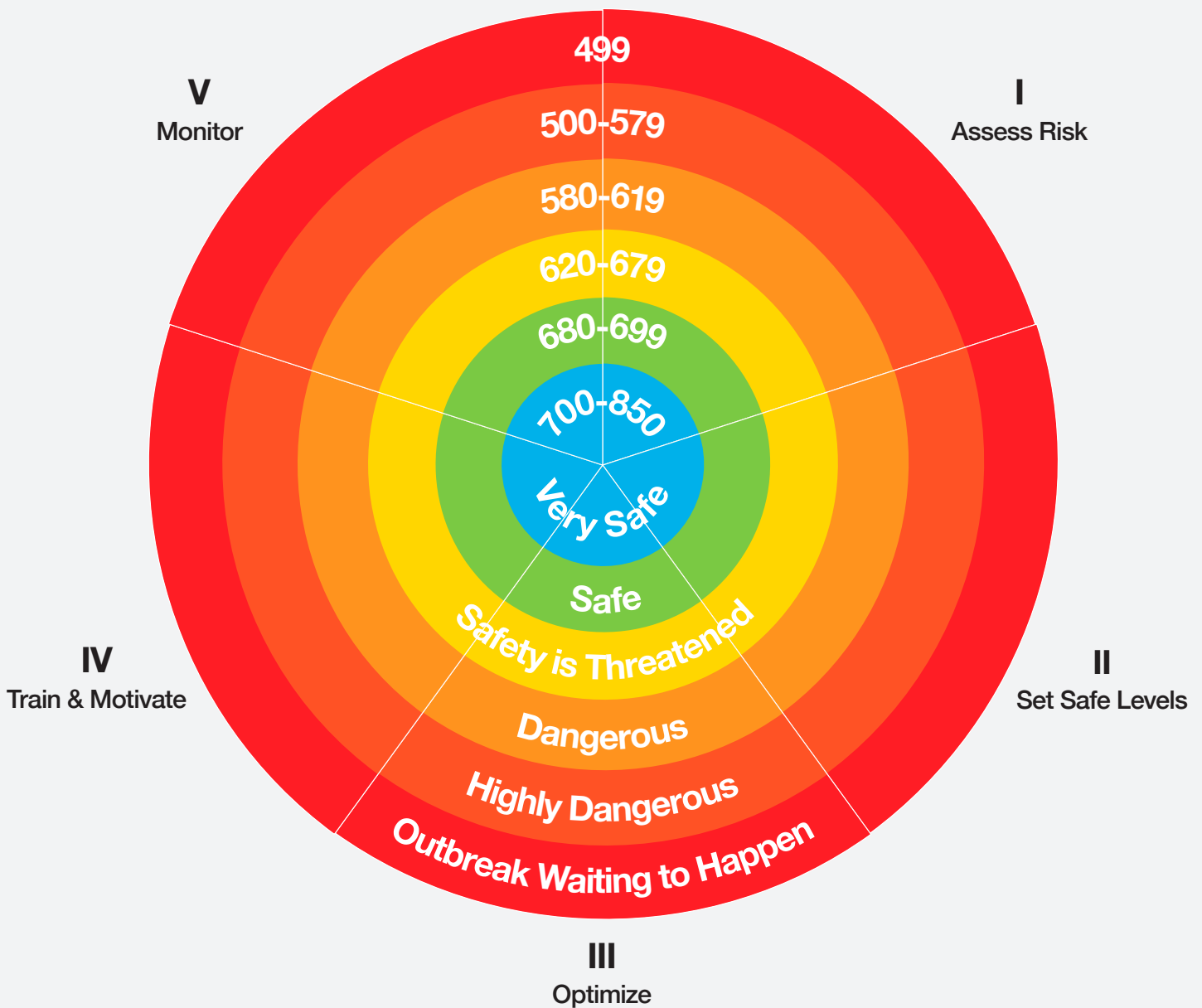


Circles of Success

APPROXIMATION & BASELINE PHASE



Circles of Success

OPERATIONAL INDICATORS OF HAND HYGIENE RISK

Restaurants, particularly multi-unit operators, could reduce their corporate risk of an outbreak by increasing their ability to preemptively talk about the #1 unresolved risk, poor hand hygiene.

