

HANDWASHING FOR LIFE'S

Risk Assessment Workshop

AN INTERNAL
MULTI-DEPARTMENT
COLLABORATION

OVERCOMING UNDERWASHING

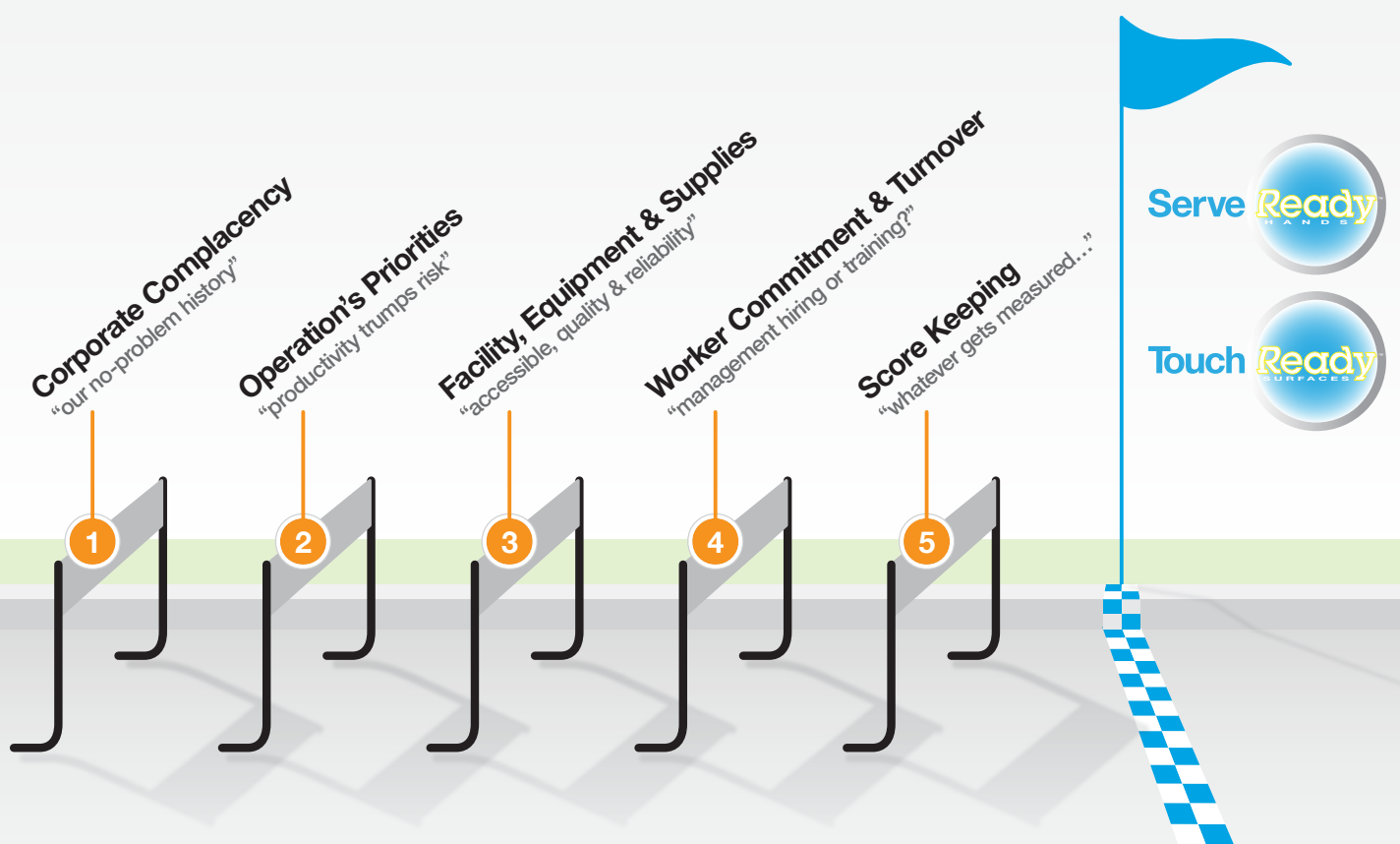


handwashingforlife®

HANDWASHING FOR LIFE'S

The 5 Handwashing Hurdles

WINNING WITH THE HANDSON™ SYSTEM



OVERCOMING UNDERWASHING



handwashingforlife®

The 5 Handwashing Hurdles

ESTABLISHING OUR HANDWASHING RISK

Hurdle 1: Corporate Complacency “our no-problem history”

Have we unwittingly shifted our good record regarding outbreaks into our food safety culture giving us an unwritten reason for accepting risky hand hygiene practices? Knowing that we have a good legal team behind us, are we not challenging low compliance rates? Consider conducting a Handwashing For Life Hand Hygiene Audit.

Rate importance: High Moderate Low

Hurdle 2: Operation’s Priorities “productivity trumps risk”

Frequent handwashing competes with productivity for staff time. Financial rewards are more often tied to efficiency. Both the manager and each member of the staff need agreed standards for both the quality and frequency of handwashing.

