

Product Tool

Product Tool Instructions

Suggested Lead:	Infection Prevention and Control
Suggested Support:	Maintenance and Facilities (Housekeeping), Occupational Health, and Unit Managers
Approximate Completion Time:	1 to 3 hours

Objectives

- To verify that the hand hygiene products (alcohol-based hand rub, soap, lotion, sinks, paper towels, and waste receptacles) currently used at your facility satisfy users' needs and meet the requirements of infection prevention and control.
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How to use this tool

1. Complete the **Product Checklist**. A total of 37 recommendations are included in this checklist.
 - If hand hygiene products are readily available in the Infection Prevention and Control department, then the checklist can be completed in there. If not, the checklist will need to be completed on the unit.
 - Ensure that every sink type available in the patient care areas is evaluated.
 2. Discuss the recommendations that were not met with the Hand Hygiene Committee and plan next steps. If your current products do not meet the 'Important-to-Have' recommendations, you may need to purchase new products or label your current products. To help you do so, the following guides are provided:
 - **Product Procurement Guide**
 - **Label Design Guide**
-

Before you start

1. You should be familiar with the hand hygiene product terms found in the **Hand Hygiene Product Reference Guide**.
 2. You will need:
 - Access to the hand hygiene products available at your facility, and
 - A stopwatch.
-

Recommendation categories

Important-to-Have recommendations are based on:

- Nationally legislated requirements (*Note: These recommendations will be indicated*); and/or
- Best practice (the minimum standard based on current recommendations in the medical literature); and/or
- Human factors principles.

Nice-to-Have recommendations are based on:

- Advisory or optional statements.
-

Human Factors Principles

The following human factors principles were applied to generate the recommendations contained in the Product Checklist: (See ***What is a User-Friendly Hand Hygiene Environment?*** for a full explanation of these principles.)

Visibility <V>

Efficiency <E>

Accessibility <A>

Flexibility <F>

Consistency <C>

Error Prevention <EP>

Product Checklist

Product Checklist

Alcohol-Based Hand Rub (ABHR), Lotion and Soap Products

Recommendation	Met	Not Met	Rationale / Notes
1. ABHR has a Drug Identification Number (DIN) or a Natural Product Number (NPN). ^{1***}	<input type="checkbox"/>	<input type="checkbox"/>	To meet product licensing regulations set by Health Canada. NOTE: Products that have a DIN or NPN are listed in: <ul style="list-style-type: none"> ▪ Health Canada's Drug Product Database (http://webprod.hc-sc.gc.ca/dpd-bdpp/newSearch-nouvelleRecherche.do?lang=eng), or ▪ Licensed Natural Health Products Database (http://webprod.hc-sc.gc.ca/lnhpd-bdpsnh/start-debuter.do?language-langage=english)
2. ABHR has a concentration between 60%-90% alcohol.	<input type="checkbox"/>	<input type="checkbox"/>	To kill most transient microorganisms. <EP> NOTE: To combat noroviruses in healthcare settings, ABHR with a minimum concentration of 70% alcohol is preferred. ^{1*} NOTE: Minimal research has been conducted to verify the efficacy of each form of ABHR. The use of ABHR as a gel, liquid, or foam is acceptable.
3. One squirt of ABHR requires a minimum of 15 seconds to dry.	<input type="checkbox"/>	<input type="checkbox"/>	To provide adequate time for proper hand coverage of the ABHR.
4. ABHR is dispensed from a disposable container or bottle.	<input type="checkbox"/>	<input type="checkbox"/>	To decrease the risk of product contamination associated with refilling containers and bottles. <EP>
5. Lotion is dispensed from a disposable container or bottle.	<input type="checkbox"/>	<input type="checkbox"/>	To decrease the risk of product contamination associated with refilling containers and bottles. <EP>
6. There are no known compatibility issues between ABHR, lotion, soap, and gloves currently used at your facility.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure that the efficacy of each product is not altered when a combination of these products is used. ² <EP> NOTE: Use of petroleum-based hand lotions or creams may adversely affect the integrity of latex gloves. NOTE: Following the use of powdered gloves, some ABHRs may interact with residual powder on hands, resulting in a gritty feeling on the hands. In facilities, where powdered gloves are commonly used, a variety of ABHRs should be tested following removal of powdered gloves in order to avoid selecting a product that causes this undesirable reaction. TIP: Request information from product manufacturers regarding known incompatibility issues between hand hygiene products used in healthcare. TIP: Provide facility-supplied lotions to ensure hand hygiene products are compatible with each other.
7. ABHR contains emollients.	<input type="checkbox"/>	<input type="checkbox"/>	To reduce hand irritation and dryness. <EP> NOTE: An emollient is a chemical additive used to soften skin (e.g. isopropyl myristate).
***Legislated Requirement			
		Important-to-Have	
		Nice-to-Have	

