

5 Moments for Hand Hygiene Auditor Training - Educator's package

This package is designed as a quick reference guide for HHA trained Gold Standard auditors undertaking auditor training in their own facility. This is a guide only but does contain minimum requirements for each session. It is recommended that you refer to the HHA 5 Moments manual and/or HHA website (www.hha.org.au) for more details and information.

Trainer Requirements

This package can only be given by a validated HHA Gold Standard Auditor. Auditors trained using this package cannot train others.

Prior to running your training sessions it is recommended that you:

- Be well practiced in the auditing process
- Have a thorough understanding of the HHA 5 Moments, including the HHA audit tool
- Be familiar with your time frames for data collection periods
- Be familiar with the HHA database (if your participants will be using it)
- Be familiar with how the 5 Moments relates to specialty areas of your facility e.g. ICU, dialysis

Selection criteria

Those selected to attend your auditor training sessions will be dependent on your facility and the Hand Hygiene Culture Change program structure. HHA recommend that those undertaking the auditing process have a clinical background.

It is strongly recommended that you send out a confirmation note as early as possible prior to the day with dates, venues and local information e.g. need to wear ID tags, car parking information, bring along pens and clip board etc. You will need to produce your own timetable depending on whether you are planning full day or half days but generally allow 8 hours (sample schedules available on HHA CD). If catering then organise in advance and confirm as close as possible to day. If food not supplied then let the participants know this in their confirmation letter. It is also suggested that you take a "sign on" sheet to each session for your own records.

Pre-reading and Training Preparation

It is strongly recommended that all participants read Chapter 6 of the HHA manual prior to attending as a minimum. HHA have a pre quiz on the website that can also be used.

(<http://www.hha.org.au/ForHealthcareWorkers/workshops/pre-workshop-quiz.aspx>)

To assist with improving HCWs' general knowledge about infection prevention and HH, an on-line learning program (OLP) is available to Australian institutions via the HHA website (<http://www.hha.org.au/LearningPackage.aspx>). Alternatively if your facility has its own Hand Hygiene OLP it is recommended that your participants have completed it prior to commencing your training session.

Auditor Training Structure

Training sessions can take place in whatever format is most suitable for your facility. This may be full day, half day or weekly sessions over a number of weeks. If sessions are not delivered in a full day then plan subsequent sessions as close together as possible.

Theoretical training

When conducting the theoretical section of your training program you can educate as many HCW's as you feel confident to (suggest a limit of approximately 10 to allow full question/answer time).

Book a venue that will comfortably accommodate everyone.

- You will need to have a computer, a projector and be able to play the HHA training DVD.
- You will also need to have printed off paper copies of the worksheets required by your attendees to participate in the workshop (refer to HHA CD):
 - Audit tools
 - Summary sheets
 - Coding sheet
 - Quizzes

- Group work (optional)
- Evaluation sheet (optional)

Theoretical training sessions must include:

- “5 Moments for HH” with examples (PowerPoint on HHA CD)
 - Group work (paper sheets for participants and answers on PowerPoint on HHA CD)
 - DVD (HHA DVD main menu select :self education section)
 - Written quiz (paper sheets for participants, answers on PowerPoint on HHA CD)
 - “How to Audit” (PowerPoint on HHA CD)
- Optional sessions*
- Data Entry, if applicable to participants (PowerPoint on HHA CD)
 - SAB data collection, if applicable to participants (PowerPoint on HHA CD)

Practical Training

When undertaking the practical section of your training program HHA recommend that you have no more than 3 participants per session to each HHA Gold Standard auditor. Before you commence your practical sessions ensure you have confirmed your visit with the unit managers. It is recommended that this is also done on the morning of the visit in case the situation has changed e.g. ward closed due to gastro-enteritis. If possible ward visits should be planned for early in the shift when it is more likely for moments to be observed.

Practical training sessions must include:

- “Refresher 5 Moments for HH” (PowerPoint on HHA CD) if running sessions over 2 days
- Ward visits, suggested at least twice for minimum of 30 minutes per session
- DVD quiz (HHA DVD main menu select : assessment)

Note:

Alcohol Based Hand Rub (ABHR) should be placed at point-of-care (e.g. foot of the bed, on trolleys etc) in all clinical areas. Ensuring ABHR is readily available at the point-of-care can reduce many of the potential barriers to good HH and make your auditing experience more realistic. If there is no ABHR available in your clinical areas auditing can still be undertaken but Hand Hygiene Compliance (HHC) may be low.

Prior to your ward visits make sure your participants know how to perform auditing. (Refer HHA manual Chapter 7 for comprehensive details of auditing requirements.)

On each practical session remember to lead by example and perform HH on entering the ward, inform shift manager of your visit and number of staff you have with you and intended time frame.