Rate importance: High Moderate Low

Hurdle 3: Facility, Equipment & Supplies “accessible & reliable quality”

Blocked handsinks and unreliable equipment deter frequent and timely handwashes. Install time-saving, health protecting electronic faucets and touch-free dispensers. Install deep-bowl design handsinks within steps of key food prep stations. Empty soap and paper towel dispensers are common sources of process breakdown. If the soap is not task-formulated and unfriendly to skin, frequent washing is unlikely. Paper toweling that disintegrates on wet hands is another deterrent to frequent handwashing. Better soaps and paper towels pay dividends in compliance and risk reduction.

Rate importance: High Moderate Low

Hurdle 4: Worker Commitment & Turnover “management, hiring or training?”

When workers don’t want to wash, they won’t. They are more influenced by example than training. Check hiring policies to see if the core qualities needed for food safety are being specified. Then turn to training with plenty of personalization and visualization. Turnover taxes training resources and is one of the more common excuses for poor handwashing compliance. Set turnover standards within training capabilities to assure food safety standards are met.

Rate importance: High Moderate Low

Hurdle 5: Score Keeping “celebrate winning”

Even good managers have limits to their span of control. Control is best enhanced by motivating staff with measured behaviors. Consider adding compliance monitoring technology to document and reward the winners.