* At the present time, there is no evidence for efficacy of non-alcoholic, waterless antiseptic agents in the health care environment. Non-alcohol-based waterless antiseptic agents are not recommended for hand hygiene in health care settings and should not be used. (*Best Practices for Hand Hygiene in All Health Care Settings*. Provincial Infectious Diseases Advisory Committee (PIDAC). Ontario Ministry of Health and Long-Term Care. May 2008.)

Alcohol-Based Hand Rub (ABHR), Lotion and Soap Products [Continued]

Recommendation	Met	Not Met	Rationale / Notes
8. Hand hygiene products are dye-free. a. ABHR b. Lotion c. Soap	<input type="checkbox"/>	<input type="checkbox"/>	To maintain a hypoallergenic environment.
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
9. Hand hygiene products have minimal fragrance or are fragrance-free. a. ABHR b. Lotion c. Soap	<input type="checkbox"/>	<input type="checkbox"/>	To maintain a hypoallergenic environment.
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
10. Hand hygiene products leave little to no residue on hands. a. ABHR b. Lotion c. Soap	<input type="checkbox"/>	<input type="checkbox"/>	To encourage staff to use products more often.
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
11. Alternative hand hygiene products are provided to staff who have allergies or have experienced adverse reactions to standard products. a. ABHR b. Lotion c. Soap	<input type="checkbox"/>	<input type="checkbox"/>	To ensure all staff have necessary supplies to practice hand hygiene. <F>
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
12. Lotion effectively moisturizes but does not leave hands feeling greasy.	<input type="checkbox"/>	<input type="checkbox"/>	To promote hand moisturizing while not creating a barrier that can trap contaminants. <EP>

Important-to-Have
Nice-to-Have

Dispensers and Bottles

Recommendation	Met	Not Met	Rationale / Notes	
13. One to two squirts from a dispenser or bottle of any hand hygiene product provides a sufficient volume for hand coverage. <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To ensure enough of the product is dispensed for each pump or press. <E>
14. Hand hygiene product nozzles to not become blocked or partly blocked. <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To avoid product being provided in suboptimal volumes and to avoid product squirting in unwanted directions. <EP>
15. Dispensers for different products look different from one another. <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To avoid confusion between products. <EP> NOTE: 'Look-alike dispensers' refer to those that are similar in shape and/or size and/or colour. TIP: For look-alike dispensers, attach labels on the outside of the dispensers to make them more distinguishable. See Label Design Guide
16. Product containers only fit into their respective dispensers or holders (e.g. soap containers only fit into soap dispensers and not into ABHR or lotion dispensers). <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To ensure refill products are always in the correct dispensers. <EP> TIP: For products that fit into multiple dispensers (i.e. soap replacement containers fit into soap and/or ABHR dispensers, and/or lotion dispensers), attach unique labels inside and outside of dispensers to help staff identify where products should be placed.
		<div style="border: 1px solid black; background-color: #f08080; padding: 5px; display: inline-block;">Important-to-Have</div>	<div style="border: 1px solid black; background-color: #ffff00; padding: 5px; display: inline-block;">Nice-to-Have</div>	

Dispensers and Bottles [Continued]

