Risk Assessment Workshop

AN INTERNAL MULTI-DEPARTMENT COLLABORATION

HANDWASHING FOR LIFE'S

OVERCOMING UNDERWASHING

handwashingforlife®
The 5 Handwashing Hurdles

WINNING WITH THE HANDSON™ SYSTEM

1. Corporate Complacency
   “Our no-problem history”

2. Operation's Priorities
   “Productivity trumps risk”

3. Facility, Equipment & Supplies
   “Accessibility, quality & reliability”

4. Worker Commitment & Turnover
   “Management hiring or training?”

5. Score Keeping
   “Whatever gets measured…”

OVERCOMING UNDERWASHING
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

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

Overcoming Underwashing.
The 5 HandsOn™ Steps

I. Assess Risk
II. Set Safe Level Standards
III. Optimize
IV. Train & Motivate
V. Monitor

Process, Equipment, Supplies

ServeReady® Hands & TouchReady® Surfaces

OVERCOMING UNDERWASHING

handwashingforlife® foodservice
Circles of Success

APPROXIMATION & BASELINE PHASE

V
Monitor

I
Assess Risk

IV
Train & Motivate

II
Set Safe Levels

III
Optimize

Outbreak Waiting to Happen
Highly Dangerous
Dangerous
Safety is Threatened
Safe
Very Safe

HANDWASHING FOR LIFE'S

APPROXIMATION & BASELINE PHASE

OVERCOMING UNDERWASHING
Circles of Success

Computing Your Handwashing Risk Credit Score

Outbreak Waiting to Happen | Highly Dangerous

Very Safe | Safe | Safety is Threatened | Dangerous

Set Safe Levels

Train & Motivate

Optimize

Assess Risk

Monitor

Subtotal: □ ÷ 5 = □

Your Handwashing Risk Credit Score
OVERCOMING UNDERWASHING

HANDWASHING FOR LIFE’S

Circles of Success

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Points Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>License To Operate</td>
<td>“We know how to keep our doors open.”</td>
<td>&lt; 499</td>
</tr>
<tr>
<td>Menu &amp; Facility Risks</td>
<td>“Serving food is inherently risky.”</td>
<td>500 - 579</td>
</tr>
<tr>
<td>PICs In Place</td>
<td>“We’ve tried everything. This is as good as it gets.”</td>
<td>580 - 619</td>
</tr>
<tr>
<td>Written Policy</td>
<td>“We know we can do better.”</td>
<td>620 - 679</td>
</tr>
<tr>
<td>Annual Hand Hygiene Audit</td>
<td>“Measurement helps managers manage.”</td>
<td>680 - 699</td>
</tr>
<tr>
<td>3-Year Continuous Improvement Plan</td>
<td>“Some enhancements take longer than 12 months to create, agree, fund and implement.”</td>
<td>700 - 850</td>
</tr>
</tbody>
</table>

Circle or mark most applicable number range.

Points: ___

Write number below that best represents where in the range you think you are.
Circles of Success

II SET SAFE LEVELS

What We See & Hear:

No Hand Hygiene Standards
"We know what we are doing."

Vague Instructions
"We have a staff that tries."

Basic Rules on How to Wash Hands and High-touch Surfaces
"Service is key, not handwashing numbers."

Frequency Discussed
"We know we're low."

Quality Documented
"Measuring hand and surface cleanliness quality has raised understanding of WHY we wash."

Frequency Documented
"The HOW OFTEN."

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

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

1 (5)
Areas- unwashed

Spots- other

Spots- nails

Total Deductions

Total ProGrade Score

Nailbrush Used:

Yes  No
ServeReady® Handwashing Frequency
– MyQ™ (h) Personal Handwashing Commitment –

Arrival

Pre / Post Break

Restroom Use

Task Change

Pre / Post Gloving

Facial / Grooming /Sneeze / Cough

Customer Contact

Other

Departure

Total Handwashes (per Shift)

Notes & Comments:
What We See & Hear:

- Status Quo
  - “We’re fine.”
- Inconvenient, Unreliable Equipment
  - “We have some facility limitations.”
- Inconvenience
  - “Cost is driving ALL of our hand and surface hygiene decisions.”
- Minimal Convenience
  - “Cost is driving MANY of our hand and surface hygiene decisions.”
- Convenient and Reliable
  - “Touch-free saves time and treasure.”
- Technology Supported
  - “Our investment in process control pays daily dividends.”

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:
What We See & Hear:

- **Little To None**
  “Their moms taught them.”
- **Inconsistent - English Only**
  “Our training could be better.”
- **Sporadic**
  “The managers train when they have time.”
- **Visualized and Personalized**
  “We're doing well considering our turnover and language issues. We have good trainers.”
- **Documented Training**
  “We train by the calendar starting day one.”
- **Motivated to Comply**
  “Our staff is rewarded for good handwashing behaviors.”

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

What We See & Hear:

- **Little To None**
  - "They try."
  - < 499

- **Seldom & Subjective**
  - "They understand service is first."
  - 500 - 579

- **Sporadic Observation**
  - "When we find non-washers, we say something."
  - 580 - 619

- **Observational with Regular Corrective Action**
  - "We can’t be everywhere."
  - 620 - 679

- **Documented Process Control**
  - "Monitoring connects with compensation."
  - 680 - 699

- **Real-time Feedback**
  - "There is nothing better than self-corrective actions. Our monitoring technology makes this possible."
  - 700 - 850

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

Points:
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

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