Rate importance: High Moderate Low

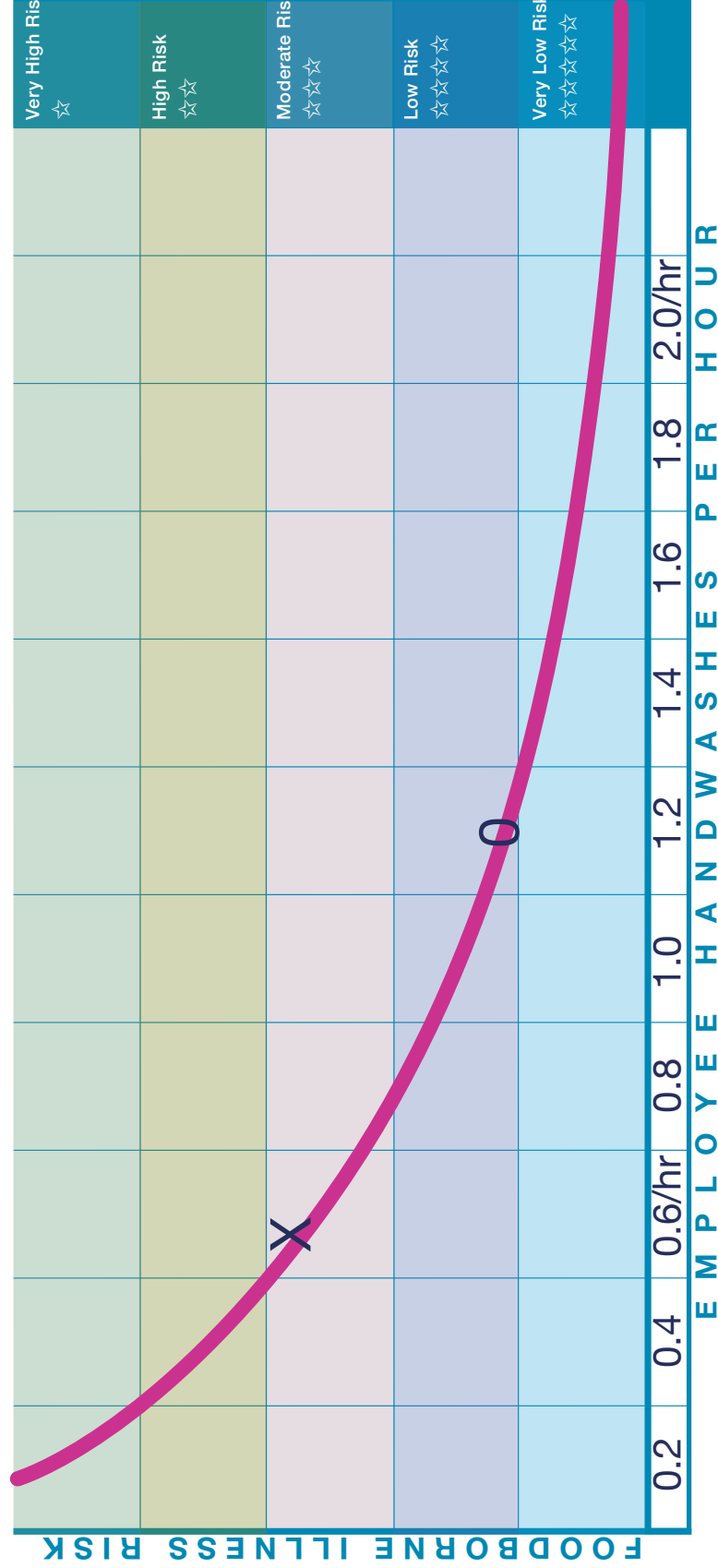


ServeReady™ Hands – Risk Frequency Estimator –

Setting The Handwashing Frequency Standard

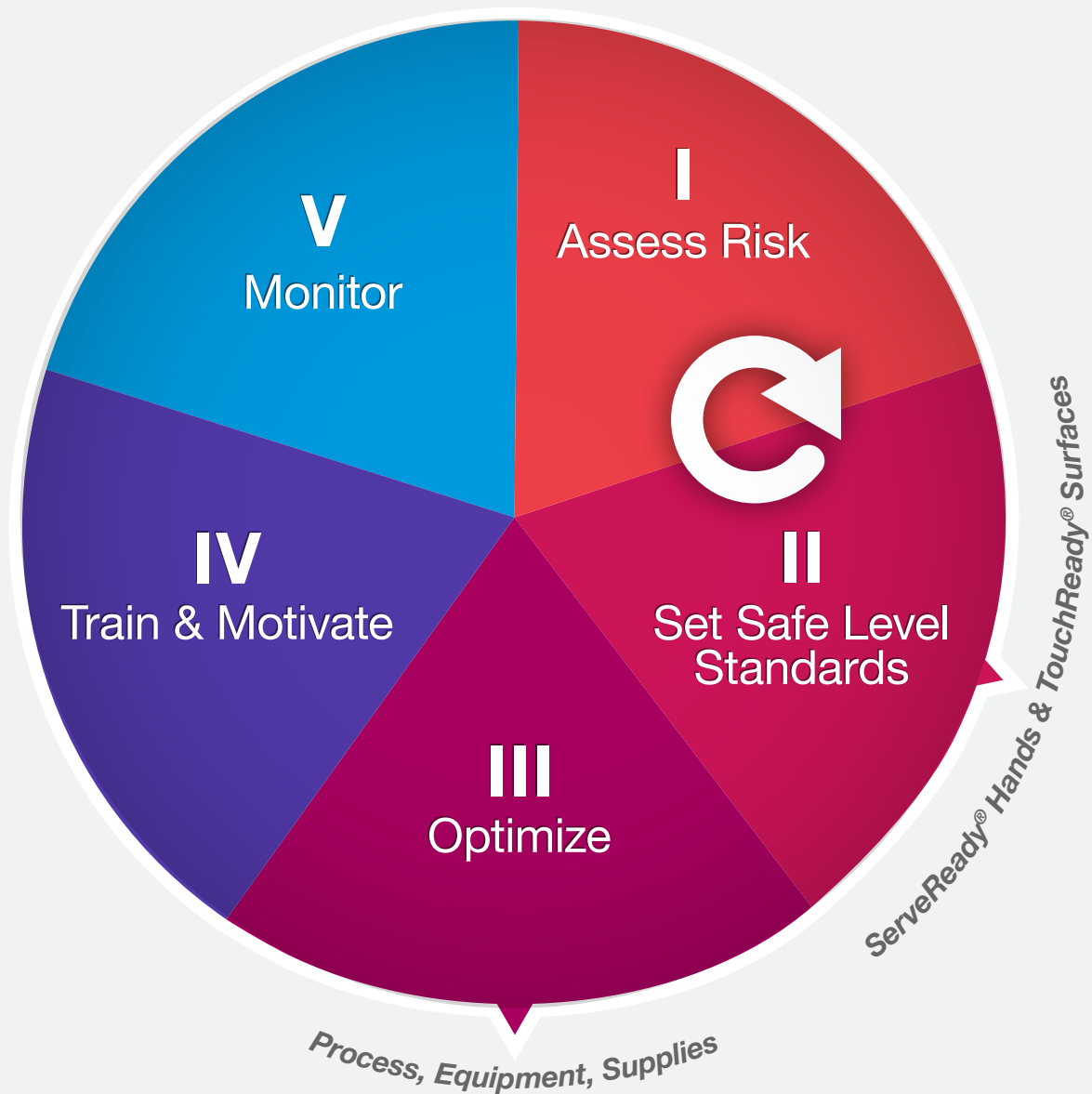
Place an [x] where you
 are today...
 An [o] where you'll
 be tomorrow!

1. Determine current Handwashing Per Employee Hour. Place an [X]Insert this number at the base of the respective column.
2. Fill in adjoining boxes at the base of each column in .2 or .4 increments.
3. Set operational standard based on management guidelines of safe handwashing level. Place an [o]. Insert the actual Frequency per Employee Hour number at the base of the corresponding column.



Our Handwashing Frequency Standard – Handwashes per employee per hour Handwashes per customer served