Remind participants

- They are guests on the ward and comments re infection control practices should be kept to a minimum and or taken up with the NUM afterwards.
- HHC is audited by Moments; it is not audited by HH action
- Observations are of all HCW's in the area but not visitors

At the conclusion of an audit session the following needs to be completed:

- Thank the shift manager and if appropriate highlight any problems that need addressing immediately eg. No HH product available
- Do HH yourself prior to leaving the ward

There can be circumstances where it is not appropriate to conduct a HH observation session; these include:

- Emergency situations where HH is secondary to patient safety (e.g. when any hospital ‘code’ is called)
- In palliative care situations
- If the patient, or patient’s family object

Once back in your education room

- Complete the audit form by filling in the finish time and duration of session,
- Tally up the total Moments collected and the total correct Moments collected
- Record these on the summary sheet
- Encourage discussion from ward visits and answer any queries that may have occurred from ward visits. If you are unsure of any queries that may arise don't guess contact HHA or your state representative for confirmation of the answer then relay the answer back to your group.

Assessment Requirements

For detailed validation requirements please refer to the HHA manual Inter and Intra rater reliability pathways (appendix 13 HHA manual).

Participants are required to complete the following (refer HHA CD)

- HHA Written Quiz
- HHA DVD Quiz

Participants are required to achieve 90% on the above assessments to be deemed validated auditors (marking guide available on request from hha@austin.org.au). For participants that have not reached the mandatory pass mark further practice will be required using the HHA DVD, ward sessions and the comprehensive quiz (refer HHA CD).

Auditor registration

Once you have successfully completed your auditor training sessions and marked all relevant quizzes, you will need to register your successful participants on the HHA website

(<http://www.hha.org.au/ForHealthcareWorkers/workshops/hha-auditor-register.aspx>)

Participant Evaluation

It is recommended that you ask your participants to fill in an evaluation form. This is a good quality check to let you know what if anything needs changing in your workshop (refer HHA CD) or develop your own. This information does not get submitted to HHA.

Certificates

You can design your own certificate for your auditors using your facility logo and/or HH slogan or use HHA certificate for auditors. (HHA auditor's certificate available on request). Remind your auditors that they can not train others.

Reward Success

- Congratulate your participants by acknowledging their success in the hospital newsletter on the intranet or in group circulars
- Make up "special" auditors badges
- Promote auditors on wards with pictures/posters/small biography
- Auditor of the Month award or ward/area of the month award

On-going Validation for Auditors

Auditors can deskill if not practicing regularly, it is recommended that prior to each audit period you do at least one practical auditing session with your participants to ensure that the data you will be submitting to HHA is validated.

It is up to you to make sure your participants are aware of any HHA updates or changes. Regular review of the HHA website is recommended by all. All Gold Standard auditors will be notified of any major changes to the HHA program.

Please do not hesitate to contact HHA if you require any further assistance or guidance. See website for contact details (www.hha.org.au)

Good luck and enjoy.

“5 Moments for Hand Hygiene Auditor Training” Educator’s Guide

Guide Objective:

Ensure consistency in content & delivery of 5 Moments for Hand Hygiene Auditor Training

Pre-requisites for this workshop:

- Read and understood the HHA 5 Moments Program Manual, especially Chapter 6
- Have completed Online Prereading Quiz (if applicable)

	Length (approx)	Session Title	Session Resources <i>(*bolded items included in participant pack)</i>	Session Objective
1	5mins	Welcome and Introduction to Hand Hygiene		-Introduce training staff & participants, discuss OH&S, evacuation procedures
2	25mins	Background to NHHI and Plans for HH in your hospital	<i>Present:</i> HHA_NHHI_bckgrd.ppt	-Present evidence for NHHI -Discuss National program & Hand Hygiene Program -Discuss objectives of workshop
3	45mins	The 5 Moments for Hand Hygiene	<i>Present:</i> 5 Moments for HH.ppt	- Introduce concept of micro-organism transmission - Identify 5 Moments for Hand Hygiene - Define 5 Moments for HH & terms
4	25mins	How to Audit	<i>Present</i> How to use HHA audit tool.ppt Provide: AuditSheet_5M.pdf Coding sheet.pdf Allocation schedule_5M.pdf	- Demonstrate recording of Moments using HHA Audit Tool - Introduce Bonus Moments
5	35mins	Practical Auditing Session on Ward	Ward area	- Participants demonstrate use of HHA Audit Tool in clinical areas
6	30mins	Written Demonstration of Knowledge	<i>Present:</i> Written Quiz.ppt Provide: HHAWrittenQuiz2010-01-13.doc	- Assess participant understanding - Highlight common errors
5	45mins	Identifying a Moment in Detail	<i>Play:</i> Training DVD	- Practical Demonstration of Moments
7	45mins	Practical Auditing Session on Ward	Ward area	- Participants demonstrate use of HHA Audit Tool in clinical areas
8	60mins	Practical Auditing Session on Ward	Ward area	- Participants demonstrate use of HHA Audit Tool in clinical areas
9	15mins	Data Entry (if applicable)	<i>Present:</i> Data Entry.ppt	- Outline use of HHA Database
10	60mins	Visual Demonstration of Knowledge	<i>Present:</i> DVD Quiz.ppt <i>Play:</i> Training DVD Provide: HHADVQuiz.doc	- Assess participants accuracy observing & recording 5 Moments using HHA Audit Tool
11	10mins	Wrap Up & Evaluation	Provide: Generic Workshop Evaluation2010-01-14.doc	- Distribute & collect Workshop Evaluation - Discuss next meeting/follow up & then close