Form · HH-FRM-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 1.2

At a glance

- Observe for at least 30 minutes, without warning.
- Count the five moments and whether hand hygiene was done.
- Compliance is the number done divided by the total, times 100.
- Agree one action for any result below 70%.
- Stop and get help straight away if: the station is empty during the observation, or a result below 70% has no agreed action.

1. Purpose

To record direct observation of hand hygiene at the five moments, for the monthly unit audit [E-001].

2. Scope

Area or unit	[write here]
Date and time of observation	[write here]
Observer name or role	[write here]
Total opportunities observed	[write here, 20 minimum]
Opportunities with hand hygiene	[write here]
Compliance (%)	[opportunities with hand hygiene divided by total, times 100]
Station empty at time of observation?	Yes / No
Action agreed	[write here]

3. Definitions

Term	Meaning

Compliance	Hand hygiene done at the moment, divided by opportunities observed
Opportunity	One of the five moments observed for one staff member, in one care episode

4. Background

Use,Complete one form per area per month, using 20 observed opportunities.

5. Responsibilities

Role	Responsibility	Competence
Observer	Completes the form by direct observation, without telling staff in advance	Trained observer
Ward or unit manager	Receives the form and agrees actions	Unit leadership

6. Materials and equipment

Item	Requirement	Condition
This form	Printed or electronic	

7. Safety

- Confidentiality,Do not record staff names on the form.

8. Before you start

- Before observing,Read HH-SOP-001 for the five moments.

9. Procedure

Step 1. Choose the area and time.

- Observe for at least 30 minutes, at a time when care is being given.

Key point: Do not announce the audit.

Step 2. Count each opportunity.

- Tick each of the five moments you see.
- Record it as done or not done.

Key point: Count the moment, not the staff member.

Step 3. Calculate compliance.

- Divide opportunities with hand hygiene by total opportunities.
- Multiply by 100.

Key point: Target is 70% or above.

Step 4. Agree actions.

- Agree one action with the ward manager for any gap.
- Write who will do it and when.

Key point: A gap with no action is not closed.

10. Decision points

- Below 70%,Action required, reported to governance.

11. Special situations

Situation	Action
Area with fewer than 20 opportunities	Continue the observation on a second day.

12. Escalation

- Station empty,Report to the ward manager on the spot.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Monthly	Forms reviewed by the infection prevention lead each quarter.			

14. Records

Record	Kept in	Retention
Completed form	Unit file	Three years

15. Training

- Observer training before the first audit
- Recheck each year

16. Related documents

ID	Title	Use
HH-SOP-001	Hand Hygiene at the Point of Care	Procedure audited

17. Evidence

Reference	Note
E-001	World Health Organization (2009). WHO Guidelines on Hand Hygiene in Health Care. Geneva: WHO. Approved, final.

18. Change history

Version	Date	What changed	Approval
1.0	—	First approved version	Approved by the ASF Expert Committee

E-learning for this document

- Hand Hygiene and Standard Precautions (T-06)
- **Care & Treatment: Clinical Standards for Accreditation** (H-04)

References

- World Health Organization (2009). WHO Guidelines on Hand Hygiene in Health Care. Geneva: WHO. **Open source** (E-001)

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