The 5 HandsOn™ Steps



OVERCOMING UNDERWASHING

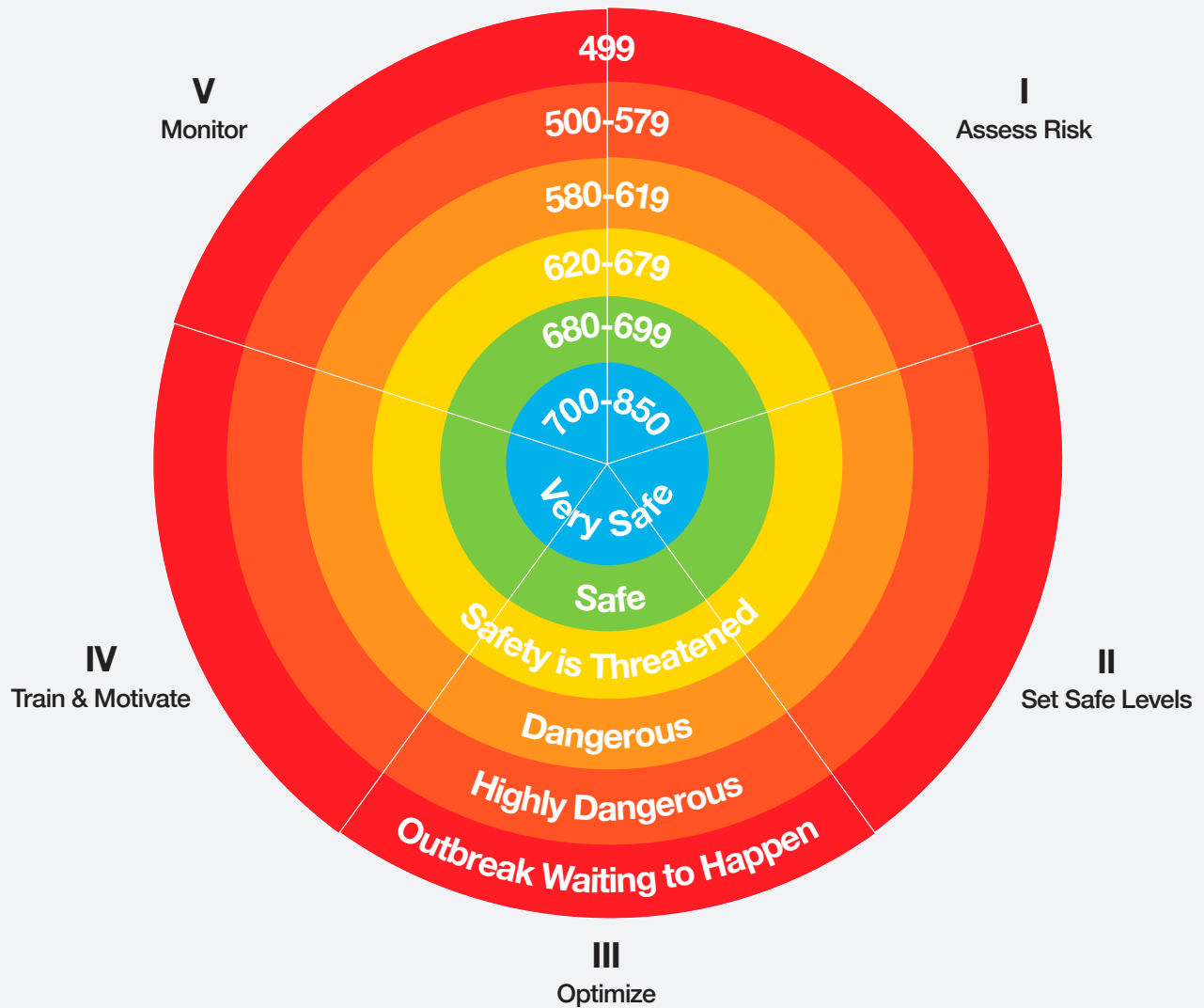


handwashingforlife® foodservice

HANDWASHING FOR LIFE'S

Circles of Success

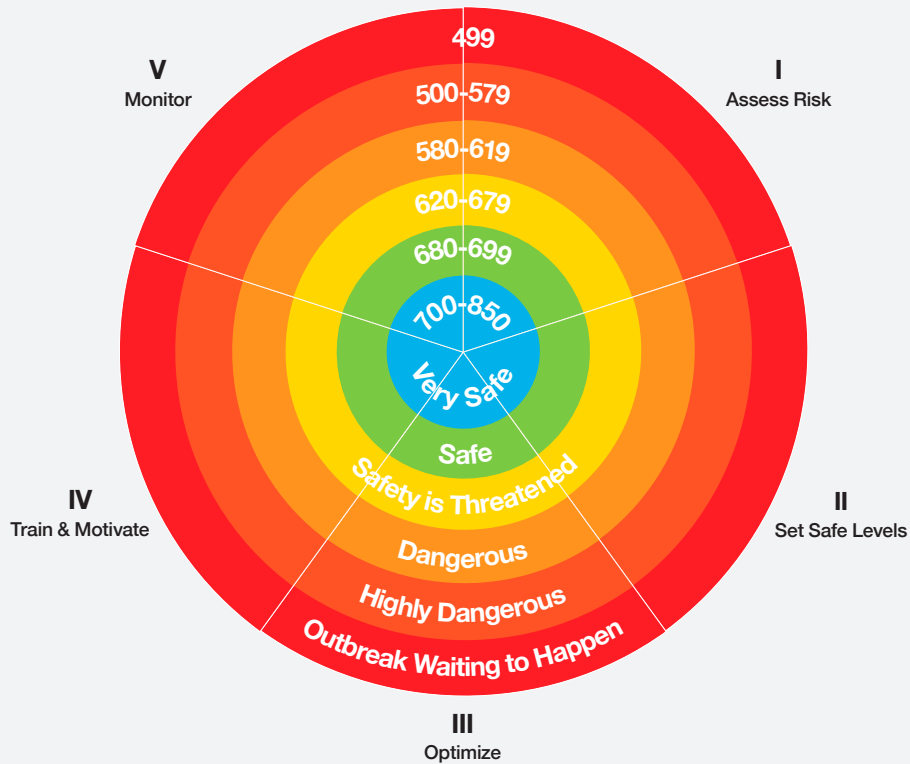
APPROXIMATION & BASELINE PHASE



HANDWASHING FOR LIFE'S