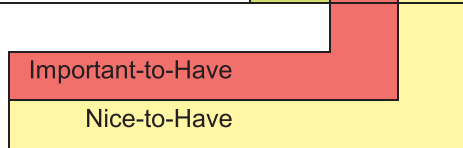
Recommendation	Met	Not Met	Rationale / Notes		
17. Remaining product levels are clearly visible in regular lighting while standing directly in front of the dispenser or bottle at a minimum distance of 2 feet (61cm). a. ABHR b. Lotion c. Soap	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To identify empty dispensers quickly and easily. <E> NOTE: Visibility can be affected by: tinted windows, small windows, labels, and collapsed cartridges (liquid-to-foam systems).		
18. Hand hygiene products do not drip from the nozzle. a. ABHR b. Lotion c. Soap	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To avoid surface stains and the need for excessive cleaning. <EP>		
<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #f08080; padding: 5px;">Important-to-Have</td> </tr> <tr> <td style="background-color: #ffff00; padding: 5px;">Nice-to-Have</td> </tr> </table>				Important-to-Have	Nice-to-Have
Important-to-Have					
Nice-to-Have					

Dispensers and Bottles [Continued]

Recommendation	Met	Not Met	Rationale / Notes
19. Only one hand is required to access hand hygiene products from dispensers and bottles. <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To make hand hygiene practice more efficient. <E> NOTE: Pump bottles, wall dispensers, and touch-free dispensers require only one hand to access the product. NOTE: Provide personal ABHR to staff who prefer to carry ABHR with them. TIP: When considering the purchase of automatic touch-free dispensers, note the following issues: (i) Sensor reaction time can be slow or may not trigger; (ii) The dispenser's front panel may be confusing if automaticity and area of hand placement is not clearly indicated; (iii) Replenishing the supply may require extra steps; and (iv) A battery replacement process and recycling program will be required.
20. A key is not required to open dispensers <ul style="list-style-type: none"> a. ABHR b. Lotion c. Soap 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	To increase the efficiency of product replenishing. <E> NOTE: In some clinical areas, such as psychiatric or pediatric wards, a key may be required to lock dispensers to mitigate the risk of ingestion.
Important-to-Have		Nice-to-Have	

Gloves and Glove Box Holders

Recommendation	Met	Not Met	Rationale / Notes
21. Gloves meet the Canadian General Standards Board Certification and Qualification Program is available at the facility.	<input type="checkbox"/>	<input type="checkbox"/>	TIP: To verify that the gloves used in your facility meet the CGSB requirements, refer to http://www.tpsqc-pwqsc.gc.ca/cgsb/prqsrvcertprg/program/q020_ind-e.html
22. Different types of gloves are available to the staff.	<input type="checkbox"/>	<input type="checkbox"/>	To enable staff to select gloves that best suit their care activities. <F>
23. Glove box holders hold multiple glove boxes.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure that required sizes are always available. <F> NOTE: Glove box holders that hold three glove boxes for three standard sizes (small, medium, and large) is preferred.
24. Glove box holders have dividers between glove boxes.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure that dedicated spots for each glove box is maintained and missing sizes are obvious. <V>
25. Glove box holders have labels for each glove size available (e.g. S, M, L) located on the outside and inside of the mount.	<input type="checkbox"/>	<input type="checkbox"/>	To easily identify which glove size is available or missing. <V>



Hand Washing Only Sinks

Recommendation	Met	Not Met	Rationale / Notes
26. Hand washing sinks are used for hand washing only and not for any other purpose.	<input type="checkbox"/>	<input type="checkbox"/>	To significantly decrease the risk of cross contamination. <EP> TIP: Hand washing only sinks should not be used for cleaning of equipment, disposing of intravenous or other solutions.
27. Hand washing sinks are freestanding, made of non-porous material, and without attached storage cabinets.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure a clear area around sanitary sewer connections and for visibility of leaks or water damage. <V>
28. Sinks have a means for water temperature adjustment.	<input type="checkbox"/>	<input type="checkbox"/>	To allow staff to adjust the water to their temperature preference. <F> NOTE: Sensor-operated faucets should have a means for manual adjustment of temperature.
29. Faucets are hands-free.	<input type="checkbox"/>	<input type="checkbox"/>	To mitigate the risk of cross-contamination. <E> <EP> DEFINITION: Hands-free sinks refer to sinks that that are operable without hands (e.g. wrist operated, foot-controlled sinks and sensor-operated sinks, also known as automatic sinks). ³ NOTE: The World Health Organization lists automated sinks as an observed risk factor for poor hand hygiene adherence.
30. Little to no splash-back occurs when sinks are in use.	<input type="checkbox"/>	<input type="checkbox"/>	To avoid contamination of hands and faucets. <EP>
31. Spouts are fixed in place and are not aligned with the drain.	<input type="checkbox"/>	<input type="checkbox"/>	To avoid splashback of drain contents which can lead to contamination. <EP>
32. Basins are large enough to allow for hands and forearms to be washed.	<input type="checkbox"/>	<input type="checkbox"/>	To provide staff with adequate space in the sinks. <E> NOTE: Splashback of drain contents can occur where high-pressure water flows through high gooseneck spouts into shallow sinks and directly down the drain. ⁴

