health Care Providers and Observers – DVD Answer Key
 - Instructions for Using *Just Clean Your Hands* Observation Analysis Tool (if entering data into the analysis program)
- The observers must complete the facilitated training process. They are to review and understand:
 - Your 4 Moments for Hand Hygiene (PowerPoint presentation).
 - Hand Hygiene Compliance – Observation and Analysis (PowerPoint presentation).
 - Review slides 1-24.
 - Then review training Scenarios 1-4 on Training DVD and record the appropriate observation results on the Observation Tool for each scenario.
 - Review Observer Scenarios 5-8 on Training DVD and record the appropriate observation results on the Observation Tool for each scenario.
 - Discuss your results as a group or compare your recorded observations with the answers for each scenario in the Hand Hygiene DVD Answer Key.
 - Further practice: It is suggested that the observer(s) then observe and record one or two 20-minute observation periods and debrief with the trainer regarding the observations.
 - There should be a periodic review with the trainer to verify the Observer Tool is being used correctly.

Notes:

- Verify the observer follows all the directions for observations outlined in the:
 - Hand Hygiene Compliance – Observation and Analysis PowerPoint presentation; and
 - the directions on the back of the Observation Tool.
- Observers are only to record what they see.
- Observers are only to observe and record and not comment on performance.
- Accuracy is important. Whenever in doubt regarding how to code an observation, discuss the question with the trainer.
- Confidentiality is imperative. There are no names recorded on any forms.
- If using the “On the Spot” feedback, it is important to approach the person in a positive manner and ask if they would like feedback on his/her hand hygiene practices. Provide the checked off “On the Spot” form to the person. Indicate it is confidential and his/hers to keep or discard.

How will the analysis of the data be done?

- The data entry can be done by the observer or another resource may be assigned.
- There is an Excel workbook tool that has been provided to analyze the data.

Feedback of Analysis

- Review the Hand Hygiene Compliance – Observation and Analysis PowerPoint presentation on how to use the tool. See slides 28-40.
- Predefined reports have been included to analyze data using four different methods.
- If downloading the tool to enter data electronically, follow the “Instructions for Using the *Just Clean Your Hands* Observation Analysis Tool.”

Benefits

The observer will be recognized as a credible observer who is committed to increasing patient and health care provider safety through accurate analysis of hand hygiene compliance.

Patient confidence in health care delivery will increase as the patients see that the health care system is committed to improving systems and knowledge to assist the health care providers in practicing safely.

For more information, please contact handhygiene@oahpp.ca
or visit publichealthontario.ca/JCYH

To learn more about the observer role in your hospital, please contact: