# WRHA Handy Audit Frequently Asked Questions

*Audience: Site/area/program leads and site Auditors*

1. ***What do I need to do once I am trained?***
   a. Find out where devices/tablets will be located (plug in access and safe storage).
   b. Find out which units you are auditing each quarter.
   c. Find out who you send the opportunity numbers to.

2. ***What is a hand hygiene OPPORTUNITY?***

   When hand hygiene needs to be performed. One hand hygiene *opportunity* may cover multiple indications. (e.g., after caring for one patient/resident/client and then directly caring for the next one is 2 Indications, but one Opportunity).

3. ***What is a hand hygiene INDICATION?***

   Why hand hygiene is needed in relation to the 4 Moments of Hand Hygiene.

4. ***How many opportunities does my unit/program need to collect?***

   Thirty-five opportunities per month for your inpatient/resident unit/areas when completing auditing for that quarter (2 quarters a year). Seventeen (17) opportunities per month for outpatient clinics/areas when completing auditing for that quarter (2 quarters a year). Reports will be prepared monthly when these opportunity counts are collected.

5. ***How often should I be auditing?***

   30 minutes a week is encouraged to help auditors maintain their competency both with the 4 Moments of Hand Hygiene and with the auditing tool.

6. ***How do I track opportunities with other auditors on my unit or in my program?***

   Sites/teams can determine how they prefer to track their numbers. Some options for managers/coordinators to review and communicate to auditors include:
   a. Use the WRHA Hand Hygiene Opportunities Tracking Form to track the number of opportunities. This paper form can be maintained in the same location the tablets are stored, or another appropriate location that is accessible to the auditors.
   b. Select the *Update Counter* after each audit session it will provide the sessions opportunities (see Table 1 for one option to obtain *Opportunities*). Some sites have auditors submit counts to a designated staff who enters into a spreadsheet then communicates to manager of unit once target numbers have been met.

| Table 1: **How to obtain opportunity numbers per session** |
|---|
| After auditing session complete<br>Select wheel on the top right-hand side<br>Select Session options<br>Select Update Counter<br>Under Current Session Statistics, find the number for Opportunity Count<br>Record Opportunity Count or take screen shot to document later |

c. The **In-Session Report** provides Opportunities and compliance rates in a visual graph for each audit session (see Table 2 for how to access it). This option provides information to managers/educators to look at which of the 4 Moments of Hand Hygiene may need review to improve compliance.

| Table 2: **How to obtain a graph of the In-Session Report** |
|---|
| After auditing session complete<br>Select wheel on the top right-hand side<br>Select Session options<br>Select In-Session Report<br>This will provide a bar graph<br>Tap on first bar to show compliance rate<br>Take screen shot to share with manager/educator for Quality huddle |

**7.** ***When should I sync my data?***

Do not wait to sync your data for any length of time. If you have completed your auditing session, noted your number of opportunities collected and are either ending your auditing session or moving to a new location, sync your data. This prevents delays in data uploads and prevents data from accidently being lost through any sort of device/tablet malfunction.

**8.** ***Should I logout of the auditing program when I have completed my auditing session for the day?***

At the end of your auditing sessions for the day, always log out of the program. Issues can arise if the program is left on for too lengthy a time (e.g., beyond one day).

**9.** ***What if I have not audited since I was trained?***

If you have not audited at least 50 opportunities in the previous six months, your account will be suspended. Reach out to your Local Audit Lead for next steps.

**10.** ***My auditor login isn't working – who do I contact for help?***

If you no longer have your username and password, contact your Local Audit Lead. Note that if you have tried logging in three times unsuccessfully, you will be locked out of your account for 15 minutes. After 15 minutes has passed and you have confirmed the correct username/password, try again.

11. ***I can't sign into my device to audit, who do I contact?***
Connect with your site or program manager or the site/area/program lead who manages and/or sets up devices.

12. ***Where do I go to review how to use the Handy Audit app?***
Go to the WRHA IP&C Audit Tools and select the Hand Hygiene Auditing SharePoint Training portal or for non-WRHA sites contact your Site/Program ICP.

13. ***I am unable to see the healthcare worker (HCW) categories or it will not let me select a HCW. What do I do?***
Ensure the device/tablet is on mobile version verses desktop version of the internet program. If you are not able to find this on your device contact the WRHA Handy Audit Hand Hygiene Administrator (the WRHA IP&C epidemiologist).

14. ***I get a blank screen when I attempt to login. What should I do?***
Shut the program down, turn off the device, then update the device's software as needed. Re-open the app by using the apps bookmark.

| Contacts | |
|---|---|
| Site/Area/Program Lead<br>(coordinates site implementation plan, provides auditors with opportunity tracking plan) | |
| Name | |
| Email | |
| Phone number | |
| Local Audit Lead/Site or program ICP<br>(Auditors and Site/Area/Program Lead contacts for questions/trouble shooting) | |
| Name | |
| Email | |
| Phone number | |