Important-to-Have

Nice-to-Have

Waste Receptacles

Recommendation	Met	Not Met	Rationale / Notes
33. Waste receptacles are foot-operated or lid-free.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure quick and easy access. <E>

Important-to-Have
Nice-to-Have

Paper Towels and Drying Technology

Recommendation	Met	Not Met	Rationale / Notes
34. Disposable paper towels are available to dry wet hands in clinical areas.	<input type="checkbox"/>	<input type="checkbox"/>	To void the risk of cross contamination associated with reusable towels. ⁵ <EP>
35. Paper towel dispensers are designed so only the paper towel is touched during removal of towel.	<input type="checkbox"/>	<input type="checkbox"/>	To reduce the risk of dispenser contamination. <EP>
36. Paper towel dispensers are translucent instead of opaque.	<input type="checkbox"/>	<input type="checkbox"/>	To ensure visibility of the towel supply standing 2 feet (61cm) away from the dispenser in regular lighting. <V>
37. Paper towel dispensers hold a roll instead of folded paper towel sheets.	<input type="checkbox"/>	<input type="checkbox"/>	To mitigate the likelihood of topping-up associated with replenishing paper towel sheets. <EP> NOTE: Topping-up of paper towel sheets can introduce risk of product contamination.

Important-to-Have
Nice-to-Have

Product Procurement Guide

This procurement guide provides a step-by-step process for ensuring the procurement of the most appropriate hand hygiene products for your facility:

Step 1 – Select a Product Procurement Lead

- The Product Procurement Lead will be responsible for conducting the Preliminary Evaluation of Products (Step 2) and facilitating the Hands-On Product Test (Step 3). (Note: The Product Procurement Lead may be the Product Tool Lead.)

Step 2 – Conduct the Preliminary Evaluation of Products

- Search the Internet for different hand hygiene products.
 - Refer to Health Canada's Licensed Natural Health Products Database for a list of approved ABHR products - <http://webprod.hc-sc.gc.ca/lnhpd-bdpsnh/start-debuter.do?language-langage=english>
- Contact manufacturers for product samples, dispenser samples and personal-carry options.
- Solicit information regarding compatibility issues between potential products and hand hygiene products currently used at your facility. For example, gloves may be adversely affected by petroleum-based hand lotions or creams.
- Compare potential ABHR, lotion, soap and glove box holders using the Preliminary Evaluation of Products Forms provided (Figures 1 to 4).
- Decide which ABHR, lotion and soap products will be tested during the Hands-On Product Test (Step 3).

Step 3 – Conduct the Hands-On Product Test (*Suggested for Testing ABHR, Lotion, and Soap Only)

- Invite staff members from different groups (e.g. nursing, medicine, allied health, housekeeping, and facilities) to participate in blinded testing of shortlisted products.
- Conduct the Test
 - Replace or cover manufacturer names and logos with new labels (e.g. A, B, C) to make them unidentifiable.
 - Instruct each participant to consider the product and dispenser qualities (see Table 1 for product and dispenser qualities) while evaluating the products.
 - When testing ABHR, ask staff to wash their hands with soap and water in between products to remove any residue. Washing with soap and water should also be done when testing different lotions.
 - Ask staff to state their product preference and collect this data using Figures 5 to 7.

