

## Hand Hygiene Moment 1 Global Observation Survey

### “Technical” Frequently Asked Questions

1. How can I participate in the Hand Hygiene Moment 1 Global Observation Survey?  
Any health-care facility registered for SAVE LIVES: Clean Your Hands by 30 April 2010 can participate in the survey. An invitation to participate through online data submission will be sent to the email address used for registration and will ask you to identify a data manager and forward him/her the email. The email contains crucial information and includes the internet access addresses to register for the web-based data submission. The data manager must then follow the steps to complete the registration process. Please keep these emails safe!
2. My facility is already registered for SAVE LIVES: Clean Your Hands, should I register again by 30 April 2010 to submit the data online?  
NO! The email address used for registration with SAVE LIVES: Clean Your Hands will receive the invitation email mentioned above. Re-registering will cause duplications!
3. What is the time period for hand hygiene observations in the Hand Hygiene Moment 1 Global Observation Survey?  
Observations have to take place between May 3 and May 9. Online data entry is possible until May 16.
4. What are the advantages of the web-based data submission?  
Submitting your data online will allow YOU to analyze them and immediately view the results and WHO to assess global compliance with moment 1 of the “Five moments for hand hygiene”.
5. Are the data of our healthcare facility safe with WHO?  
All possible measures have been taken by WHO to guarantee that your data remain confidential and are not disclosed to unauthorized individuals, entities, or processes. Only the Data Manager can enter, view, and retrieve your hospital data.
6. What about data confidentiality?  
If data are disseminated, they will be displayed only by country and without mentioning the facility name.
7. Are there alternatives to web-based data submission for the calculation of Moment 1 hand hygiene compliance?  
YES, there are two options that can be used locally: 1) you can calculate it manually using the Basic Compliance Calculation attached to the Observation Form; 2) you can enter the collected data and make your analysis by using the Moment 1 in the Data Entry Analysis Tools - Observation tool available for the “5 Moments” ([http://www.who.int/gpsc/5may/tools/evaluation\\_feedback/en/index.html](http://www.who.int/gpsc/5may/tools/evaluation_feedback/en/index.html)).

8. Who should do the online data submission in our healthcare facility?  
Only one person per healthcare facility, the to be designated Data Manager, should submit the observation data online! The Data Manager's email address, user name, and password are the identification elements for your healthcare facility.
9. Can more than one person observe for the Global Moment 1 Hand Hygiene Observation Survey?  
Yes, multiple observers can observe and fill in observation forms. Caution: Only one identified Data Manager is entitled to do online data entry. The observers must give the completed observation forms to him/her for data entry.
10. What does the Data Manager do if he/she loses or forgets his/her email address, user name, or password?  
One single Data Manager is responsible for data entry and retrieval. Make sure that he/she keeps all identification data safely. Please note that if the Data Manager loses this information, no further data entry or retrieval are possible. Only a password recovery process is available at <https://extranet.who.int/ads/adswebinterface/resetpwd.aspx>
11. Where can I find information on how to observe?  
You can find a link to all the necessary information at <http://www.who.int/gpsc/5may/en/>
12. I would like to use the Hand Hygiene Moment 1 observation method for routine hand hygiene monitoring. Will the WHO web-based system be permanently accessible? For how long will you provide analysis of results?  
The Moment1 Global Observation Survey is proposed specifically for the 5 May event. It is an easy way to start monitoring hand hygiene compliance for those who are not used to this activity. However, we do not recommend regular monitoring of hand hygiene compliance on this basis. As an integral component of the WHO multimodal strategy, the monitoring of all "5 Moments" remains the gold standard and allows to capture the most accurate picture of hand hygiene practices.  
Observations must take place between 3May and 9 May 2010. Online data entry is possible from 3 May until 16 May 2010.
13. My facility lacks resources to perform hand hygiene (no running water, no alcohol) and no hand hygiene programme has been implemented so far. Is it useful to conduct the survey?  
Poor compliance can be expected as a result of the limited resources available. But it is important to have a starting point to a later promotional intervention according to the WHO strategy. Your participation will highlight the issue of health care-associated infection in your facility and may help to attract institutional support for resources. Guide to implementation of the WHO multimodal hand hygiene improvement strategy and all related tools are available at: <http://www.who.int/gpsc/5may/tools/en/index.html>
14. If we are unable to conduct observation before 5 May, when should we disseminate the results?  
Conducting observation before 5 May and to give feedback of the results on that day to health care workers is the ideal way. However, most participants will observe during the week of 5 May. Results should be disseminated as soon as possible in a very "noisy" and /or "visible" way in order to create the most impact around this global day dedicated to hand hygiene.