These discussions and assessments should be a regular component of critical strategic planning as well as operational budgets down to the unit level. Without measured standards there is a void in the lexicon of this risk.

The Circles of Success is a working tool to help establish numerics by identifying an operation's Handwashing Risk Credit Score.

Poor hand hygiene is the leading contributing factor in outbreak studies. The management of the #1 risk warrants specific assessment, agreed standards and a periodic reporting mechanism. Of particular interest is the monitoring of trends to catch the "near misses" rather than waiting for the crash.

The target-looking cover graphic summarizes a scoring system modeled after the financial community's way of assessing the risk in lending money. Neither our program nor the financial one represents true science. Both are interpretations based on history. Both yield actionable numbers.

The overall circle graphic is comprised of five segments seen here as pie slices. Each "wedge" or slice represents a stage of the process we call the HandsOn System, designed to analyze and implement needed enhancements to the hand hygiene process.

Drilling down on each section, you now see six bands of risk levels from Very Safe at the core to an outer ring of OUTBREAK Waiting to Happen. Each level is accompanied by an identifying feature and something a manager might say when operating in this band.

There is also an indicative quote, something "we hear," at this level of risk.

A small team of assessors, preferably starting at headquarters and including Operations, Quality Assurance and Risk Management, rates their operation in each of the five slices, representing the five steps to gain process control of handwashing. What level are we operating at for each section? First, select a range (example: 680-699) and then estimate a number based on where you think you sit within that range (example: 689).

This is repeated for the five steps and the points added up to yield your Handwashing Risk Credit Score.

Until an operation measures and monitors handwashing, the likelihood of consistently meeting the safe Circle of Success is low. Many good restaurants have a risk score of 580 - 679, a range indicating either "Dangerous" or that "Safety Is Threatened." Successfully implemented monitoring is the gate to the core Circle of Success.

Check the list of best practice indicators to help estimate current risk and set up a prioritized path for continuous improvement.