Step 4 – Conduct a Trial

- Trial the preferred product(s) on selected units with different users for at least two to three weeks. ² If more than one product is being trialed, a period with the routine product should be used between trials.
- Instruct staff to use the products as needed so that they can evaluate it under realistic situations.
- Use the most appropriate dispensers, brackets, or holders and container sizes available from the vendor considering space limitations on the unit.
- After the trial period, invite staff to share any issues they may have concerning each product.

Step 5 – Select Products for Purchase

- Analyze data from Steps 2 – 4.
- Consider product preferences of different staff groups.
- Select one ABHR, lotion and soap product for standard use across the facility.
- Select the dispensers, brackets and mounts, and container sizes available from the vendor.
- Select an alternative ABHR, lotion and soap product for staff with allergies to standard products.

Figure 1 – Preliminary Evaluation Form – ABHR

Preliminary Evaluation Form – ABHR

ABHR ID	Product Name and Manufacturer
A	
B	
C	
D	
E	

Place a “✓” where products meet the recommendations.

		ABHR ID				
Recommendations		A	B	C	D	E
Based on Best Practices	1. Has a Drug Identification Number (DIN) or Natural Product Number (NPN) from Health Canada***					
	2. Alcohol concentration 60-90%					
	3. Dries after 15 seconds (and not before) of rubbing on hands					
	4. ABHR is dispensed from a disposable container or bottle.					
	5. No known compatibility issues between this ABHR and the lotion, soap, and gloves available at the facility					
	6. Contains emollients					
Based on Human Factors Principles	7. Dispenses a volume of ABHR that is sufficient with one to two squirts					
	8. Dispenser design (i.e. shape, colour, general appearance) differs from soap currently used in organization					
	9. Dispenser design (i.e. shape, colour, general appearance) differs from lotion currently used in organization					
	10. Dispenser design accommodates ABHR replacement containers only (i.e. soap and/or lotion replacement containers cannot fit into the ABHR dispenser)					
	11. Remaining ABHR level clearly visible in regular lighting at a minimum of 2ft (61cm) directly in front of the dispenser or bottle					

*** Legislated requirement

Figure 2 – Preliminary Evaluation Form – Lotion

Preliminary Evaluation Form – Lotion

Lotion ID	Product Name and Manufacturer
A	
B	
C	
D	
E	

Place a “✓” where products meet the recommended product and dispenser qualities.

Recommendations		Lotion ID				
		A	B	C	D	E
Based on Best Practices	1. Lotion is dispensed from a disposable container or bottle					
	2. No known compatibility issues between this lotion and ABHR, soap, and gloves available at the facility					
Based on Human Factors Principles	3. Dispenses a volume of lotion that is sufficient with one to two squirts					
	4. Dispenser design (i.e. shape, colour, general appearance) differs from ABHR currently used in organization					
	5. Dispenser design (i.e. shape, colour, general appearance) differs from soap currently used in organization					
	6. Dispenser design accommodates lotion replacement containers only (i.e. ABHR and/or soap refill containers cannot fit into the ABHR dispenser)					
	7. Remaining lotion level clearly visible in regular lighting at a minimum of 2ft (61cm) directly in front of the dispenser or bottle					

Figure 3 – Preliminary Evaluation Form – Soap

Preliminary Evaluation Form – Soap

Soap ID	Product Name and Manufacturer
A	
B	
C	
D	
E	

Place a “✓” where products meet the recommended product and dispenser qualities.

Recommendations		Soap ID				
		A	B	C	D	E
Based on Best Practices	1. No known compatibility issues between this soap and the ABHR, lotion, and gloves available at the facility					
Based on Human Factors Principles	3. Dispenser dispenses a volume of soap that is sufficient with one to two squirts					
	4. Dispenser design (i.e. shape, colour, general appearance) differs from ABHR currently used in organization					
	5. Dispenser design (i.e. shape, colour, general appearance) lotion currently used in organization					
	6. Dispenser design accommodates soap replacement containers only (i.e. ABHR and/or soap refill containers cannot fit into the ABHR dispenser)					
	7. Remaining soap level clearly visible in regular lighting at a minimum of 2 ft (61cm) immediately in front of the dispenser or bottle					

Figure 4 – Preliminary Evaluation Form – Glove Box Holders

Preliminary Evaluation Form – Glove Box Holders

Glove Box Holder ID	Product Name and Manufacturer
A	
B	
C	
D	
E	

Place a “✓” where products meet the recommended product and dispenser qualities.