15. Can we participate in the global survey by observing hand hygiene compliance with all “5 Moments” (according to the WHO method), but only submit data for Moment 1?  
As specified in the instructions, facilities that already monitor the “5 Moments” may prefer to continue to observe all “5 Moments”, even while participating in the global survey. For the purpose of the survey, the single moment 1 data can be entered into the dedicated WHO web-based data submission site. Moment 1 applies both in situations when the opportunity is generated by the single indication for hand hygiene and when this indication occurs at the same time as others (e.g. before a clean/aseptic procedure).  
If you analyze the data locally, data entry and analysis should be undertaken as usual.
16. We have our own method of observation and observation form. Can we submit the observation data online to WHO and participate in the global survey?  
Data submission and analysis software are based on the WHO method of observation. Data not derived from either the Moment1 or the “5 Moments” observation methods would be inconsistent and cannot be submitted and analysed. If you want to share/compare your results with those of the global survey, you must use the Hand Hygiene Moment1 or the Five Moments Observation Forms.
17. Can we submit data by sending an excel sheet to [savelives@who.int](mailto:savelives@who.int)?  
Unfortunately, we are not able to consider data in different database formats. If you want to participate in the global survey, you must submit your data through the WHO web-based Moment1 global survey data collection site.
18. If there are no trained professionals in hand hygiene or infection control in our facility, can we delegate the task of observing Moment1 to nurses?  
Yes, the observation of Moment1 is easy to conduct. It can be delegated to nurses or doctors with a good experience of delivering patient care. It is important to make sure that they understand how to use the Hand Hygiene Moment1 Observation Form. To avoid bias in measuring compliance as much as possible, it is recommended that observers should not observe in their own ward or service.
19. At my facility, parents or other visitors participate in patient care. Do we observe these persons and mark as “other” for the professional category?  
This survey focuses on health-care workers' compliance with hand hygiene. Parents and other visitors are not professionals and they should not be included in the current observation. The professional category “other” (code 4) includes physiotherapists, technicians, dentists, dieticians, and any other health-related professional involved in patient care.
20. Where can I find information to understand the "patient zone" concept?  
Details about the "patient zone" concept are given in the Hand Hygiene Technical Reference Manual, available at [http://www.who.int/gpsc/5may/tools/training\\_education/en/index.html](http://www.who.int/gpsc/5may/tools/training_education/en/index.html)
21. What is the difference between an indication, a moment, and an opportunity for hand hygiene?  
Details on indications, moments and opportunities are given in the Hand Hygiene Technical Reference Manual, available at [http://www.who.int/gpsc/5may/tools/training\\_education/en/index.html](http://www.who.int/gpsc/5may/tools/training_education/en/index.html)
22. I am organising the survey on the ICU ward only. Should all ward health-care workers present on that day be observed at least once?

The aim of the observation survey is to collect the wider range of Moment1 opportunities and their related hand hygiene actions either performed or missing. These opportunities should represent the reality in the ward as much as possible: thus, the more health-care workers included in the observation, the better the real overview of hand hygiene practices. Similarly, the higher the number of opportunities, the better the reliability of data. However, the survey is not intended to provide strong scientific results. The main objectives are to raise awareness and motivate health-care workers to comply with hand hygiene and obtain a global assessment of practices.

23. Should the observed health-care worker be informed of the compliance survey?

Raising awareness and motivating health-care workers to focus on taking action to improve and sustain their hand hygiene practices are the main objectives of this global survey. Thus, it is preferable to inform health-care workers of the observation survey. Moreover, according to the WHO methodology, direct and open observations are recommended to improve understanding of hand hygiene and to contribute to its promotion.

24. Where can I find quick and convenient instructions to conduct the observation survey?

You can download the hand Hygiene Moment 1 observation form from a link at <http://www.who.int/gpsc/5may/en/>.

On the second page, on the back of the grid, you will find all the necessary details and conditions to conduct the Moment1 Observation survey.