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"/>

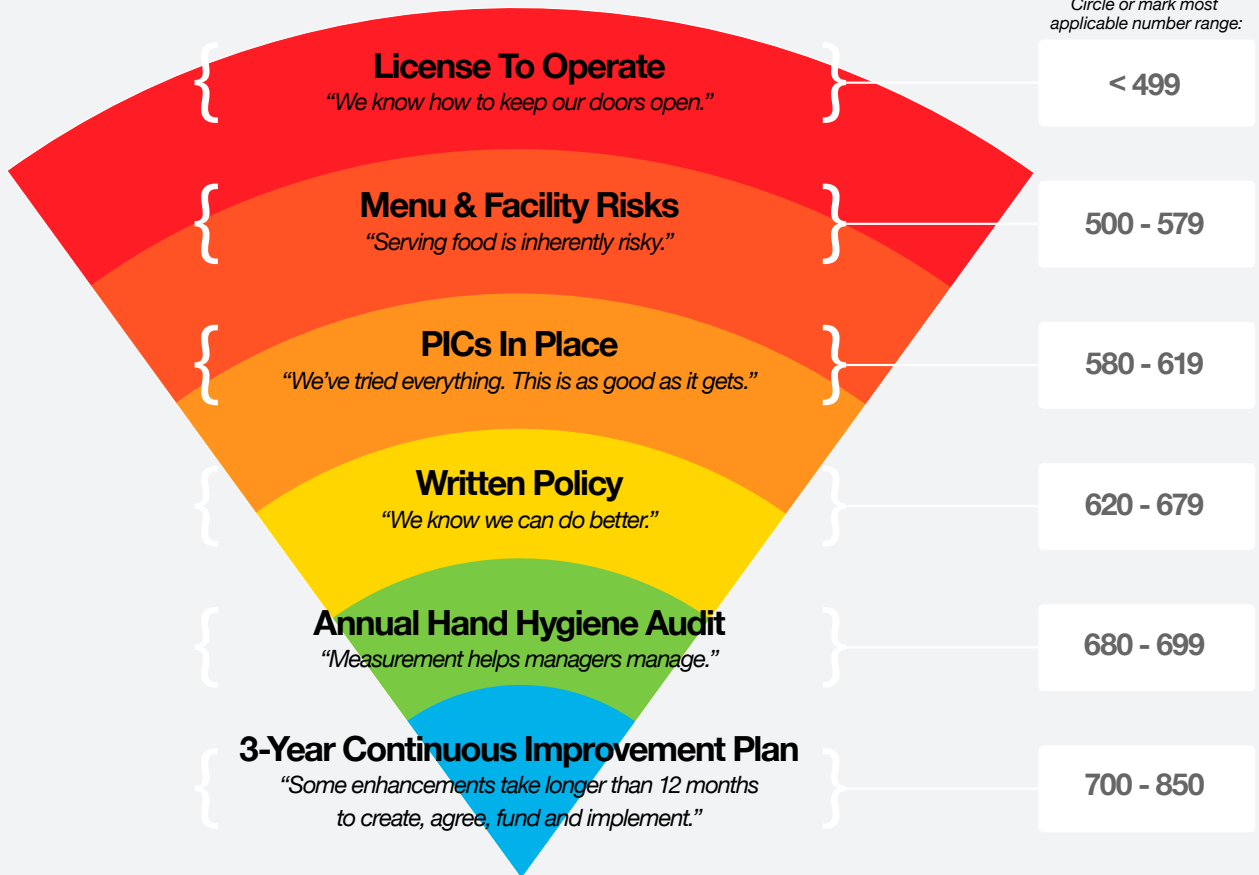
**Your
Handwashing Risk
Credit Score**

Subtotal: ÷ 5 =

Circles of Success

I ASSESS RISK

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:

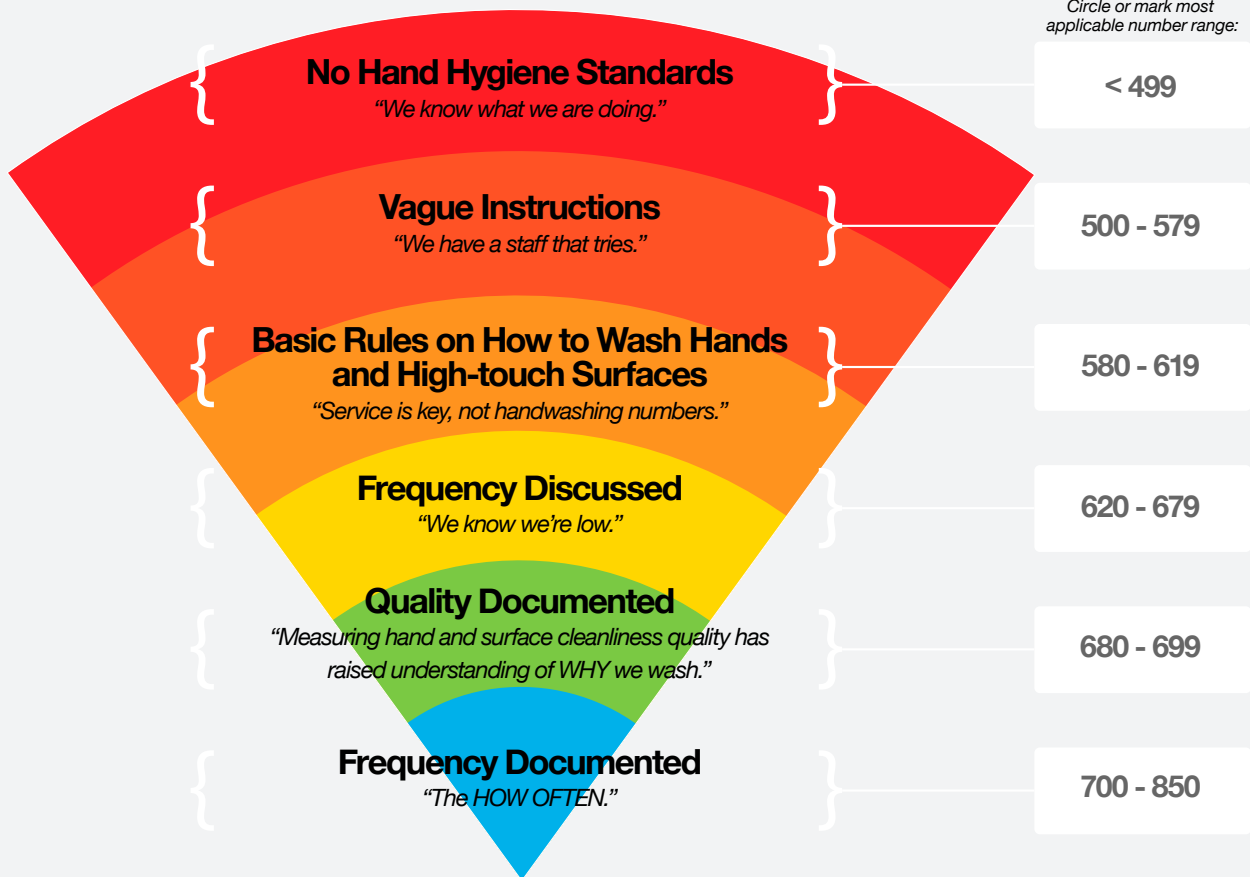


HANDWASHING FOR LIFE'S

Circles of Success

II SET SAFE LEVELS

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:

OVERCOMING UNDERWASHING



handwashingforlife®

Serve Ready
HANDS

1	Spots- nails
2	Spots- other
1 (5)	Areas- unwashed
8	Total Deductions
92	Total ProGrade Score

Nailbrush Used:
 Yes No

+ PROGRADE™ +

is the Proficiency Grading component of the Hands-On System. From a 100 point scale; 1 point is deducted for each unwashed spot and 5 points deducted for each unwashed area. Passing score is 90 points, or as established by your manager.



Yes I did!

Take the Hand Hygiene Pledge of Professionalism

Name: _____ Employee #: _____

Company: _____ Date: _____

Hand Condition

(Circle One)

1. Dry, cracked, callused, cut and/or long nails | 2. Dry, cracked | 3. Dry | 4. Healthy, rough skin | 5. Healthy, smooth

US: 1.800.446.3628
 South Africa: 012 644 1234
 UK: 0870 90 60 690
www.handwashingforlife.com

handwashingforlife®



The Handwashing Leadership Forum

ServeReady® Handwashing Frequency
 – MyQ™ (h) Personal Handwashing Commitment –

	<i>Arrival</i>
	<i>Pre / Post Break</i>
	<i>Restroom Use</i>
	<i>Task Change</i>
	<i>Pre / Post Gloving</i>
	<i>Facial / Grooming /Sneeze / Cough</i>
	<i>Customer Contact</i>
	<i>Other</i>
	<i>Departure</i>
	<i>Total Handwashes (per Shift)</i>