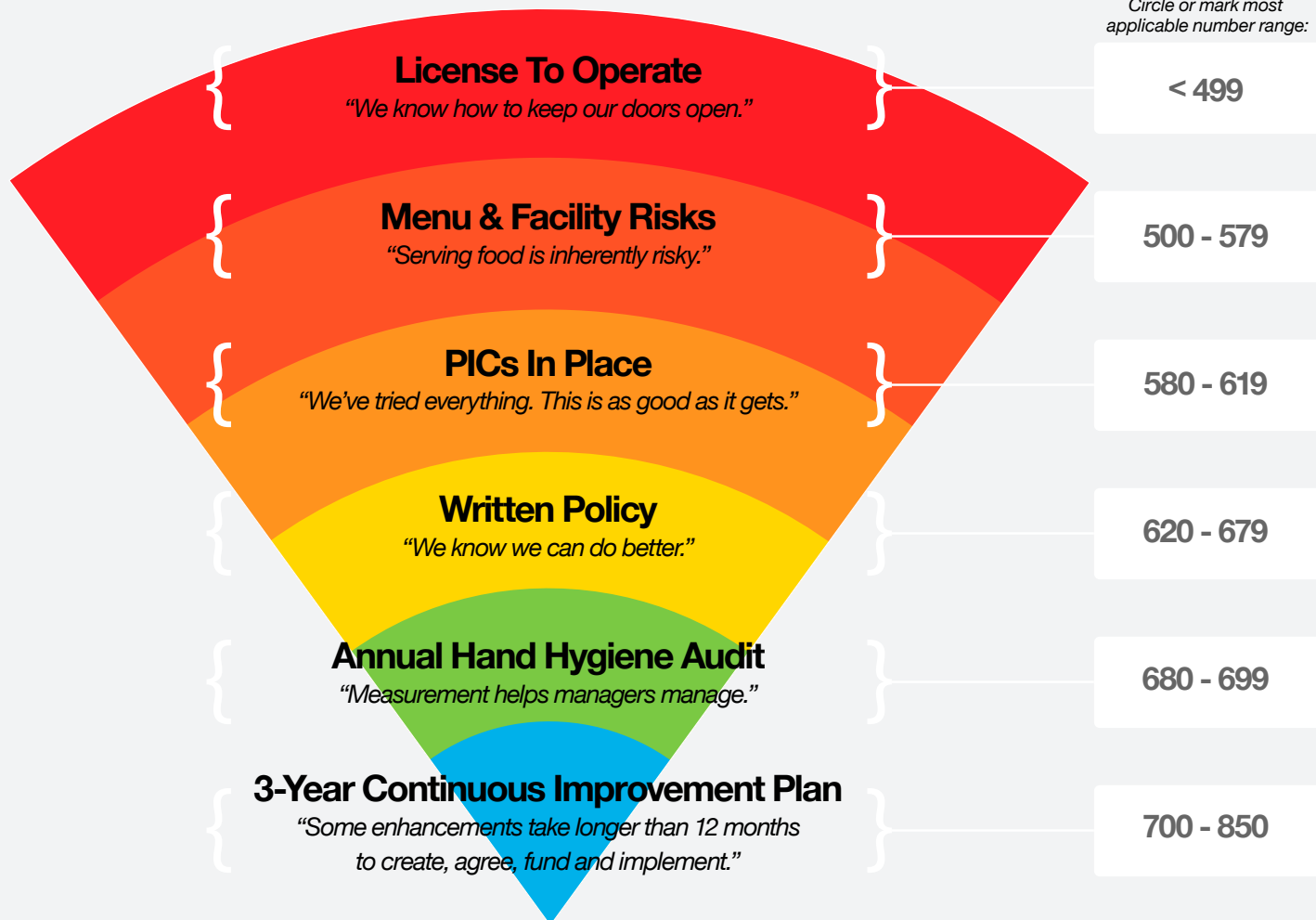


Circles of Success

I ASSESS RISK

What We See & Hear:

Circle or mark most applicable number range:



Write number below that best represents where in the range you think you are:

Points:

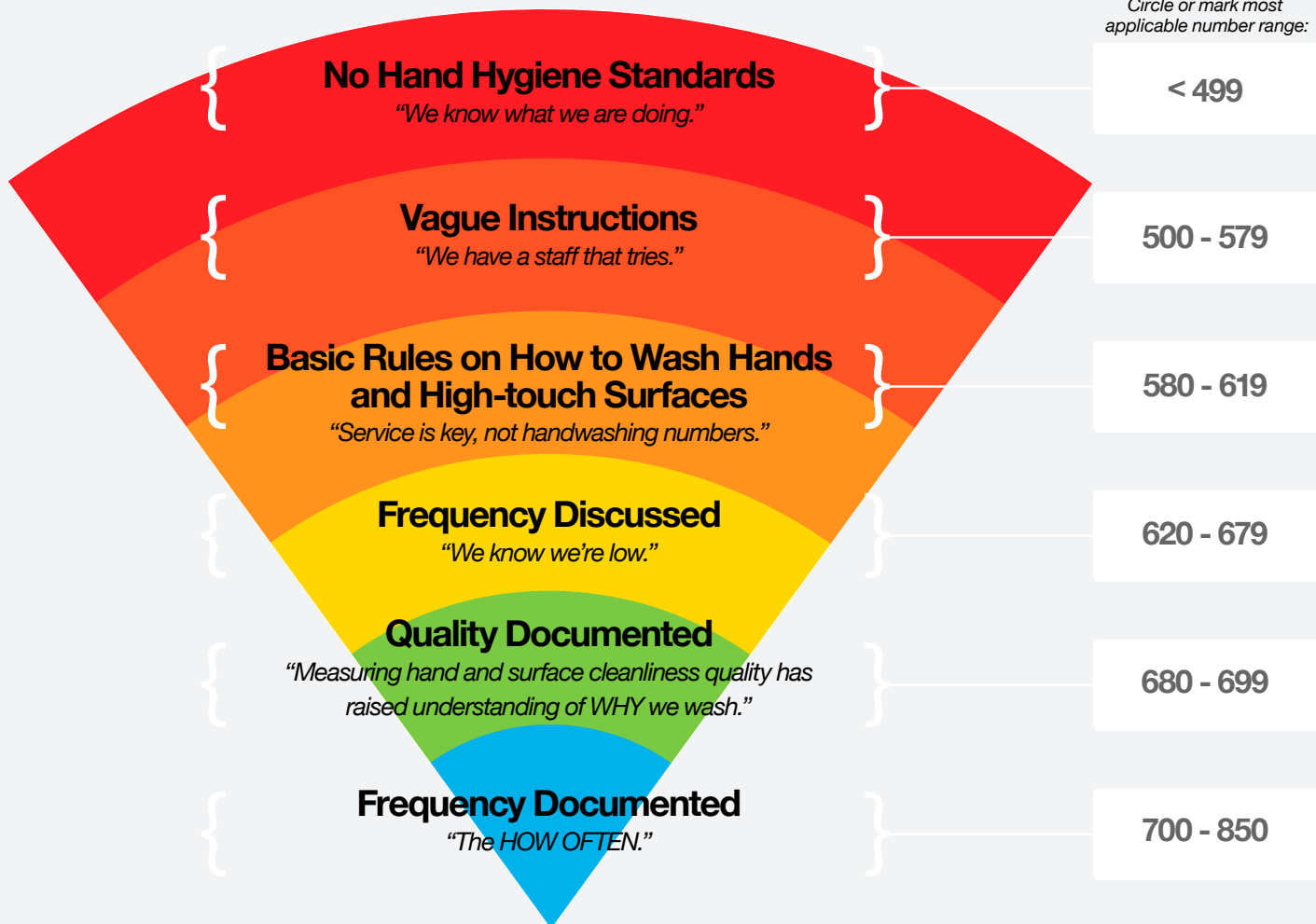


Circles of Success

II SET SAFE LEVELS

What We See & Hear:

Circle or mark most applicable number range:



Write number below that best represents where in the range you think you are:

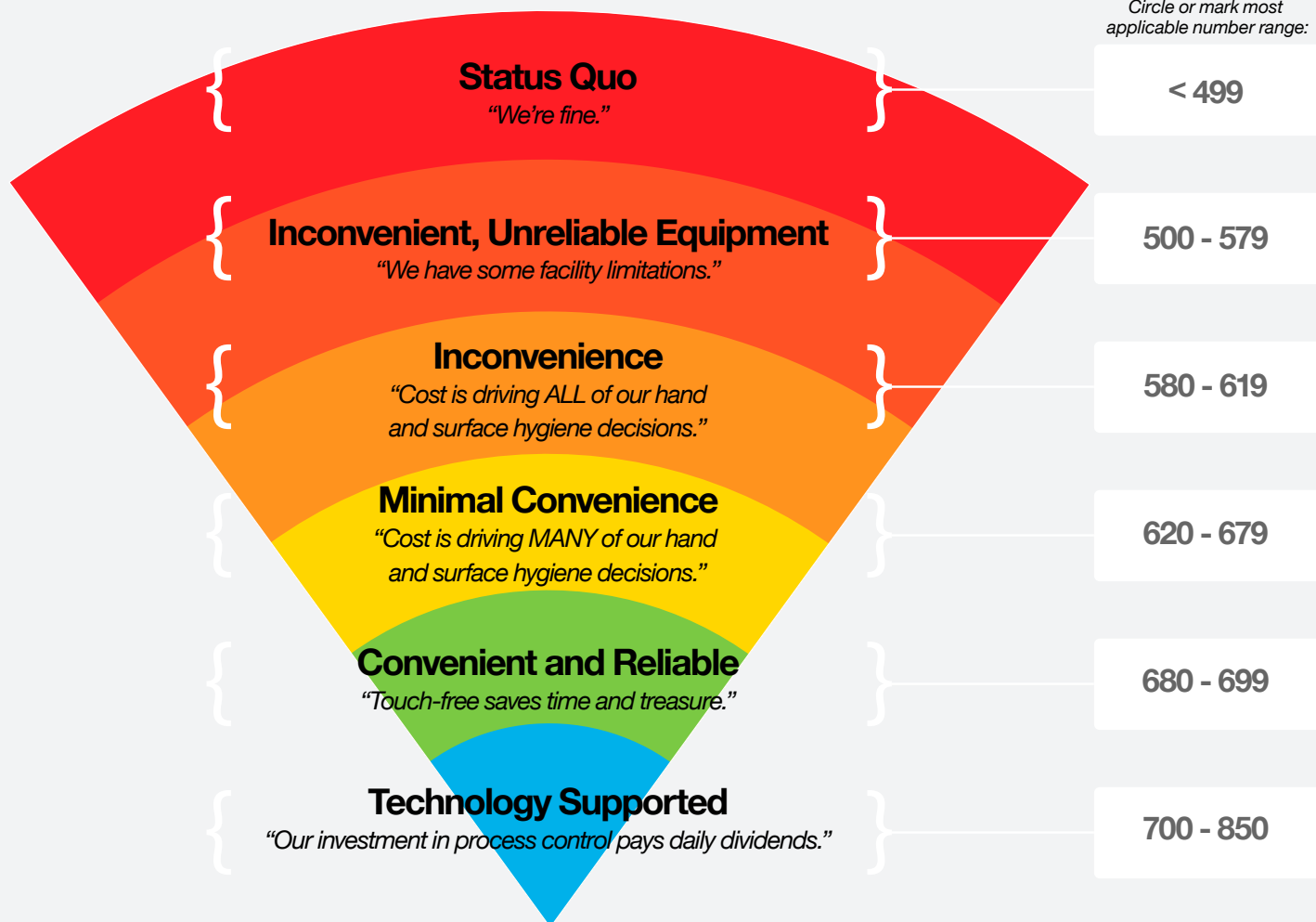
Points:



Circles of Success

III OPTIMIZE

What We See & Hear:



Circle or mark most applicable number range:

< 499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

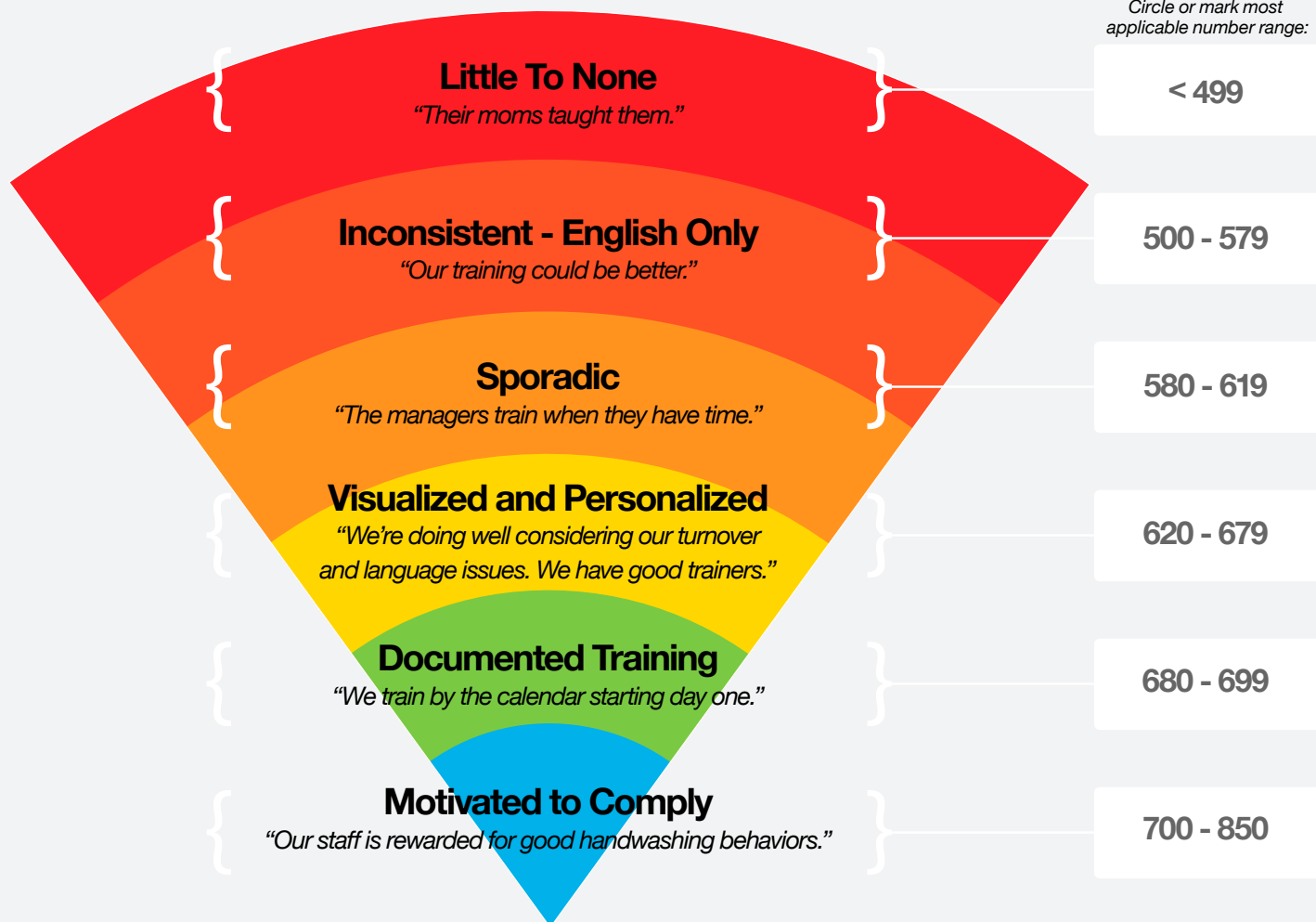
Points:



Circles of Success

IV TRAIN & MOTIVATE

What We See & Hear:



Circle or mark most applicable number range:

< 499

500 - 579

580 - 619

620 - 679

680 - 699

700 - 850

Write number below that best represents where in the range you think you are:

Points:

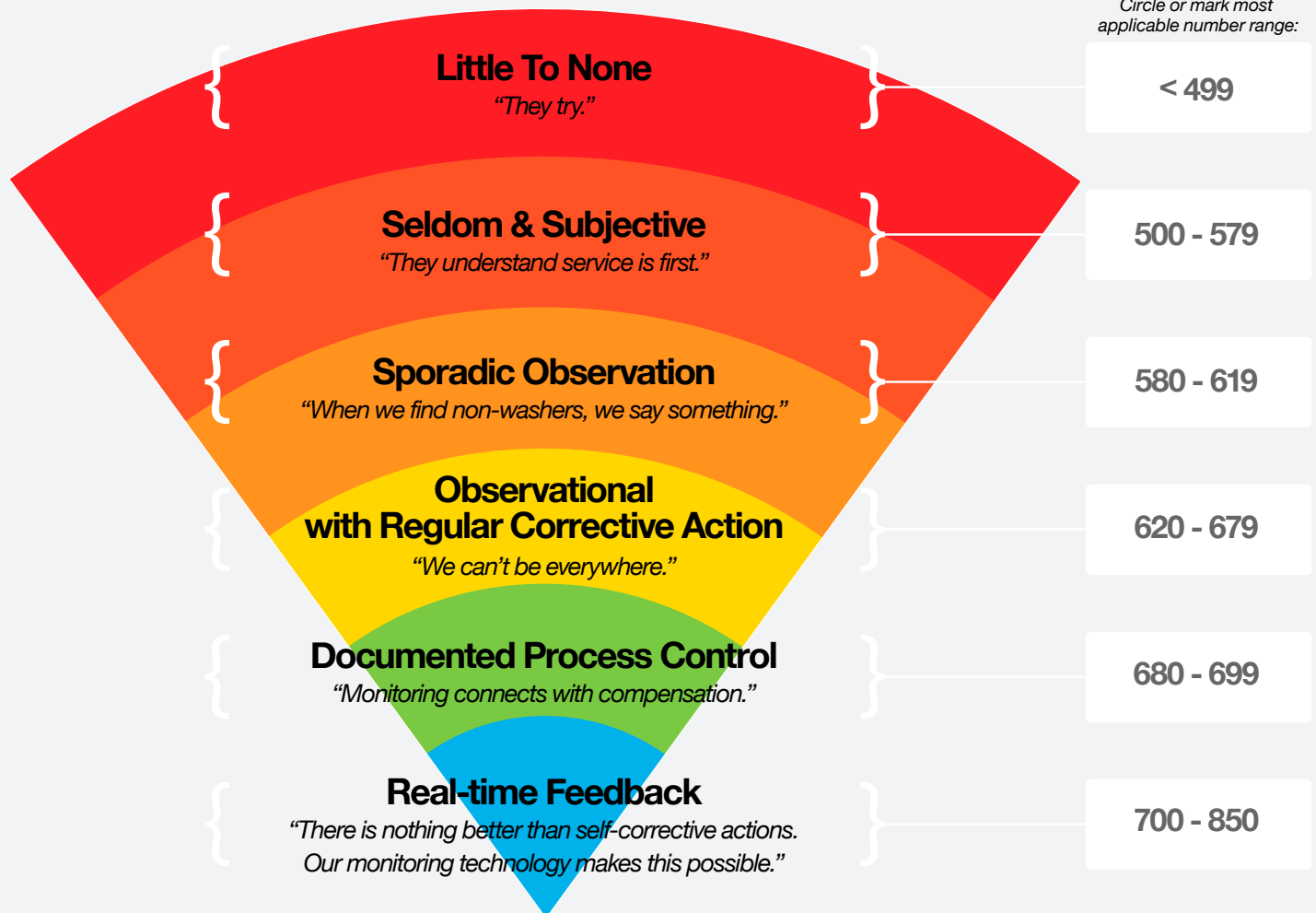


Circles of Success

V MONITOR

What We See & Hear:

Circle or mark most applicable number range:



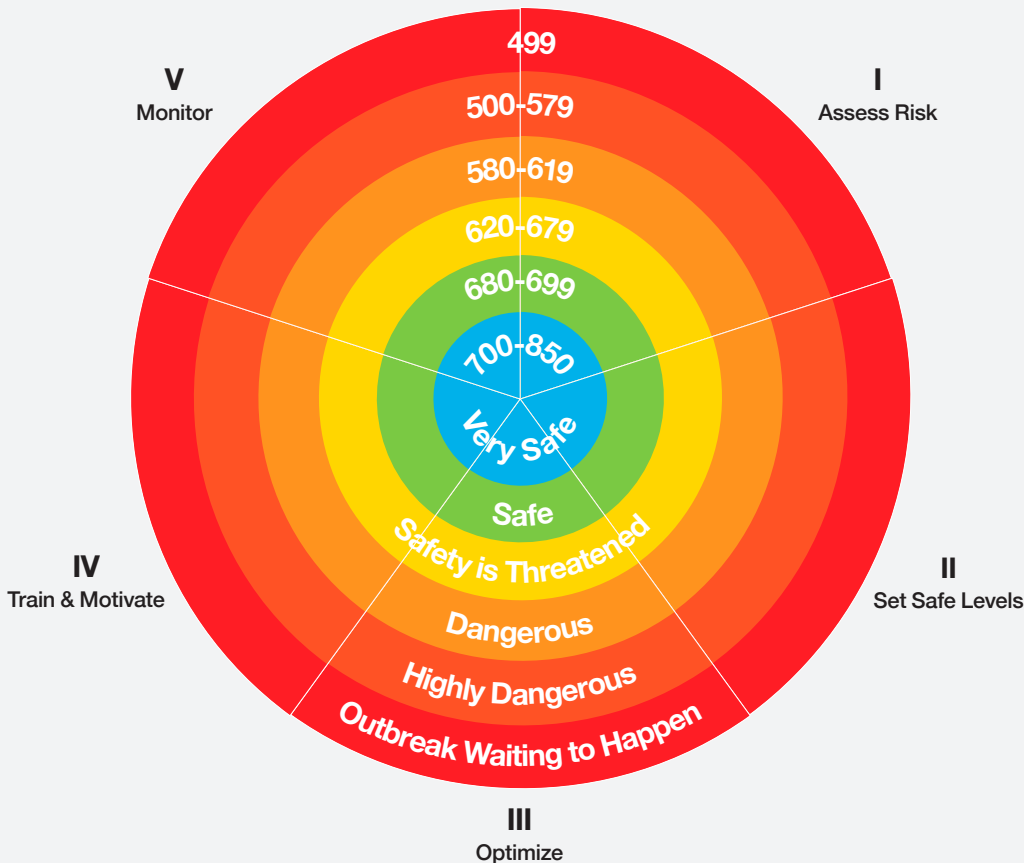
Write number below that best represents where in the range you think you are:

Points:



Circles of Success

COMPUTING YOUR HANDWASHING RISK CREDIT SCORE



Carry over individual section scores:

I Assess Risk	<input type="text"/>
II Set Safe Levels	<input type="text"/>
III Optimize	<input type="text"/>
IV Train & Motivate	<input type="text"/>
V Monitor	<input type="text"/>

**Your
Handwashing Risk
Credit Score**

Subtotal: ÷ 5 =

Circles of Success

BEST PRACTICE INDICATORS OF CLEANLINESS CULTURE IN HAND & HIGH-TOUCH SURFACE SYSTEMS

1 HANDSINK:

- Located within few steps of raw food prep
- Splash-free deep draw design
- Dedicated to handwashing
- Warm water
- Easy actuated/Minimum touch tap handles
- No-touch electronic faucets
- Equipment reliability
- Fast drain/Fast dry
- Easy to keep clean & inviting to use
- Convenient waste receptacles

2 DISPENSERS:

- Cartridge soap & sanitizer dispensers
- Easy access to paper towels
- Electronic no-touch dispensed soap
- Electronic no-touch dispensed paper towels
- Never-empty/easy change technology
- Electronic dispensed hand sanitizer
- Long-serving/easy-change battery systems

3 SUPPLIES:

- Skin-friendly soap
- Absorbent, strong paper towels
- Norovirus-effective hand sanitizer
- Nailbrush availability, fused bristles preferred
- Nailbrush cleanliness system
- Comfortable, quality single-use gloves
- Convenient don/doff gloving

4 RESTROOM:

- Well equipped and supplied
- Well lit
- Well monitored and maintained
- A "service needed" alert & response system
- Everything working
- No-touch exit door system
- No-touch dispensers

5 PUBLIC SHARED AREAS:

- Surfaces specified for ease of cleaning
- High-touch surface cleanliness system
- Effective table-turn cleaning system
- Single-use table wipers
- Versatile and effective spray cleaners
- Verification & monitoring systems
- Readily available hand sanitizers for the public
- Vomit handling system

6 TRAINING:

- Personal
- Visualizing germs
- Train to standards
- Control of fingernail length
- Jewelry/rings policy
- Language independent
- Multilingual programs
- Training calendar
- Frequent feedback
- Manager example

7 MANAGEMENT:

- System to avoid soap & paper towel outages
- Accountabilities clearly assigned & monitored
- Standards set
- Good compliance rewarded
- Poor compliance disciplined
- Monitoring systems for surface cleanliness
- Monitoring systems for handwashing - Quality & Frequency
- Hand hygiene audits and information sharing
- Posted cleanliness awards, Front-of-house & back
- Hep A staff vaccine program
- Outbreak readiness plan
- Responsive distributor supply system
- Ill worker exclusion policy
- Summary statement of risk
- 3-year continuous improvement

handwashingforlife.com