Recommendations		Glove Box Holder ID				
		A	B	C	D	E
Based on Human Factors Principles	1. Glove box holders hold multiple glove boxes					
	2. Glove box holders have dividers to separate glove boxes					
	3. Glove box holders have labels (S, M, L) on them or a place for these labels					

Table 1 – Qualities to Consider in Hands-On Product Testing

Product Qualities	Dispenser Qualities
Dye-free	Product does not clog nozzle
Pleasant fragrance or fragrance-free	Product does not drip from nozzle
Little to no residue left on hands	Only one hand is needed to get product from bottle/dispenser
Hands are not left feeling greasy (For Lotion Only)	

Figure 5 – Hands-On Product Testing Form – ABHR

Hands-On Product Testing Form – ABHR

No.	Participant Information		Preferred Product				
	Role	Department / Unit	A	B	C	D	E
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
Total:							

Figure 6 – Hands-On Product Testing Form – Lotion

Hands-On Product Testing Form – Lotion							
Participant Information			Preferred Product				
No.	Role	Department / Unit	A	B	C	D	E
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
			Total:				

Figure 1 – Hands-On Product Testing Form – Soap

Hands-On Product Testing Form – Soap							
Participant Information			Preferred Product				
No.	Role	Department / Unit	A	B	C	D	E
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
			Total:				

Label Design Guide

Look-alike products are different products that look similar in terms of size, shape and/or colour. Problems that can result from the use of look-alike products include:

- Extra time spent differentiating products.
- Mixing up products when reaching for a product. For example, a staff member may inadvertently reach for a lotion dispenser when desiring ABHR.
- Mixing up products when refilling a dispenser or holder. For example, a housekeeper may inadvertently place an ABHR container in a soap dispenser .

If your ABHR, soap, and lotion products look-alike, re-label your products using the Product Label Design Guide found in Table 2. Note that the label used must be waterproof so that its surface can be wiped down whenever surfaces are cleaned.

Table 2 – Product Label Design Guide

Label Feature	Design Recommendation
Word(s) or Message	<p>Keep it simple!</p> <p>For ABHR labels, use the term “Hand Sanitizer” (or Hand Rub) as ABHR is not often used in everyday language.</p> <p>For lotion labels, use the term “Hand Lotion”. It is important to include “Hand” as your facility may have body lotions available for patient use. You may also wish to include, “Does not contain sanitizer” or “Contains sanitizer” as lotions are available that contain ABHR.</p> <p>For glove box sizes, use S, M, and L as these are commonly-used acronyms for the terms, Small, Medium, and Large.</p>
Colour	<p>Use pink for soap, yellow for lotion, and blue for ABHR.[†] If selecting colours other than pink, yellow, and blue, be aware that staff, patients, and visitors may be colour-blind so avoid labels that require differentiation between red and green.</p> <p>Ensure that the colours you select provide a high degree of contrast between fonts and background colour.</p>
Font	<p>Use sans-serif fonts (e.g. Arial, Verdana) as these fonts are clearer to read from a distance than serif fonts (Times New Roman).⁶</p>
Font size	<p>Font size should be selected so that letters can be easily seen from a distance of at least 1 metre.⁷</p>
Diagram	<p>Should indicate whether or not water is required.</p> <p>A diagram that includes bubbles should only be used for soap.</p>
Shape	<p>Use different shape labels for different products.</p>

[†] These colours were selected for soap, lotion, and ABHR based on staff focus groups included in the Hand Hygiene and Human Factors Project for Healthcare Organizations. Pink was identified for soap since soap dye is often pink. Yellow was identified for lotion as lotions are commonly a white-yellow colour. Blue was selected for ABHR as it is an alternative to cleaning with water, which is universally associated with the colour blue.

References

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