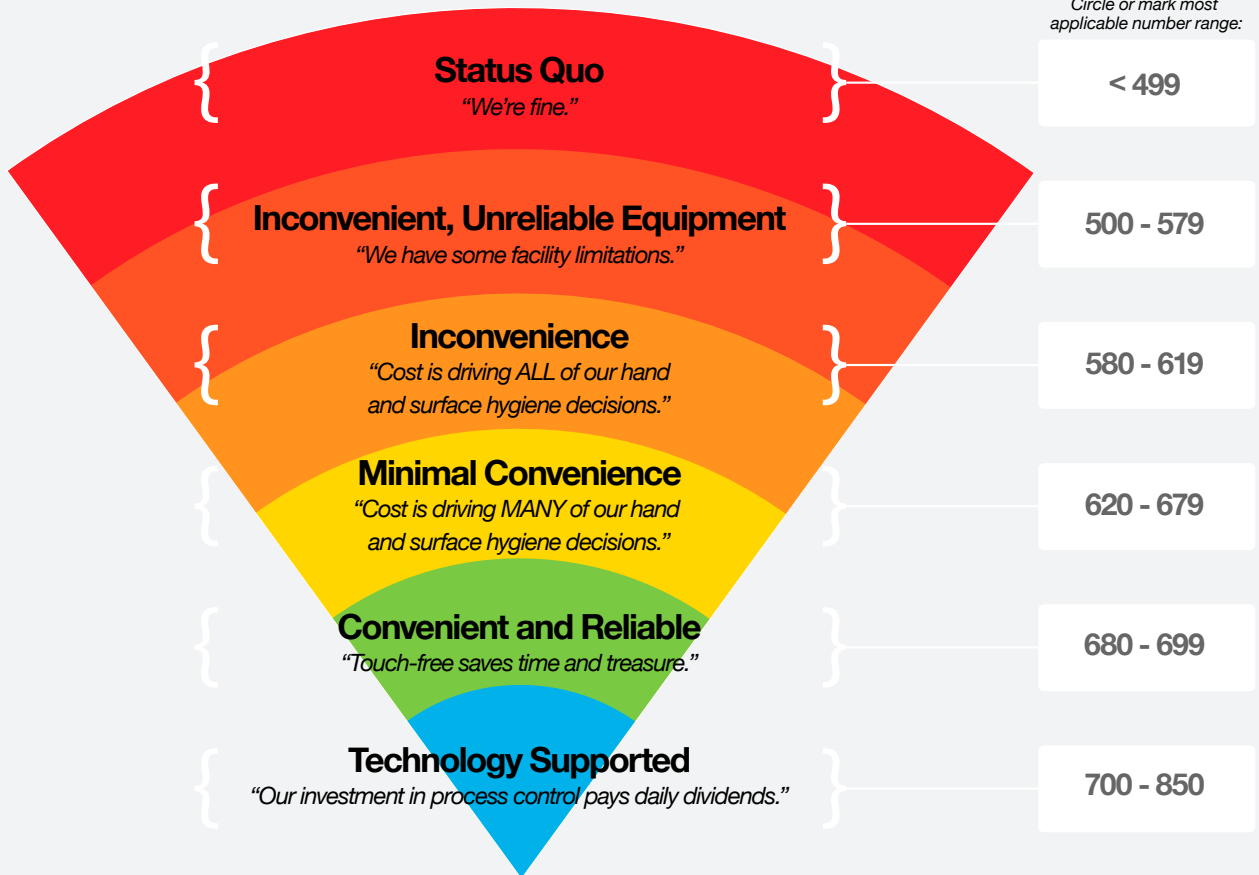
Notes & Comments:

HANDWASHING FOR LIFE'S

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:

OVERCOMING UNDERWASHING



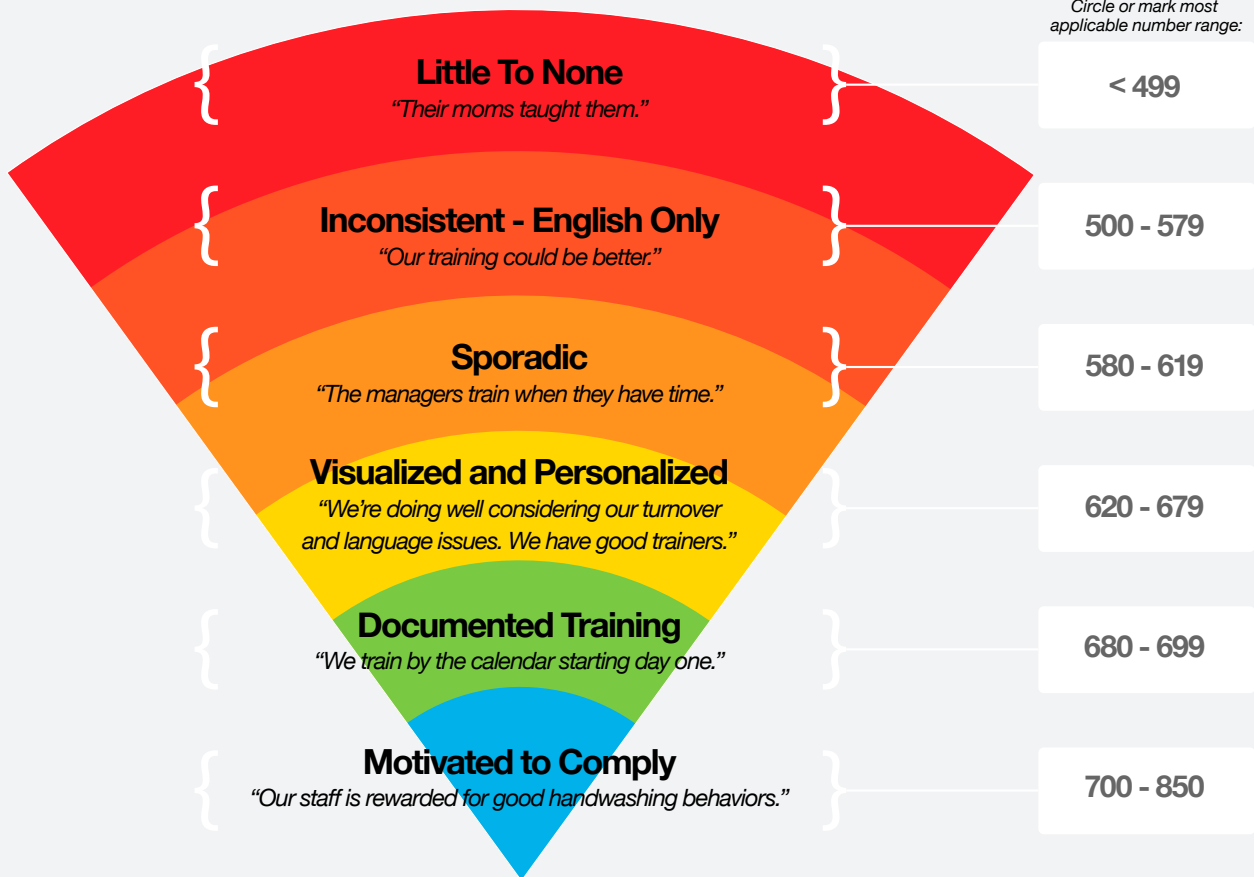
handwashingforlife®

HANDWASHING FOR LIFE'S

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:

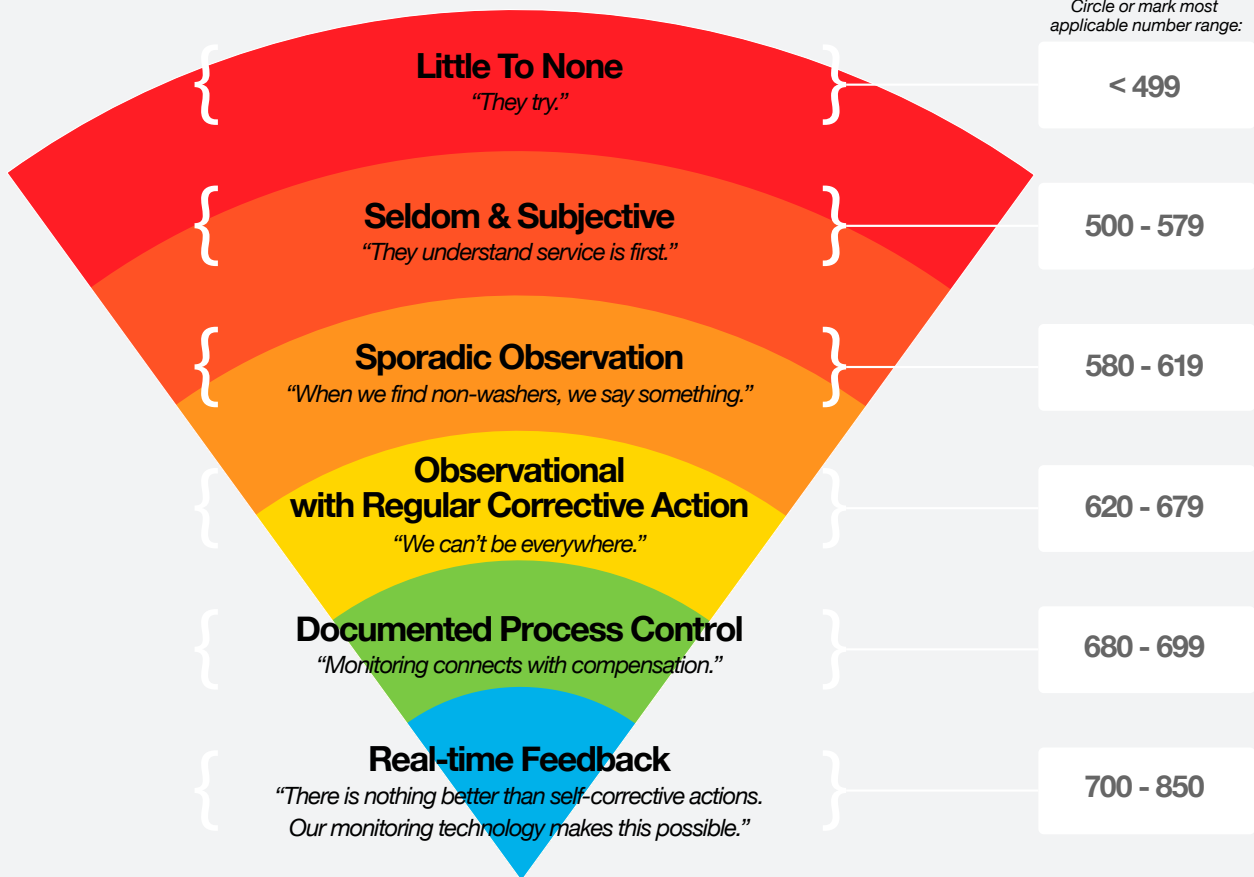


HANDWASHING FOR LIFE'S

Circles of Success

V MONITOR

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:

OVERCOMING UNDERWASHING



handwashingforlife®

Circles of Success

ESTABLISHING OUR HANDWASHING RISK

Assumptions:

1. Restaurants, particularly multi-unit operators, can reduce their corporate risk of an outbreak by increasing their ability to preemptively talk about the #1 unresolved risk, poor hand hygiene.
2. 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.

Tools:

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.

Collaboration:

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

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 lighted
- 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

