

ISO 23447:2023-10 (E)

Healthcare organization management - Hand hygiene performance

Contents		Page
Foreword.....		v
Introduction.....		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Hand hygiene quality policy and requirements	4
4.1	General.....	4
4.1.1	Conformity.....	4
4.1.2	Prerequisites for the use of this document.....	5
4.1.3	How to use this document.....	5
4.2	Hand hygiene quality policy.....	6
4.3	Hand hygiene quality policy requirements.....	7
4.3.1	Evaluating hand hygiene products for potential use in healthcare facilities.....	7
4.3.2	Towel dispensing systems requirements.....	9
4.3.3	How to perform hand hygiene.....	9
4.3.4	Indications for hand hygiene performance.....	10
4.3.5	Assessing hand hygiene performance.....	12
4.3.6	ABHR products and glove use.....	12
5	Hand hygiene program	13
5.1	General.....	13
5.2	Hand hygiene quality policy requirements.....	13
5.3	Healthcare organization requirements.....	14
5.3.1	General.....	14
5.3.2	Supplies and infrastructure requirements.....	14
5.3.3	Healthcare facility assessment.....	15
5.3.4	Hand hygiene self-assessment forms and checklists.....	16
5.4	Establish operations and maintenance plan.....	18
5.4.1	General.....	18
5.4.2	Dispenser maintenance recommendations and requirements.....	19
6	Training and education	19
6.1	General.....	19
6.2	General hand hygiene training and requirements.....	19
6.3	Concepts that shall be included in the training program.....	20
6.4	Objectives of training.....	21
6.5	Follow-up of completion of hand hygiene training.....	22
6.6	Specific training for trainers and observers - direct observation method.....	22
6.7	Selection of trainers and future observers.....	22
6.7.1	Trainers.....	22
6.7.2	Trainee hand hygiene observers.....	22
6.7.3	Validation of hand hygiene observers.....	23
6.8	Additional concepts that are required in an observer training program.....	23
6.8.1	Minimum requirements for direct observation by HCP.....	23
6.8.2	Use of hand hygiene observation tools.....	23
6.8.3	Data analysis and quality control.....	24
6.8.4	Assessment of the healthcare facility improvements on hand hygiene.....	24
6.9	Competence.....	25
6.10	Delivery options for education and training.....	25

6.11	Training the hand hygiene expert.....	26
6.11.1	Validation of written examinations.....	26
6.11.2	Establishing a hand hygiene monitoring program.....	26
6.12	Frequency of training and competency assessment.....	28
6.13	Training and verification systems.....	28
6.14	Requirements for hand hygiene training technique.....	28
6.15	Patient hand hygiene education.....	29
6.16	Visitor hand hygiene education.....	29
7	Cultural aspects of hand hygiene management.....	30
7.1	General.....	30
7.2	Communications.....	30
7.3	Education.....	30
7.4	Awards and recognition.....	30
7.5	Surveys.....	31
	Bibliography.....	32